

## **DEVON COUNTY COUNCIL CONTACT DETAILS FOR VARIOUS PROBLEMS**

**Potholes:** <https://www.devon.gov.uk/roadsandtransport/report-a-problem/>

If a member of the public or Parish see a pothole that meet the intervention levels of being over 300mm in diameter and having a vertical face (sharp edge) of 40mm or over, the quickest and easiest way to deal with them is to report them online through our website using the link above. This goes straight to the contractor for investigation saving the time of the Neighbourhood Officers visit.

### **Flooding &**

**Drainage:** <https://new.devon.gov.uk/roadsandtransport/maintaining-roads/flooding-and-drainage/>

The link above has the facility to report issues but the webpage also has a lot of information on when action will be taken, who is responsible for what and what to do if a river is flooding.

You can also now view when a drain was last inspected and how often the drain is cleaned, available

here: <https://apps1.wdm.co.uk/Live/Devon/PBLC/PIP/map.aspx?cg=kaarb>

### **Hedge/overgrown vegetation:**

<https://www.devon.gov.uk/roadsandtransport/maintaining-roads/trees-and-vegetation-2/overgrown-vegetation/>

Many hedges and trees grow on the edge of the highway and mark its boundary with private property. In these cases, the adjacent landowner or occupier is responsible for maintaining them. This also applies to trees that overhang the highway or fall on to it. when overgrown vegetation is reported DCC will send out a letter to the landowner requesting that they cut the overgrown vegetation.

When reporting overgrown hedges, please provide clear photographic evidence from various points to clearly identify the location & issue as this information is required in order for DCC to follow up on any reports and forms part of the Hedge letter when being sent to the resident/business, it may also save on a visit having to be carried out by the NHO. Where it is not possible to attach photographs to the report or following an inspection, photographic evidence may be requested to be sent direct to the NHO.

## **Grass cutting/Weeds:**

<https://www.devon.gov.uk/roadsandtransport/maintaining-roads/trees-and-vegetation-2/grass-cutting/>

DCC carry out grass-cutting on highway verges in areas that are key to maintaining visibility only, such as at junctions, laybys, and the inside of bends. The aim of grass-cutting is to keep the highway safe and to maintain visibility for all road users

## **Mud:**

<https://www.devon.gov.uk/roadsandtransport/report-a-problem/>

<https://www.devon.gov.uk/roadsandtransport/factsheet/roads-and-farmers/>

Living in a rural area most roads will at some time or another have an amount deposited on it, however, occupiers of land have a duty not to obstruct the public highway or do anything that could inconvenience or endanger the public while they use the highway. If Devon County Council considers the mud to be potentially hazardous the person responsible will be contacted and asked that the mud be removed.

## **Trees:**

<https://www.devon.gov.uk/roadsandtransport/maintaining-roads/trees-and-vegetation-2/tree-maintenance/>

A tree becomes a hazard when it has a structural defect that may cause the tree, or a portion of the tree, to fall and injure people or damage property. We inspect and maintain any trees within the highway.

Landowners or occupier, need to regularly inspect and maintain any trees on their land which are adjacent to, or within falling distance of, the highway. This includes trees in hedgerows and banks on private land

DCC can't take any action on trees which don't pose a safety risk to the highway. Where there is a threat to private property, but not the highway, we will only take action if DCC own the tree.

## **Speeding/safety**

<https://www.devon.gov.uk/roadsandtransport/safe-travel/road-safety/safer-roads/>

**Collision data:** [Collision & Casualty Data - Roads and transport \(devon.gov.uk\)](https://www.devon.gov.uk/roadsandtransport/collision-casualty-data/)