



From mountain to sea

**Aberdeenshire**  
COUNCIL



# Road Asset Management

Ross Anderson  
Senior Roads Engineer  
Kincardine & Mearns



From mountain to sea

Aberdeenshire  
COUNCIL





From mountain to sea

# Reporting a road fault

## please contact us.....



From mountain to sea

## Reporting a road fault – please contact us.....

- **By phone :- 0345 608 1205**
- **Online :- [www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk)**



From mountain to sea

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

- Online Services
- 
- 
- 
- 



Most popular

- [View job vacancies](#)
- [View planning applications](#)
- [Your Council Tax bill explained](#)

**Leisure, sport and culture**

- [Sport and fitness](#)
- [Active Schools](#)
- [Archaeology](#)
- [View visitor attractions](#)
- [More from Leisure, sport and culture »](#)

**Social Care and Health**

- [Day service base closures](#)
- [Find local Social Work offices](#)
- [Find local Children and Families offices](#)
- [Early learning, nurseries and childcare](#)
- [More from Social Care and Health »](#)

**Schools and learning**

- [View school term dates](#)
- [Contact a school](#)
- [Find out about school meals](#)
- [View school closures](#)
- [More from Schools and learning »](#)

**Roads and travel**

- [Report a road or street light fault](#)
- [Find out about roadworks](#)
- [View gritting routes](#)
- [School transport](#)

**Planning and building**

- [Find out about planning](#)
- [View Local Development Plan](#)
- [Contact Planning team](#)
- [Find out about building warrant](#)

**Bins and recycling**

- [Where and how to recycle](#)
- [Household bin collections](#)
- [Contact Recycling and Waste team](#)
- [Items that can be recycled](#)



From mountain to sea



## Report it

### Report a comment, compliment or a complaint

Have your say, feedback on a service.

### Report a missed bin collection

Report rubbish, recycling or food waste that has not been collected

### Roads, street lighting or car park faults

Report faults with roads, street lights or car parks.

### Report a non-emergency housing repair

Report a non-emergency housing repair online

### Council Tax - change of circumstances

Report a Council Tax change.

### Benefits - change in circumstances

Report a change in circumstances if you are claiming Housing Benefit and/or Council Tax Reduction.

### Dog fouling incident

Report dog fouling.

### Report flytipping

Find out how to report flytipping.

### Report abandoned vehicles

Find out how to report abandoned vehicles.

### Report an archaeology find

We would be very interested in hearing from you about any finds that you may have at home, or have found while out and about

### Business rates - change of circumstances

Report a business rates change.

### Report invasive plants

Report invasive non-native plants on the council owned land that need control. This includes Japanese knotweed, giant hogweed and Himalayan balsam.

### Report a Blue Badge fraud

Report a fraud or misuse of a Blue Badge.



From mountain to sea

Home » Report it » Roads and Car Parks

Online Services

Pay

Report

Request

Apply

## Roads and Car Parks

[Road or street light fault](#)

Report a pothole, street light out or request a grit bin be refilled

[Car Park Fault](#)

Report a fault such as pot holes, litter, graffiti, damaged kerbs and walls etc within Aberdeenshire Council maintained car parks.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

### Inside the council

▪ [View job vacancies](#)

▪ [Find your Councillor](#)

▪ [Meetings and decisions](#)

▪ [News centre](#)

▪ [Publications](#)

▪ [Contact us](#)





From mountain to sea

Home > Report it > Road/Street Light Fault Reporting

Reporting a pothole or other road surface issue?

Use our new Road Condition Reporting System.

## Road/Street Light Fault Reporting

Current Progress: Step 1 of 3 - Select Fault Category and Type

### Road Faults

- Report issues with roads and footpaths such as drainage problems, worn road markings, damaged/missing road signs
- To report issues such as potholes, surface deterioration or subsidence please use our new Road Condition Reporting System

### Street Lighting Faults

- Report street lights not working, damage to illuminated road signs and bollards and traffic signals

### Winter

- To report damage to Grit Bins, request refilling of Grit Bins and report other Winter Maintenance related issues

Please choose the Category and type of the fault you would like to log.

### Select Fault Category\*

- Roads
- Street Lighting
- Winter

Associated Faults\*

Next

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Inside the council





From mountain to sea

Reporting a pothole or other road surface issue?  
Use our new [Road Condition Reporting System](#).

### Road/Street Light Fault Reporting

Current Progress: Step 1 of 3 - Select Fault Category and Type

#### Road Faults

- Report issues with roads and footpaths such as drainage problems, worn road markings, damaged/missing road signs
- To report issues such as potholes, surface deterioration or subsidence please use our new [Road Condition Reporting System](#)

#### Street Lighting Faults

- Report street lights not working, damage to illuminated road signs and bollards and traffic signals

#### Winter

- To report damage to Grit Bins, request refilling of Grit Bins and report other Winter Maintenance related issues

Please choose the Category and type of the fault you would like to log.

#### Select Fault Category\*

Roads

Street Lighting

Winter

#### Associated Faults\*

- [Please Specify](#)
- Pothole
- Gully/Drain
- Flooding (No Sewage)
- Flooding (No Sewage) : In Danger of Flooding
- Flooding (Sewage)
- Signs
- Surface
- Spillages
- Request for Advice/Information
- Manhole Covers
- Slabs/Kerbs
- Trees / Vegetation
- Trees on Road
- Damage To Property (Including vehicles)
- Verge Cutting
- Verge Damage
- Mud on Road
- Road Markings
- Other

A B C D

P Q R S T U V W X Y Z



From mountain to sea

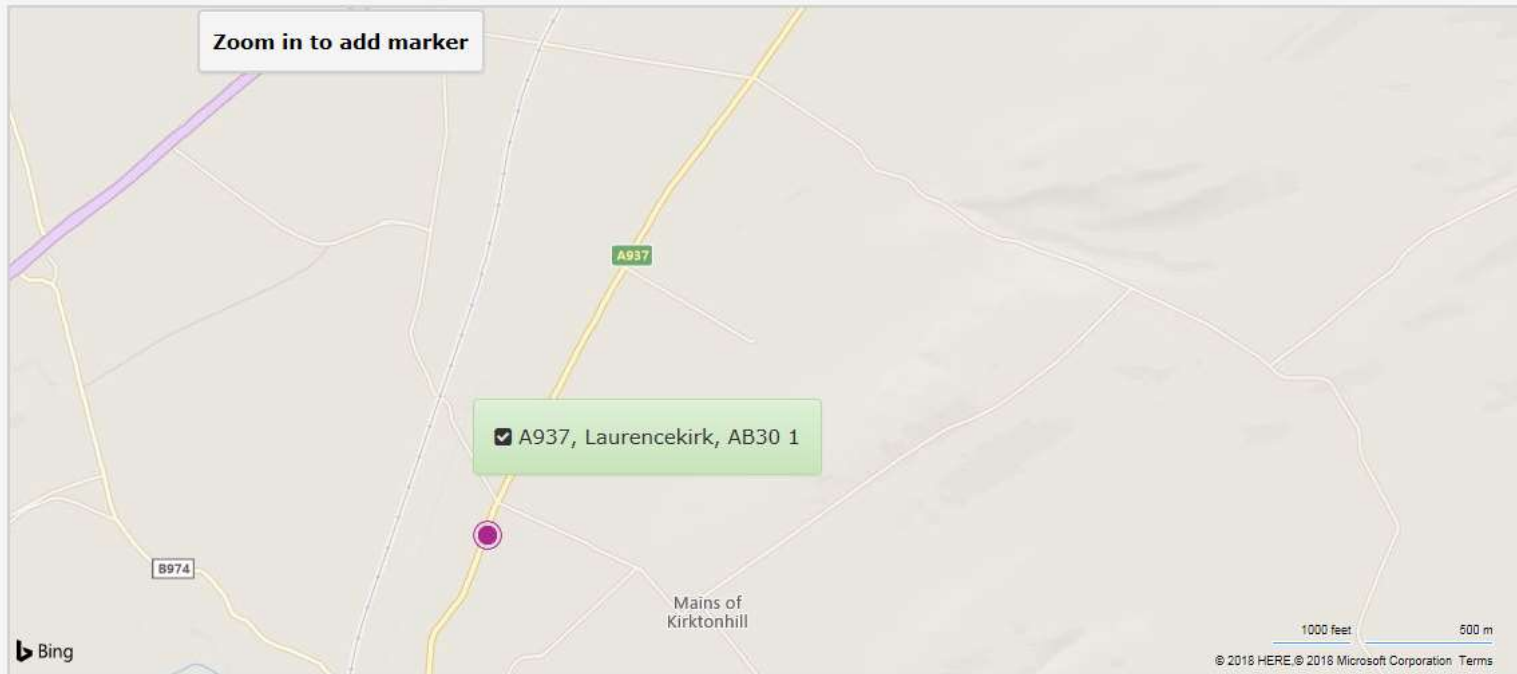


► Where is the fault located (Step 1 of 6)

Please identify the location of the problem on the map.

Use current location  
if supported by your browser

Somewhere else





## From mountain to sea

### ► What does the fault look like (Step 2 of 6)

Click on the photo below which is closest to the type of fault you are wanting to report.



**Deep pothole**



**Shallow pothole**



**Surface deterioration**



**Road collapse**



**Cracked**



**Subsidence**



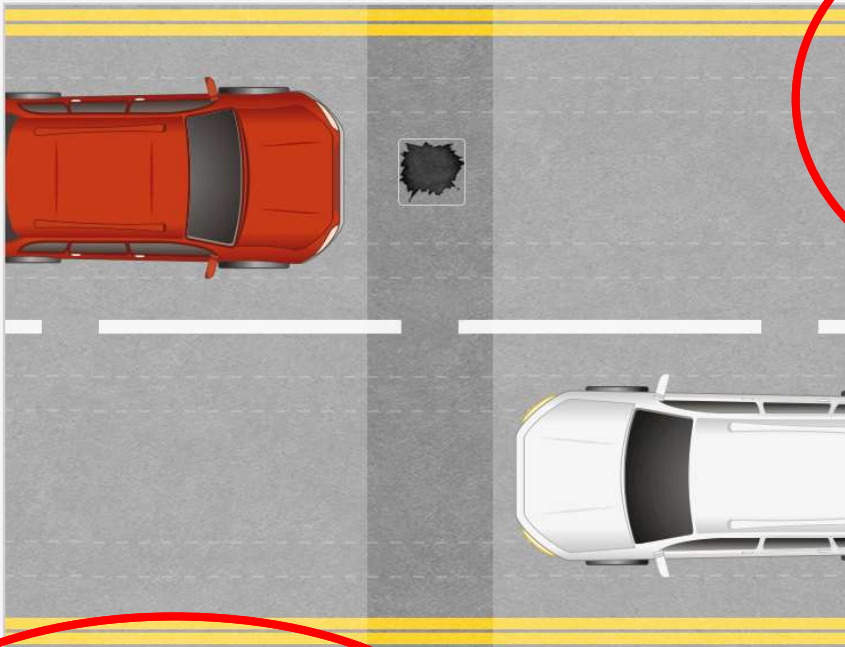
From mountain to sea

Aberdeenshire  
COUNCIL



► Position of the fault (Step 3 of 6)

Select the position of the pothole by clicking on the road or on one of the following options:



Kerb

Driving lane

Centre of the road

► Attach a photo (Step 4 of 6)

Would you like to include a photo?

Yes  No



From mountain to sea



▶ Can we contact you (Step 5 of 6)

In case we need a bit more information to respond to your report it would be useful to have a method of contacting you. If you provide your phone number we may contact you for more details about the fault. If you provide your email address we will send you updates on the repair progress.

Yes  No

**Name**

**Email**

**Telephone**

▶ Confirmation (Step 6 of 6)

Below is the summary of the information you provided. Please check to see that the information is clear and accurate. If we cannot find your fault and you do not want to be contacted we may not be able to resolve it. Please consider this when submitting your report.

Form step	Your answer
<b>Map location</b> Change map location	A937, Laurencekirk, AB30 1
<b>Type of the fault</b> Change fault feature	Deep pothole
<b>Fault position</b> Change fault position	Driving lane
<b>Image upload</b> Update image details	
<b>Contact details</b> Update contact details	a b@c.com 01234 456789

I have checked and confirm that I have provided clear and accurate information.

Submit



From mountain to sea

The roads inspector then has a target response time to inspect the road defect from the moment the customer enquiry was logged.

**Response Inspection Target Timescale**

Carriageway Category	Response Inspection Target Timescale
3a	1 working day
3b	2 working days
4a	3 working days
4b	5 working days

The clock starts for the repair time when the defect has been inspected and categorised.



From mountain to sea

**Aberdeenshire**  
COUNCIL



## **Intervention levels and response times for defects**

**The Well-managed Highway Infrastructure: A Code of Practice produced by the UK Roads Liaison Group introduces a risk based approach to categorising the road network, carrying out inspections and assessing and prioritising defects.**

**The old Code of Practice did not take into consideration the location of the defect, just the physical characteristics.**

**The new Code of Practice evaluates road defects using a risk based evaluation which considers both the potential severity to a road user and the probability of that hazard being encountered.**



From mountain to sea

**The factors that are used to assess the potential severity of a hazard include:**

**The depth, surface area or other extent of the defect.**

**The speed of traffic.**

**The location of the defect relative to road features such as junctions and bends.**

**The nature and extent of interaction with other defects.**

**Forecast weather conditions, especially potential for freezing of surface water.**





From mountain to sea

**Aberdeenshire**  
COUNCIL



The factors that are used to assess the potential likelihood of a hazard being encountered are:

The volume of traffic.

The location of the defect relative to the positioning of users, such as in traffic lanes or wheel tracks.





From mountain to sea

## Defect Scoring

When a defect is inspected a number of questions are required to be answered by the Inspector. These questions are dependent on the type of defect identified, but seek to gather information about the physical nature of the defect.

The factors that are identified, such as size and location are used within a matrix to produce a risk score.

The score is directly related to the defect category which in turn correlates to a target response time.

Defect	Category 4	Category 3	Category 2	Category 1
Response Time	Programme	30 Days	7 Days	4 Hours
Score	>200	>400	>600	>800



From mountain to sea

Aberdeenshire  
COUNCIL



## The right plant for the job!





From mountain to sea

## Schedule Delay

It may not be possible particularly at certain times of year, to meet target response time due to pressure on resources. This could, but not exclusively, be due to the high number of defects that can arise in a short period of time after periods of adverse weather, such as prolonged spells of heavy rain or snow, or freeze / thaw conditions.

Prolonged periods of adverse weather may also prevent remedial measures being carried out. In such extreme circumstances the Head of Roads, Landscape and Waste Services shall instruct the suspension and resumption of target defect response times. Any backlogged defect repair work will be prioritised in accordance with its risk score.



From mountain to sea

**Aberdeenshire**  
COUNCIL



## That's Aberdeenshire's Road Asset Management





From mountain to sea

**Aberdeenshire**  
COUNCIL



# Thank you

Ross Anderson  
Senior Roads Engineer  
Kincardine & Mearns

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