



Using the online fault reporting tool

Go to www.cambridgeshire.gov.uk/highwayfaults

Choose *Report a pothole or other highways fault*

roads, cycleways [Surface dressing](#)

vehicles/abnormal the road

records

development

licences &

g highways

Report a highways problem

A Report a pothole or other highways fault

▲ Roadworks and road closures across the county

✳ Street light fault report form

You will see the highways fault reporting tool. It has 3 sections.

Section 1 is the high level fault type, like 'Roads and Pavements' or 'Public Rights of Way'. You also plot the location of the issue.

Section 2 asks for more detail on the issue.

Section 3 is the contact information.

In Section 1, drop the list down to choose the appropriate fault type.

1 What is the problem?

Type of problem:

Signs, lines, bollards and furniture

2 Where is the problem?

Search by road name or number:

Stamford Peterborough Wisbech March

You then need to find the location. You can do this a number of ways.

1. Zoom in and pan around on the map, or
2. Start typing the road name into search box and click on the street, or
3. Choose the town and then street name from the drop down lists.

You don't have to use all these, they just help find where you are.....



2 Where is the problem?

Search by road name or number:

Or select

Town

Select a town

Street

Select a street

Describe the location of the problem:*

Map showing roads (A1(M), M1) and a location marker.

When you've zoomed into the right area, you may also see some red dots on the map. These are outstanding faults. If see a red dot, you can click on it to see some more information on that report. You may notice that the fault has already been reported, and decide to not report it again.

If you want to continue to report it, just click on the map to plot the exact location of the fault.

Please note, you can only report on or near a road we are responsible for. These are shown as a thick grey line on the map.

Then, type in the location as best you can (upto 70 letters). This helps us to identify exactly where it is, as well as the dot on the map.

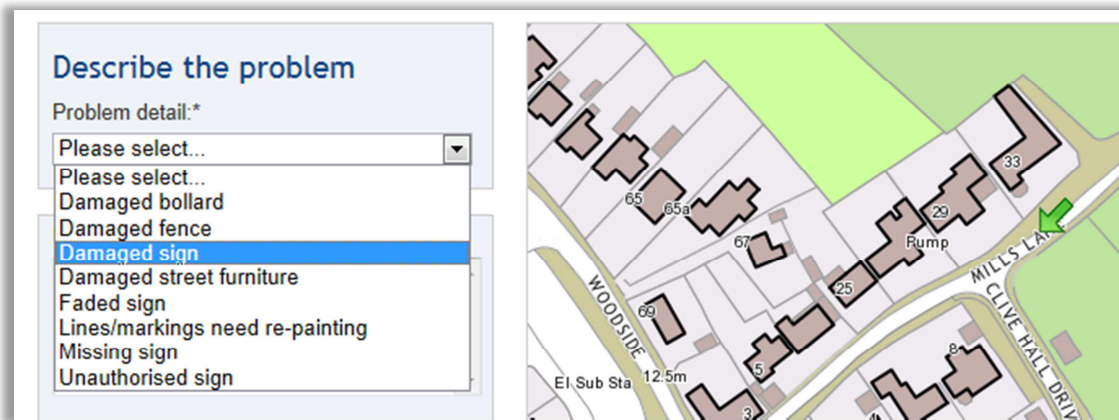
Click on *Continue*

3 Click on the map to indicate the precise location of the problem.

Continue »

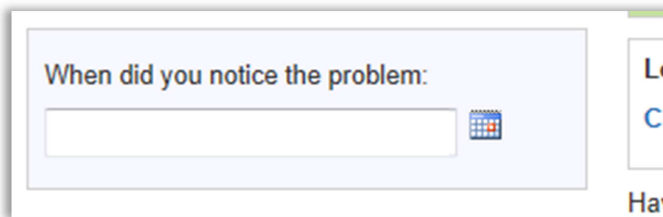


On page 2, you then choose the detailed problem



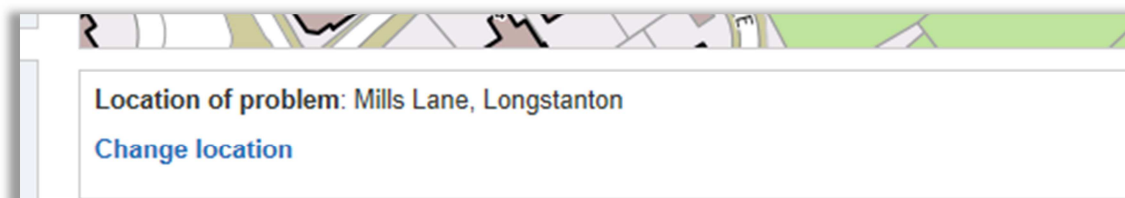
Select one of the options and then type in the detail of the fault. You have nearly 1000 characters, so plenty of room.

If you want to say when you noticed the fault, you can do that below



You can also tell us if you've already reported this issue to someone else, and include their reference number if you have one. This helps us tie issues together that are being dealt with by our partners, e.g. the police.

If you want to change the location of type of fault at any time, click *Change location*



When you're happy, click *Continue*



On the last page, you can enter your contact details if you wish.

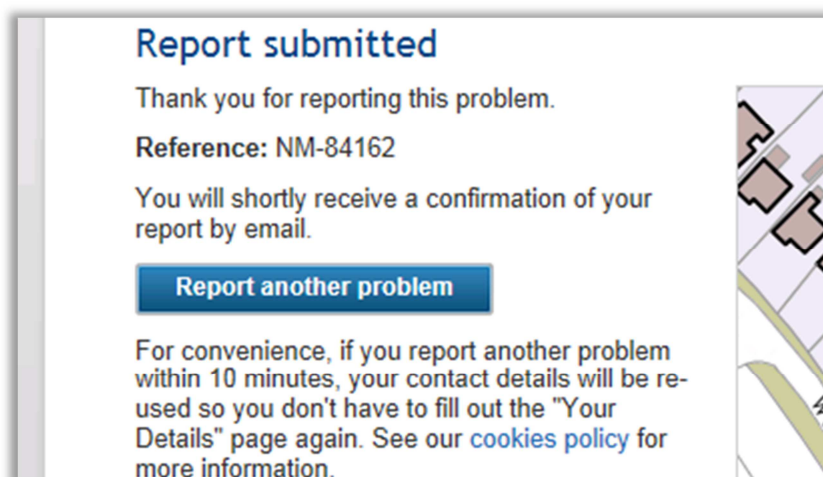
If nothing else, we recommend including your email address, as you will then receive an emailed receipt for this fault report, including a link to enable you to track it's progress.

You will also be able to receive updates or requests for further information from the Local Highways Officer dealing with this fault.

Again, you can change the location or type of fault before you submit.

Once you are happy, click *Submit*

If you provided an email address, you will receive a receipt shortly. If not, you will still be given a reference that you can use to track the progress of the fault, but not provided with a direct link.



If you wish to report another fault, click on Report another problem within 10 minutes. By doing this, the system will remember your contact details, which saves you typing them in again.