



Poynton Town Council is committed to keeping Poynton a fantastic place to live, work and visit. However, sometimes things go wrong and our environment is affected. This can be anything from a pothole in the road to a faulty street light.

This quick guide will show you how to report some of these issues in order to get them fixed by the organisations responsible.

If you have public order concerns, you should contact the Police on 999 (for emergencies) or 101 (for non-emergencies).

For other issues, such as graffiti, damage to play equipment etc. please contact the Town Council.

There is information on reporting more issues on the Town Council website at:

www.poyntontowncouncil.gov.uk

Contact us

Address: Poynton Town Council
Civic Hall
off Park Lane
Poynton
Cheshire
SK12 1RB

Phone: 01625 872238

Email: reception@poyntontowncouncil.gov.uk

Web: www.poyntontowncouncil.gov.uk



Poynton Town Council is not responsible for the content of external websites. April 2016

Reporting Issues in Poynton

What? Who? How?

A self-help guide for residents - who to contact when things go wrong









Pavements
damaged?

Potholes?

Road
flooded?

Dog
mess?

Street
light out?

| | Issue | Responsible authority | Report it online | Telephone | Notes |
|---|--|---|---|--|--|
|  | Potholes and road surface damage | Cheshire East Council Highways | Visit www.cheshireeast.gov.uk and click on the 'Roadworks and reporting highway faults' link | 0300 123 5020 (standard call rate) | <ol style="list-style-type: none"> 1. Click "Report a highways issue" 2. Find location on map 3. Position flag on location 4. Complete form |
|  | Pavements cracked, damaged or uneven | Cheshire East Council Highways | Visit www.cheshireeast.gov.uk and click on the 'Roadworks and reporting highway faults' link | 0300 123 5020 | <ol style="list-style-type: none"> 2. Click "Report a highways issue" 3. Find location on map 4. Position flag on location 5. Complete form |
|  | Dog fouling | Cheshire East Council Dog Wardens | Email: dogwardens@cheshireeast.gov.uk | 0300 123 5021 | Dog wardens have the authority to issue fixed penalty fines, install dog waste bins and carry out assessments of dog waste provisions. |
|  | Street cleaning including overflowing public bins, fly tipping, dog waste etc | ANSA (previously Cheshire East Council Streetscene) | Visit www.cheshireeast.gov.uk and click on the 'Roadworks and reporting highway faults' link | 0300 123 5011 | <ol style="list-style-type: none"> 1. Click "Report a Street Cleansing Issue" 2. Complete form |
|  | Streetlight faults – not working or on during the day | Cheshire East Council Lighting | Visit www.cheshireeast.gov.uk and click on the 'Roadworks and reporting highway faults' link | 0300 123 5020 | <ol style="list-style-type: none"> 1. Click "Report a street lighting issue" 2. Find location on map 3. Position flag on location 4. Complete form |
|  | Water or sewer leak in road or footpath. | United Utilities Leak Line | Visit www.unitedutilities.com/report-a-leak-form.aspx | 0800 330 033 | <ol style="list-style-type: none"> 1. Complete online form or call the emergency number 0800 330 033 |
|  | Highways – ponding issues | Cheshire East Council Highways | Visit www.cheshireeast.gov.uk and click on the 'Roadworks and reporting highway faults' link | 0300 123 5020 | <ol style="list-style-type: none"> 1. Click "Report a highways issue" 2. Find location on map 3. Position flag on location 4. Complete form |
|  | Bus shelters – damaged | Transport Service Solutions | Email: transportpolicy@transport-solutions.co.uk | 0300 123 5020 | <ol style="list-style-type: none"> 1. Email Transport Service Solutions |

