

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**Under the Freedom of Information Act 2000, I ask that you please supply me with the following information:**

**What email address can street defects be reported to?**

**And, if you have a reporting system in place, what email address should be used if this is not available?**

**Also, what are the telephone contact details for dangerous street defects that require urgent attention?**

### **ANSWER**

All reports should be sent to the Customer Services email address or phone number so they are recorded corporately and then distributed to the relevant teams. You can email [customer.services@leicester.gov.uk](mailto:customer.services@leicester.gov.uk) or phone 0116 2527001. They are open 08.00 to 18.00 Monday to Friday.

Outside of those hours dangerous highway defects can be reported by phoning 0116 2544344.

Highway defects can also be reported via the One Clean Leicester app and website <http://www.leicester.gov.uk/onecleanleicester/>.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager  
Information and Customer Access  
Leicester City Council**

**FREEPOST (LE985/33)**

**New Walk Centre**

**LEICESTER LE1 6ZG**

e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.