
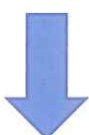



How to report a problem with your local roads and highways in 8 easy steps.




Step 1. The first action you will need to do when reporting a problem with your local roads and highways is to visit Kent County Councils' website which can be found at <http://www.kent.gov.uk/> and open the **Roads and Travel** section.




Step 2. When the page loads, you'll then want to click on the '**Report a Problem**' link and then click the **purple** box which says, '**Report a problem**' which will load onto another page, this may take about 30 seconds to load.



Step 3. Once the page has loaded, there will be a drop-down box which will allow you to choose a fault type that you are intending to report, whether that be a pothole or broken street lighting fixture etc. Once selected, click next.



Step 4. Now it will ask you to locate where the fault is on a map. The map may take a while to load but make sure you have the postcode of the area of the fault ready to enter to make locating the area easier for yourself. Once you have found the area of the fault, a pop-up will ask whether the location selected is the correct location of the fault. Click 'yes' if the selected location is correct.

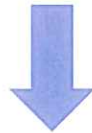


Tip! Using the mouse wheel, or the + and – signs will zoom you in and out on the map when locating the fault.

Step 5. Fill in any details you can about the fault, clicking 'next' where needed. If you have a photo of the fault you can upload it to the report via selecting it from your files.



Step 6. You will then be asked to enter your personal details which will only be used for Kent County Council to contact you about the fault and will not be passed on to any third parties for marketing, sales or commercial reasons. Once all details have been completed, click submit and your report will be sent to Kent County Council.



Step 7. After submission, you will receive a reference number make sure that you take a note of, as well as the reference number Kent County Council will also send you a confirming email that your report has been received and is being processed.



Step 8. (Optional). To find out what's going on with your request or the fault itself then repeat step 1 and 2, but then click the **purple 'Track an existing fault'** box and then enter your reference number into the box and then click submit to receive the current information and updates on your reported fault.

Tip! If you don't get a response or the requested action has not been taken you can approach the parish council either by telephone or email for help but they will need your reference number.