

## **FAULT REPORTING PROCEDURE**

We often notice things that need reporting to “SOMEONE” in our villages but often it is not clear who has the responsibility to put it right. Here is a handy list of contacts.

For all reporting, it is preferred by each Authority to do on line as this is quicker, easier and we then have records of reporting and often an acknowledgement number is generated.

**Highways matters, such as Potholes, Materials on Highway, Public Rights of Way, Road Works, Signs, Lines, Bollards and furniture (NB. not Island illuminated or keep left signs), Traffic Lights, Traffic Management and Tree Issues. Contact Cambridgeshire County Council-Highways on their on line Fault Reporting web site (<http://www2.cambridgeshire.gov.uk/Highways>). Contact name Simeon Carroll –Local Highways Officer & Street Management, email: [Simeon.Carroll@cambridgeshire.gov.uk](mailto:Simeon.Carroll@cambridgeshire.gov.uk)**



**Road Gullies (blocked/ damaged). Contact Pauline Peachey  
[Pauline.Peachey@Cambridgeshire.gov.uk](mailto:Pauline.Peachey@Cambridgeshire.gov.uk)**



Damaged Water Stop Cock boxes. Contact Cambridge Water on line at <http://www.cambridgeshire-water.co.uk> –click on `contact us` then complete online form. Or ring 01223-403176 (office hours) or 01223-706050 (Urgent out of hours)



Sewerage/ blocked sewer pipes. Contact Anglian Water at <https://www.anglianwater.co.uk> or ring on 08457 145145.

Surface Water Drainage. Ring Anglian Water on 08457 919155

General enquiries. Ring 08457 919155



Gas & Electric (Pipes, Ducting & Cables). Contact NATIONAL GRID  
Email [Plantprotection@nationalgrid.com](mailto:Plantprotection@nationalgrid.com) or ring on 0800 68858

Street Lighting and damaged Road Island illuminated signs. Contact Balfour Beatty at BBLP-CambridgeshireStreetLighting@bblivingplaces.com or visit their web site on [www.bblivingplaces.com](http://www.bblivingplaces.com) or report by telephone on 01954 233300. In all cases quote number displayed on lamp post or road island sign with location



Street Cleaning, Hire of Litter Grabbers etc. Domestic Refuse Bins, Village Litter Bins and Village Dog Bins issues. Contact Heidi Duffett at South Cambs District Council by email [Heidi.Duffett@scambs.gov.uk](mailto:Heidi.Duffett@scambs.gov.uk) or ring her at the Recycling Centre at Waterbeach on 03450 450063

For issues with litter bins on Parish Council land (e.g. The Green, War Memorial, Recreation Ground, Homefield Park, Burial Ground) then please contact the Clerk at the Parish Office on 01223 235906 or email [clerk@hisimp.net](mailto:clerk@hisimp.net)



Cedric Foster, Environment Committee Chairman