


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](#)

## Subscribe to our quarterly newsletter...

Our newsletter contains the latest highways news and updates.

You can subscribe to receive a copy directly to your email inbox here:

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

