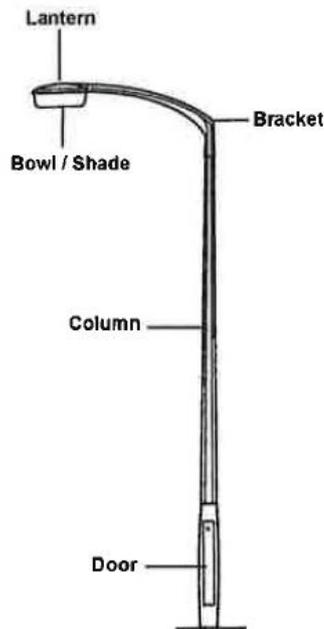


Street Lighting - FAQ's

What street lighting faults can occur and when will they be fixed?



Non-Urgent Faults - aim to be attended within 10 working days of being reported

- Light not on
- Flashing (light is flashing or intermittently turning on/off)
- On during day (light is operating during daylight hours)
- Late coming on (light switches on after dusk / later than others in road)

Urgent faults - attended within 2 hours or 24 hours of being reported

- Lantern bowl hanging
- Door or inspection cover missing (and / or wires are exposed)
- Leaning (post is not vertical)
- Damaged or vandalised (e.g. unit has been involved in a road traffic collision and is damaged and / or wires are exposed)

A maintenance worker has visited but the light is still not working

The most likely causes of the light not being fixed on the first visit are either a fault in the electricity supply cable which has to be repaired by the local electricity company or that the lantern unit is faulty and needs to be replaced.

The local electricity company has a target time of 25 working days from the day we let them know to repair a fault with the electricity supply. When a new lantern is required we aim to order and install the new lantern within 4 - 6 weeks.

Nobody has been around to repair the light

Once we have passed the fault information onto our contractor they should respond within 10 working days to inspect the unit and carry out repairs in one visit if possible. If however, particular difficulties have arisen, such as an electricity supply cable fault, or if the Contractor has difficulties accessing the column for example, the repair may take longer.

We will check the details of the light in question to ensure details of the fault were received and passed onto the Contractor and the reason why the light is not working.

Why have I not heard anything back after reporting a faulty street light?

Unfortunately we are unable to respond to each individual fault report we receive. We deal with hundreds of reports each month relating to street lighting faults and do not have available resources to provide individual responses on a personal basis. Where a response is specifically requested we do try to accommodate this where possible.

Can a light have a shield to stop the light shining in my window?

If the light is on the same side of the road as the affected property it may be possible to provide limited shading on some types of lights. If the light is on the opposite side of the road then it is not normally possible to achieve any shading as this would affect the light distribution onto the road.

Can a light be re-sited?

A resident may request for a street light to be moved for the purpose of allowing better access to a driveway or accommodate proposed plans for a new point of access. If this is agreed with the street lighting engineer, it is carried out at the resident's expense. In the majority of cases, particularly where the existing column is of concrete construction, a new column is required as we are unable to move the existing one without compromising its structure.