

Report a Problem via Public Information Portal (PIP)

Roads and transport

You are here: [Home](#) » Report a problem

Report a problem



Track an existing problem



Pothole

Large deep hole – over 40mm deep and greater than 300mm wide



Flooding & blocked drains

Standing water, blocked drain, flooded property, impassable road



Street lights, lit signs, bollards

Faulty street light, bollard, lit sign, beacon or school crossing patrol light



Overgrown vegetation

Pedestrians forced into road, cars over central line, reduced visibility



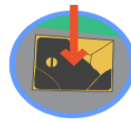
Hazardous or fallen trees

Trees that have fallen into the road or are leaning, unstable, diseased or dying.



Trip hazard

Hole or significant difference in level on pavement or cycleway



Broken manhole cover

Broken, missing or rocking manhole cover



Parking

Request enforcement in residents' parking and on-street parking zones



Public rights of way

For example blocked access or broken stiles



Debris or obstruction

Thick mud, soil, stones, embankment slips, large branches, fallen trees



Ice

Ice or snow on road



Defective road markings or signs

White and yellow, stop or give way lines or warning signs



Bridge

Structural damage or significant obstructions restricting water flow



Traffic lights

Damage or fault to traffic lights or signals



Fences & barriers

Damaged or missing roadside fences or barriers

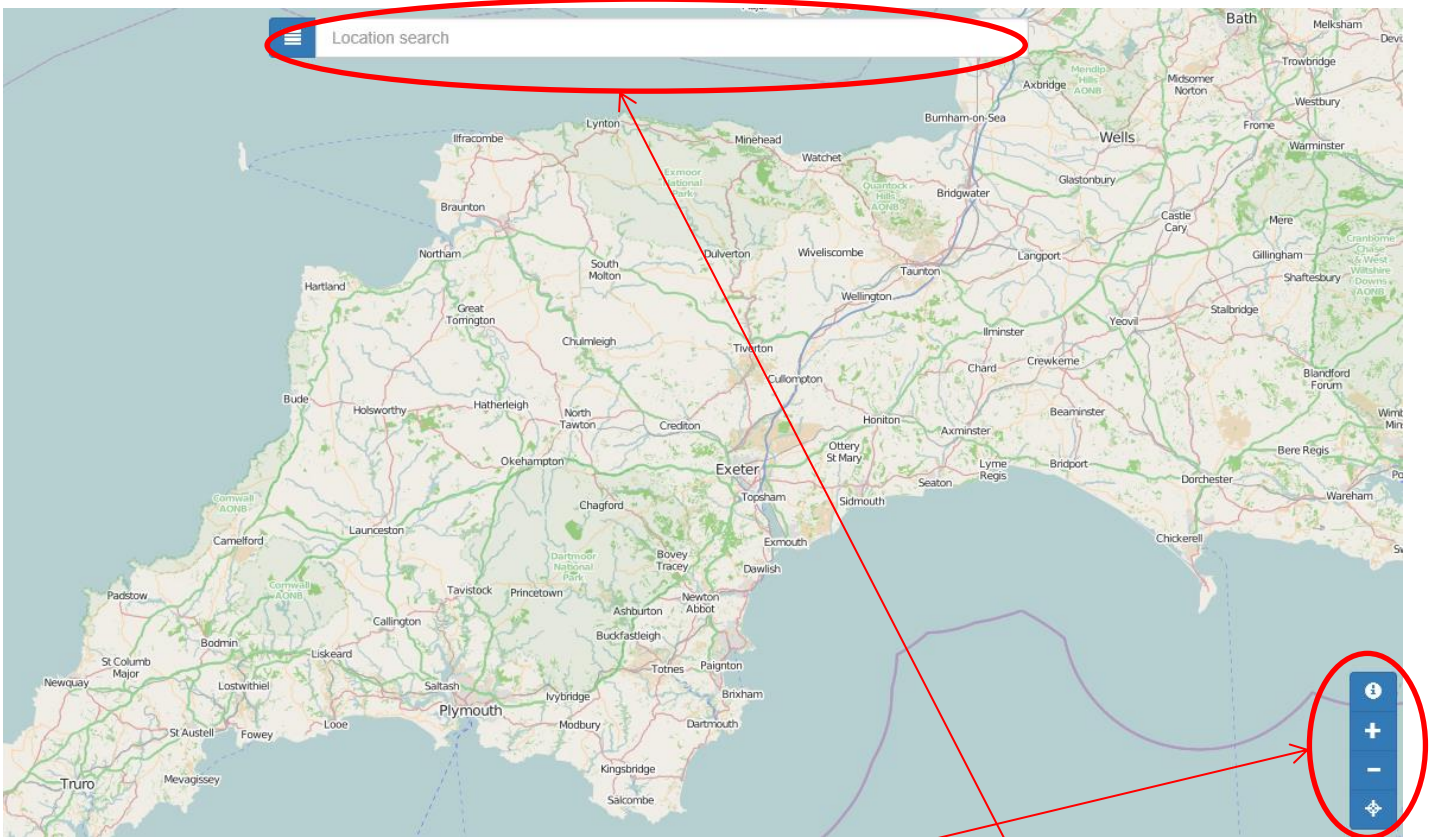


Grit bin

Empty bin, damaged bin or a bin with contents that are unusable

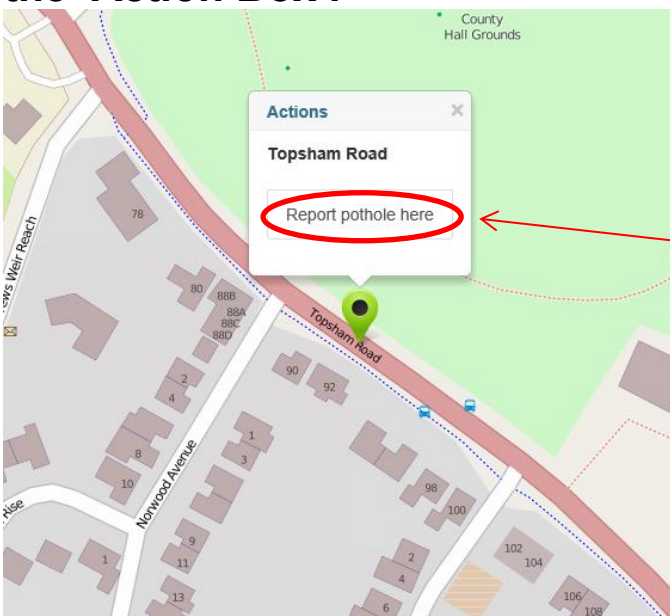
This work is licensed under a [Open Government Licence for public sector information](#).

Once you have chosen the relevant icon (shown on the front page) you will be taken to an interactive map.



You can search the location two ways; via the search bar at the top of the page or the 'zoom' buttons at the bottom right of the screen.

When you have the correct location on screen, zoom right into the road and click the road to place the 'green marker' and to bring up the 'Action Box'.



Click 'Report (insert defect) Here'

This will bring up a box for you to add information about the defect i.e. further location details, any relevant landmarks nearby and/or details regarding the size of the defect.

Please select the nature of your problem

Pothole
One Big, deep hole in the road, approximately the size of a large dinner plate in any direction. Select trip hazard if there is hole in a pavement or cycleway. Please be aware, each report recorded will only result in 1 pothole being assessed for repair. If there are multiple large potholes present, please report each one separately **see example**

Additional Information:
Please provide further detail about your report here

Next **Cancel**

Click NEXT

Example of safety defect

Input further information in this box

A screenshot of a web form for reporting a pothole. The form has a blue header with the title 'Pothole' and a description. Below the header is a text input field for 'Additional Information'. At the bottom are 'Next' and 'Cancel' buttons. Red circles highlight the 'Next' button and the 'see example' link. Red boxes and arrows point to the 'Additional Information' field and the 'Next' button, with text boxes providing instructions.

You are then offered the chance to attach a photograph of the defect. The system currently only allows for one photo to be uploaded, per report.

Select photograph

Please select a photograph

Select photo...

Click here to upload a photo, then click Next.

If you do not wish to upload a photo just click Next

Back **Next** **Cancel**

A screenshot of a web form for selecting a photograph. It features a 'Select photo...' button, a 'Back' button, a 'Next' button, and a 'Cancel' button. A text box with arrows points to the 'Select photo...' button and the 'Next' button, providing instructions on how to proceed with or without a photo.

The final box to complete is for your contact details. You can submit the report anonymously, however you will therefore not receive any updates regarding the outcome of the investigation. You do require an email address if you want an update, we are unable to offer 'call backs'.

Select **Submit** if you wish to report this anonymously.

If you wish to receive automated updates about this problem, please provide your name and email address.

Title

First name
Last name
Email address

Click to submit report

Once the report has been submitted, you will receive a reference number.

Thank you for contacting **Devon Highways**.

Reference Number

If you wish to keep a track of this defect, please make a note of this reference number **W171050066**.

If you have entered your email address you will receive an email which will include the reference number.

Should the problem cause a serious threat to life, property or safety, please telephone us directly on 0345 1551004 providing the above reference number.

Please rate your experience of this service




Rating: not rated




Comments about this service:

Please keep the reference number safe as this will enable you to 'Track' the report and also assist us in finding the record, should you need to contact us again.

The tracking facility is on the main page, just above the icons



Track an existing problem

			
Pothole Large deep hole - over 40mm deep and greater than 300mm wide	Flooding & blocked drains Standing water, blocked drain, flooded property, impassable road	Street lights, lit signs, bollards Faulty street light, bollard, lit sign, beacon or school crossing patrol light	Overgrown vegetation Pedestrians forced into road, cars over central line, reduced visibility

You need to enter the reference number in the box and click 'Search'

Problem tracking

Please enter your reference number in the box below and then click on the "Search" button

You will be shown when the assessment was carried out and any comments provided by the Highway Officer.

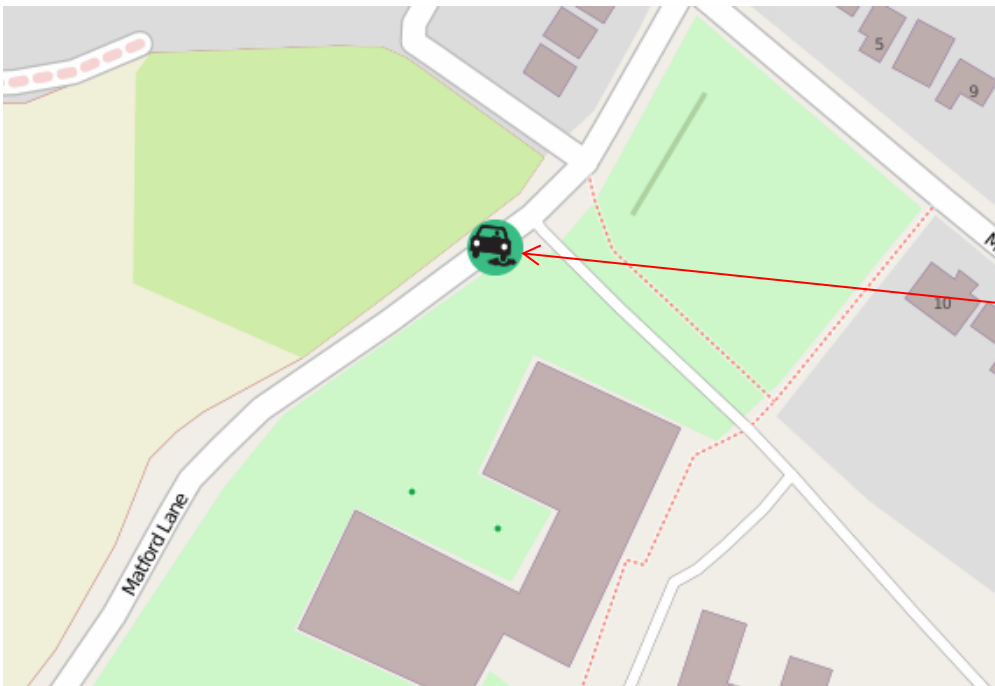
Enquiry reference W171005495 relating to Overgrown Vegetation (Overgrown Vegetation) was reported on 12 May 2017

An assessment for this report was completed on 12 May 2017.

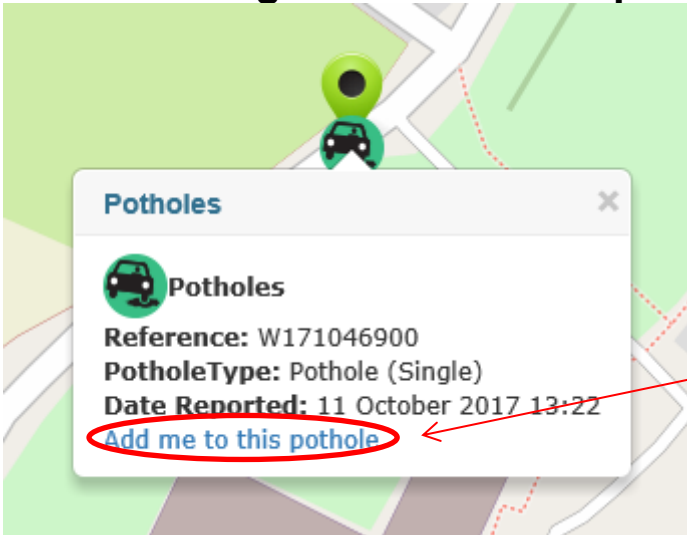
The officer entered the following comments:

Highway services to send out a friendly hedge letter.

It is imperative that we do not log duplicate defects, if the defect has already been logged, an icon will appear on the map.



You can add your details to the existing defect, by clicking the icon and choosing 'Add me to this pothole'.



The contact details box will appear for you to enter your contact information; you will then receive updates relating to this defect.