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## Street Lights

### Introduction

Street lighting in Kesgrave is, in the main, owned by Suffolk County Council. However, there are some lights in the older areas of Kesgrave owned by the Town Council. The latter were erected many years ago and so are mostly footway lighting which doesn't give the spread of light the newer lights provide. As the Town Council-owned lights are maintained under contract to the County Council most fault problems should result in a speedy repair.

Most street lights, mainly found in residential areas, are turned off between 11.30pm and 6:00am in accordance with our Part Night Lighting Policy.

### Emergency Faults

If a street light is showing any of the following it's an emergency:

- exposed electrical wires
- 4 or more adjacent lights out, whole streets. adjacent streets
- damaged or leaning street columns, lit bollards, lit signs or street lights
- missing bollards
- flashing lights (wig wags) outside schools not working
- Belisha beacons at zebra crossings not working

To report any of the above emergencies, please call Suffolk County Councils Customer Service Team on **0345 606 6171**.

### Non-Emergency Faults

For all other problems (light out), it's quicker and easier to report a fault by using Suffolk County Councils online reporting form.

- <http://www.suffolk.mayriseonline.co.uk:8097/start>

Alternativley contact the Customer Service Team on:

- **0345 606 6171**
- [customer.services@suffolk.gov.uk](mailto:customer.services@suffolk.gov.uk)

## **Before Reporting**

To report a faulty street light you'll need the following information:

- location of the faulty street light (the parish or town and road name)
- unit number (this can be found on a plastic plate attached to the column of the street light)
- details of the fault (e.g. street lamp out, flashing lamp etc.)
- your personal information (name, address, contact details)

## **Follow Up**

A lot depends on the schedule at the time of the report as the contractors need to plan their work, but generally two weeks should mean a repair is in place. If you have reported a fault and nothing has happened, or if you cannot see a telephone number to ring, please call the Town Council on **01473 625179** or email the details to [enquiry@kesgravetowncouncil.org.uk](mailto:enquiry@kesgravetowncouncil.org.uk) who will pass on the message.

Last update on Friday 22 Apr 2022 by Alan Comber.