

## ROADS AND RELATED ISSUES – WHAT TO DO

Surrey County Council is responsible for all public roads, pavements, drains and lighting in Oxshott. There is a good website which provides the best way to report a problem in the first instance. The website also contains details of current and proposed roadworks.

In the event of problems, you should try the following:

1. If you think the matter is urgent or dangerous, including large obscured potholes, call the Surrey contact centre on 0300 200 1003.
2. For all other matters, make a note of the location, as precisely as possible using local landmarks. Where possible and safe to do so take photos of the issue and the surrounding area to aid identification. Use your search engine to locate “Surrey Highways fault reporting” or this link <https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/report-a-highway-problem> to report problems relating to any of the following:
  - Potholes and problems with cycle lanes
  - Flooding due to blocked drains and gullies
  - Pavements and kerbs
  - Trees and vegetation
  - Street lighting
  - Broken or missing drains or manhole covers
  - Road closures
  - Faulty traffic lights
  - Road obstructions
  - Road markings
  - Road/street furniture such as damaged railings or pedestrian refuges
  - Parking
3. Surrey Highways should respond quickly to acknowledge any report and will then prioritise investigation and any works required. If you are not satisfied with the nature or speed of the response consider raising this with one of our local Surrey Councillors- Mark Sugden at [mark.sugden@surreycc.gov.uk](mailto:mark.sugden@surreycc.gov.uk) for most of Oxshott or David Lewis at [david.lewis1@surreycc.gov.uk](mailto:david.lewis1@surreycc.gov.uk) for Sandy Lane and the north of Oxshott.
4. If you have questions about roadworks use this link to identify the reason for roadworks in Elmbridge, including both current and works proposed in the following week. Note this site shows separately works carried out by utility companies who have wide ranging powers to carry out works with limited Surrey Highways control. <https://www.surreycc.gov.uk/roads-and-transport/service-updates/highways-bulletin#elmbridge>. This site is updated weekly.