

Reporting Highways Matters

We're working for you...



We are on hand to make sure our network is **safe, functional and available**.
Reporting through our **official channels** ensures that your reports are dealt with efficiently and allows us to **provide accurate and timely responses** on any action taken.
You should use the following:

Reporting an emergency

To report any issues that presents an **immediate danger**, call us on **0300 123 5020** during working hours, or out of working hours on **0300 123 5025**. 
Ringing emergencies through makes us aware at the earliest opportunity and allows us to **act fast**



Existing highways infrastructure - FixMyStreet

To report a repair or replacement of existing items like streetlights, potholes, and damaged kerbs, submit a maintenance request using [FixMyStreet](#).
For anything you cannot report through the reporting tool, you can email CheshireEastCouncilCustomerServices@CheshireEast.gov.uk or, you can call the team on 0300 123 5020.

Complaints



If after logging your request you are not happy with the response you have received or what has been done then you can raise an official complaint via LetUsKnow@CheshireEast.gov.uk



Webpages

Our designated highways **webpages** provide information on improvements in your area, key network information, service information and more:

-  [Roadworks and travel disruption](#)
-  [Gritting and snow clearance](#)
-  [Road repair programme](#)
-  [Road safety](#)
-  [Road gullies and drains](#)

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Our newsletter contains the latest highways news and updates.

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<https://bit.ly/3vpqRui>

