



## Key updates for your website

1. Remove all reference to the [highways@cumbria.gov.uk](mailto:highways@cumbria.gov.uk) & [betterhighways@cumbria.gov.uk](mailto:betterhighways@cumbria.gov.uk) as a way to report a highways problem, raise an enquiry or request to Cumbria Highways
2. Update information on our reporting process (see page 2) to encourage customers to self-serve and directly report to Cumbria Highways.

## Contact details for Cumbria Highways

- Telephone: 0300 303 2992
- Online: [highways online reporting form](#)

## New highways reporting process

### To report a highways problem, raise an enquiry or a request on a part of network managed by Cumbria County Council:

1. Complete the [highways online reporting form](#) found on the Cumbria County Council website
2. Call the Highways Hotline on 0300 303 2992.

The online reporting form will take approximately 3 minutes to complete and will guide you to provide essential information that our team requires to effectively assess your report.

By using either method to report and providing an email address when prompted, you will receive updates on your report from Cumbria Highways.

### To report you will need the following:

- The location of the problem, you can either plot the location on a map, use the closest postcode or what3words
- Photographs or supporting documentation if you have any

### Highways-related emergency reports

The Highways Hotline and online service is monitored between the hours of 08:30 - 17:00, Monday to Friday, excluding Bank Holidays. Any report logged outside of these times will be reviewed on the next working day. If you need to report a Highways related emergency outside please contact 0300 303 2992.

## Copy of the [highways@cumbria.gov.uk](mailto:highways@cumbria.gov.uk) response to report and enquiry request

For your awareness, the following email will be sent in response to highways reports and enquiry requests submitted to the [highways@cumbria.gov.uk](mailto:highways@cumbria.gov.uk) inbox from Friday 11<sup>th</sup> February 2022.

*Dear [Insert Name],*

*Thank you for your email requesting to raise a highways problem or enquiry.*

*To raise your problem or enquiry, please navigate through the new [highways online reporting form](#) or telephone the Highways Hotline on **0300 303 2992** between the hours of **8.30am and 5pm, Monday to Friday excluding bank holidays**.*

*The online reporting form will take approximately 3 minutes to complete and will guide you to provide essential information that our team requires to effectively assess your report.*

*Kind Regards,*

*Cumbria Highways*