

# HOW TO REPORT DEFECTS TO CHESHIRE EAST

1. Collect relevant information:
  - a. Where?
  - b. What?
  - c. Photos (maximum 3)
  - d. Type of issue (see 6 below)
2. Connect to Cheshire East fault reporting

## Method 1:

- a) Goto our website <https://www.handw-pc.gov.uk/trace/>
- b) Click the link provided.

## Method 2: Goto our website <https://www.handw-pc.gov.uk/>

- a) Select "Links" from the menu
- b) Select "Cheshire East – "TRACE" system" from the list of links (left hand side, 13<sup>th</sup> bullet)

## Method 3:

- a) Go direct to [https://www.cheshireeast.gov.uk/highways\\_and\\_roads/road-maintenance/report-a-road-issue.aspx](https://www.cheshireeast.gov.uk/highways_and_roads/road-maintenance/report-a-road-issue.aspx)
3. Accept or reject cookies (your decision)
  4. Click the button marked "Report or track road condition issue". The button "Report an issue on traCE" goes to the same place.
  5. On the "traCE" screen, select "Report a new issue".
  6. Select the issue from a drop-down list of 78 types (reproduced in the table below and on our website). I have highlighted some of the issues in red to pick out issues more likely to affect us. Note that there is no "damaged road surface" defect so anywhere like Walgherton Hollow would need to be reported as "pothole" or "road noise or vibration".
  7. Enter the location (you can put in a postcode, street name, place name, or ward or you can use the current location or find the spot on the map provided).
  8. If using the map, make sure you click on a road otherwise the system will tell you Cheshire East cannot deal with it. Note that the map also shows existing reports which can be checked when you report a defect.
  9. Then click on the box "Report ... issue here".
  10. The next screen will vary according to the type of report. The snapshot (1) below is for a pothole. I have entered "Between 41mm and 100mm" from a drop-down list as the system rejects anything less as too small!
  11. Below this, fill in your details (snapshot (2)). I suggest using the parish council email address.
  12. That's all. You will get emails telling you the fault has been reported and might get an update if anything is done.
  13. It's not really worth telling others on the PC what you have reported unless you want several people to report the same issue to add emphasis.

## Table

Items in red are more likely to apply in our parish. Note that some items are sequenced by item, e.g. "Street light", and some by operation, e.g. "Emptying a ...", "Report a ...", "Request a ...". This is, however, the order items appear on the website.

Abandoned vehicle	Illuminated sign flickering	Slurry or mud on the road
Bridges	Illuminated sign light on during the day	Speedbumps
Condition of signs	Illuminated sign light out	Street light column damaged
Cycleways	Ironwork - grid/manhole/gully	Street light column leaning
Dead animals	Kerbs	Street light column relocation
Dog fouling	Littering	Street light door off
Emptying of dog bin	Marker posts/highways bollards	Street light flickering
Emptying of litter bin	Needles/syringes and glass	Street light hanging lantern
Fencing	Obstruction in road	Street light light intrusion
Flooding	Obstruction on pavement/footway	Street light light on during the day
Fly posting	Parking	Street light light out
Fly tipping	Pelican/toucan crossing	Street light tree obscuring
Footway - uneven surface	Pothole	Street light wires exposed
Graffiti	Report a damaged dog bin	Traffic signals - permanent
Grass cutting	Report a damaged litter bin	Traffic signals - temporary
Grit bins	Request a new dog/litter bin	Tree maintenance
Gritting	Request for new street lights	Vehicle restraint systems (vrs)/crash barrier
Gully - debris on top	Road markings, for example lines	Walls
Gully/drainage	Road noise or vibration	Weeds - highway, harmful/invasive
Hedge maintenance	Road sweeping	Winter related
Hedges - privately owned	Road traffic bollard – damaged	Zebra crossing – damaged
Highways structures - for example underpass	Road traffic bollard - light	Zebra crossing - damaged or hanging
Illuminated sign leaning	Road traffic bollard - requires cleaning	Zebra crossing - door off
Illuminated sign - tree	Road traffic bollard - wires exposed	Zebra crossing - leaning
Illuminated sign	Road traffic bollard missing	Zebra crossing - light out
Illuminated sign door off	Roadworks	Zebra crossing - wires exposed

# Snapshot (1)

## Report a new pothole issue

**\* Mandatory fields**

**\* Is the pothole in the road (carriageway), the pavement (footway), or a cycleway?**  
Road (carriageway)

**\* Is the pothole on a crossing point?**  
 Yes  No

**\* How deep is the pothole?** Between 41mm and 100mm

**\* Description of issue**  
Please note that this will be publicly visible

- ✓ Be polite
- ✓ Use exact locations
- ✓ Say how long the issue's been present
- ✗ Don't identify or accuse other people
- ✗ Don't include private contact details in the description

Longstanding problem. Surface breaking up. Water lying continuously.

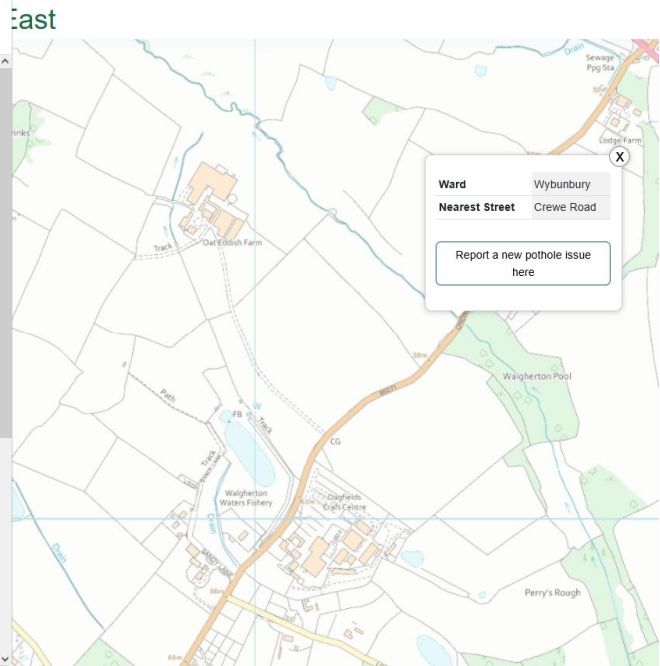
**\* Detailed location information**  
Waighton hollow on Crewe Road

**Upload image**  
You can add up to 3 images that will help us identify this issue.

- ✓ Reports with photos in the tend to get fixed more quickly
- ✓ To help us locate the problem, include both a close-up and a wide shot
- ✗ Avoid personal information and vehicle number plates

Choose image or drag and drop images here

First name



# Snapshot (2)

First name

Last name

If you do not wish to give your name check this box

**Email address**  
Provide an email address so that we can keep you informed of progress

**Phone**  
Providing a phone number will help us contact you if you don't provide an email address