

# Maintaining your roads, pavements and street lighting

## Our services

We improve and maintain the borough's roads, pavements, street furniture (for example railings and benches) and street lighting.

## Our promise

- We will, wherever possible, repair all street lights that are not working within three and a half working days of a fault being reported
- Where the electrical supply to a street light has failed, we have agreed with EDF Energy that repairs will be carried out within 20 working days
- We will carry out street lighting inspections after dark once a week
- We will make emergency hazards on roads and pavements safe within two hours
- We will repair potholes, problems with roads, pavements and street furniture within 28 working days. If these problems are considered to be dangerous, we will repair them within 24 hours
- If there are obstructions to roads and pavements, for example from skips or shops, we will inspect the area within one working day to ensure free movement of pedestrians and vehicles
- If you have a problem with a utility company, we will report it to them and make sure that it is addressed.

## What we can't do

Some roads in the borough are not maintained by Haringey Council, but are managed by Transport for London (TfL). Please contact TfL's Streetworks North Team on 0845 305 1234.

## How you can help us

Report highways faults to us

- All problems can be reported using the Report a Problem page on our website:  
[www.haringey.gov.uk/report\\_a\\_problem](http://www.haringey.gov.uk/report_a_problem)

Or report problems to us by telephone or email:

Street lighting faults

Tel 0500 236458

Email [StreetLighting@haringey.gov.uk](mailto:StreetLighting@haringey.gov.uk)

Pothole hotline

Tel 020 8489 3993

Email [potholes@haringey.gov.uk](mailto:potholes@haringey.gov.uk)

All other faults with roads, pavements and street furniture

Tel: 020 8489 1335

Email: [frontline@haringey.gov.uk](mailto:frontline@haringey.gov.uk)

## Find out more

Tel: 020 8489 1335

Email: [frontline@haringey.gov.uk](mailto:frontline@haringey.gov.uk)

Website: [www.haringey.gov.uk/roadsandstreets](http://www.haringey.gov.uk/roadsandstreets)

