

Reporting Highways Matters

Members...We're working for you...

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](#).

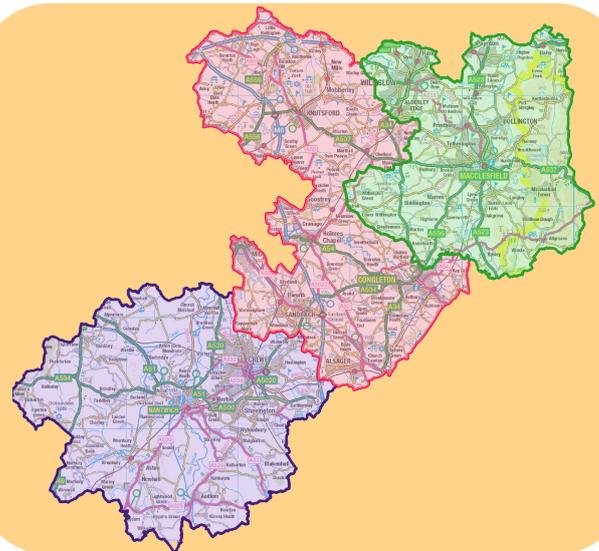
Contact Democratic Services to submit an MES request if you're not satisfied with the response or don't receive one.

Members' Enquiry Service (MES)

The Members' Enquiry Service (MES)  provides confidential support and information to Cheshire East elected Members for complex enquiries that cannot be logged through FixMyStreet. To log enquiries, contact memberenquiries@cheshireeast.gov.uk

Member Funding

For anything relating to Member Funding queries, contact your Senior Highways Officer. If unsatisfied with the response or if there is no response, escalate the query through the MES process via Democratic Services.



Senior Highways Officers

(For Members information and use only)

- **Andy Simpson - North - 07702 220106**
- **Ian Freestone - Central - 07549 208917**
- **Andrea Bickerton - South - 07794 088620**

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...

The 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>

