

Highway repairs

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Service summary:

We have a duty to maintain the public highway in a safe condition.

We will:

- regularly inspect and monitor the condition of the public highway
- prioritise repairs using nationally recognised guidelines
- plan annual maintenance programmes
- make sure work is finished on time
- make sure the work is done correctly
- use cost effective and environmentally friendly methods where possible
- recover the costs of repairing damage (whether deliberate or accidental) where we can.

You can help by:

- telling us about anything you think needs repairing. Please be as accurate as you can about where it is, what the problem is, why you think this may be a risk to highway users etc.
- reporting work you think is unsatisfactory
- reporting anyone damaging the highway.

The service does not include:

- any roads not in the public highway network.

Contact us:

01934 888 802

www.n-somerset.gov.uk

Streets and Open Spaces, North Somerset Council, Weston Court,
Oldmixon Crescent, Weston-super-Mare BS24 9AU

Frequently asked questions

Highway repairs

1. When will you repair my road?

All public roads are inspected regularly. We use a priority system for repairs based on nationally recognised guidelines.

2. Why have you only repaired part of the road?

Some defects don't need repairing immediately. By being selective, we make sure the highway network as a whole is maintained in as safe a condition as possible at the lowest possible cost to you.

3. What if I see a poor quality repair?

Tell us about it. It may be a temporary safety repair but we will investigate all reports and raise any quality issues with our contractor.

4. Why wasn't I told about the work in advance?

If it's a small job, it's finished quickly and causes hardly any disruption. Bigger jobs will have a greater effect on the public and we will give advance warning.

5. I reported a problem. Why hasn't it been sorted out?

Give us a call and we'll tell you how the job is progressing.

6. How long is the job you're doing. It is stopping me getting on to my property?

We try to make sure you can always get access to your property. However, if we can't avoid it, we'll make sure it's for as short a time as possible and let you know in advance. If you have any special needs please let us know.

7. What about this damage I believe you have caused to my property?

If you think our contractor has damaged your property, you must contact us in writing, telling us what happened and enclosing any evidence. We will investigate the claim within 10 working days.