

Highways Defect Report

West Suffolk Council-owned property only

This form is to report defects for street name plates, streetlights, roads or paths and car parks owned by West Suffolk Council. To check that a location is in the West Suffolk Council area, visit: [GOV.UK – Find your local council](https://www.gov.uk/find-your-local-council) and check with the post code, or [West Suffolk Council – Boundaries and ward maps](#)

Please complete the main 'Highways defect' section of the form and then click on the relevant hyperlink to provide information on the specific defect.

Important information

- Please read the information provided in each section and provide as much information as possible.
- Please check that all information requested regarding the defect is provided. We are unable to action reports which are incomplete.
- If the submitted report relates to property not owned by West Suffolk Council, we will let you know and signpost you to the correct organisation where possible.

Highways defect

Road name	
Town or village	
Postcode	
https://what3words.com/ - unique three-word code	
If a What3words code is not provided, please provide full description of the nearest property or landmark	
Photograph – please attach a photograph to your email to help us assess the repair(s) required	

Type of defect

1. [Street name plate](#)
2. [Streetlight](#)
3. [Road or path](#)
4. [Car parks](#)

1. Request for street name plate – missing or broken

Please read the guidance provided below before completing this form.

- [West Suffolk Council – Street naming and numbering properties](#)
- [Suffolk County Council – Traffic signs](#) – submit report using the link on this page.

Name on street name plate			
Defect type	Missing	Broken	Knocked over
Defect description			
Please also include or attach any photographs in your request where possible.			

2. Request for street light defects

Please read the guidance provided below before completing this form.

- The majority of street lights are owned by Suffolk County Council – visit [Suffolk County Council – Report a faulty street light](#) to check or report a defect.
- If there is no entry on the Suffolk County Council website for the faulty street light, and no signage on the lamp post indicating who to report a defect to, please visit [West Suffolk Council – Street lighting](#)
- You should only continue with this form if there is no provision to report your concern via the Suffolk County Council website and if there is no signage on the street light indicating who to report the defect to.

Lamppost number			
Defect type	Damaged	Light out	Light on all day
Defect description			
Please also include or attach any photographs in your request where possible.			

3. Request for roads or paths owned by West Suffolk Council

Please read guidance provided below before completing this form.

- The majority of roads and paths are owned by Suffolk County Council – visit [Suffolk County Council - Report a highways issue](#) to check or report a concern.
- You should only continue with this form if there is **no provision** to report your concern via the above Suffolk County Council link.

Defect type	Roads	Paths	Communal parking
Defect description (for example, uneven slabs or hole and size)			
Please also include or attach any photographs in your request where possible.			

4. Request for car parks owned by West Suffolk Council

Please read the guidance provided below before completing this form.

- Some car parks are privately owned. Concerns should be reported directly to the relevant management company shown on signage in the car park.
- Concerns regarding council car parks displaying council signage are listed on our website – visit [West Suffolk Council – Car parks](#) Any defects for a listed car park should be reported using this form.

Faulty ticket machines should be reported to the car parks team on 01284 757415.

Car park name (if known)					
Defect type	Surface	Boundary	Lines	Spillages	Closure – events
Defect description					
Please also include or attach any photographs in your request where possible.					

Customer details

Name	
Email address	
Contact number	
Address and postcode	

I confirm that I have read the guidance relating to this defect report and there is no alternative option available to report this concern.

I confirm that I have provided all information requested on this form.

If this concern relates to a property not owned by West Suffolk Council, we will let you know and signpost you to the correct organisation where possible.

Thank you for taking the time to complete this defect form. Please email it with photographs (if available) to highways@westsuffolk.gov.uk

West Suffolk Council will capture and store information in this form so that the requested service can be provided. All personal information will be processed, protected and disposed of in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018 and will only be used to deliver or improve our services. We will not disclose any personal information to any other third parties unless required to do so by law or we have your consent to do so. For more information on how we do this and your rights in regard to your personal information and how to access it, visit our website [West Suffolk Council – Privacy and how we use information](#)