

Improving your streets and public spaces

Our service promise to you

Street Scene

Our vision for the Street Scene is to make Southampton a smarter, safer and cleaner city and to provide a well designed environment with good quality streets, pavements and public spaces.

We are committed to providing high quality services within available resources and strive to improve the service we provide for you to enjoy. We welcome feedback from all of our customers.

Our Service Commitment to you:

- Our customer service centre aim to respond to your call within 30 seconds and will update you on the progress of your enquiry or request for service.
- Streets and open spaces will be cleaned regularly, with litter hotspots visited on a daily basis.
- Racist, sexist and offensive graffiti will be removed from council property within 1 working day of report.
- Emergency potholes will be repaired within 24 hours.
- Potholes that require maintenance of over 20 depth (footway) or over 40 mm depth (carriageway), will be repaired as part of a planned maintenance programme.
- Regular inspection of the road network will be carried out for safety and scheduling of repair.
- Abandoned vehicles will be investigated within 24 hours and removed within 48 hours.
- Broken or damaged street furniture will be made safe and then repaired or replaced as appropriate.
- Street lights that are not working will be repaired within 5 working days.
- Obstructions to the highway will be removed promptly or if dangerous, within 24 hours.
- Street name plates will be regularly cleaned and maintained.

You can help us by:

- Reporting Street Scene faults by calling our customer services Action Line Team on 0800 519 19 19 or by logging requests on our website – ‘Report It!’ at: <http://www.southampton.gov.uk/reporttransactions.asp>
- Contacting us about any complaint, comment or compliment you may have at : <http://www.southampton.gov.uk/tabs/contactus/complaints/default.asp>



INVESTOR IN PEOPLE

