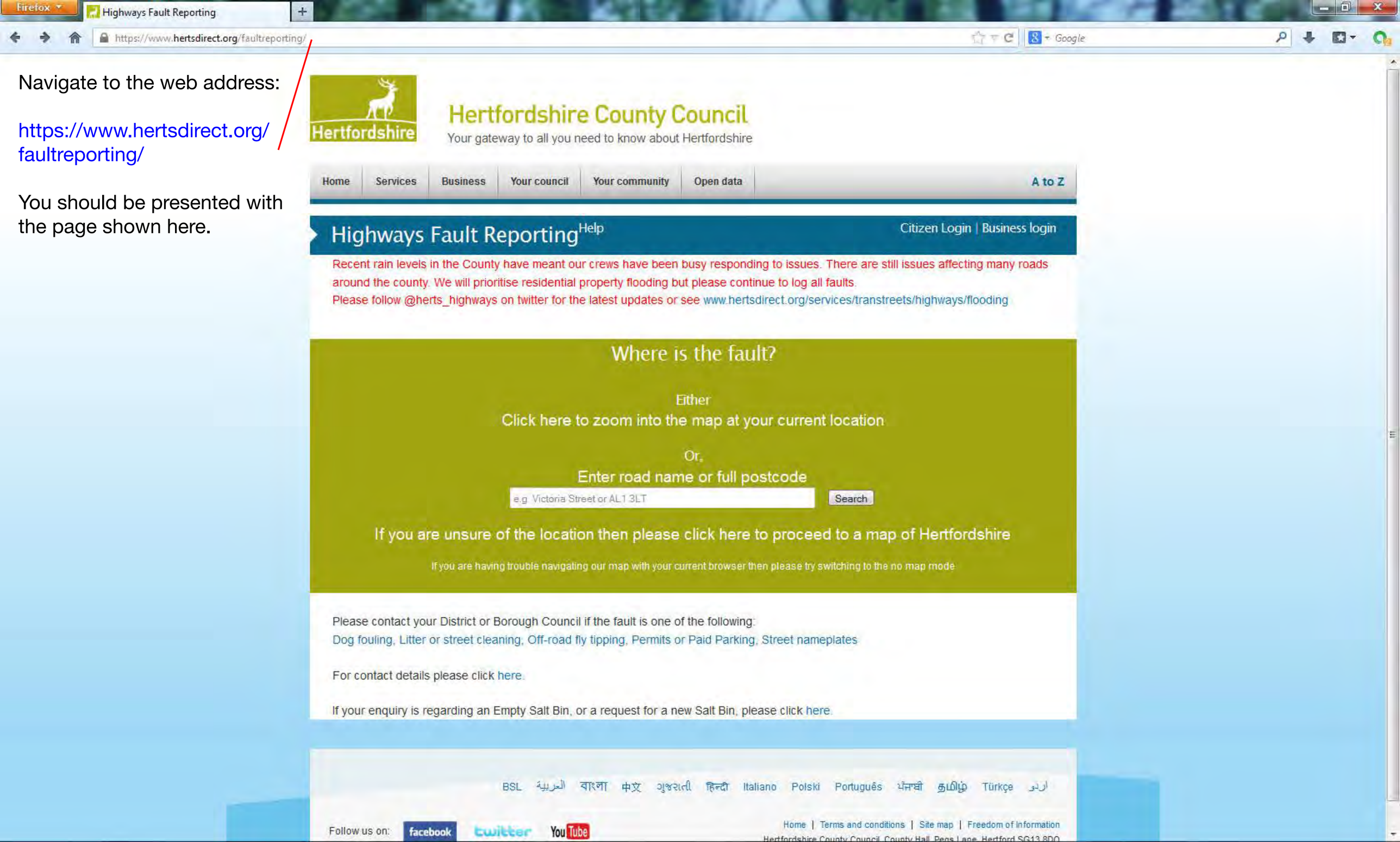
Navigate to the web address:

https://www.hertsdirect.org/faultreporting/

You should be presented with the page shown here.

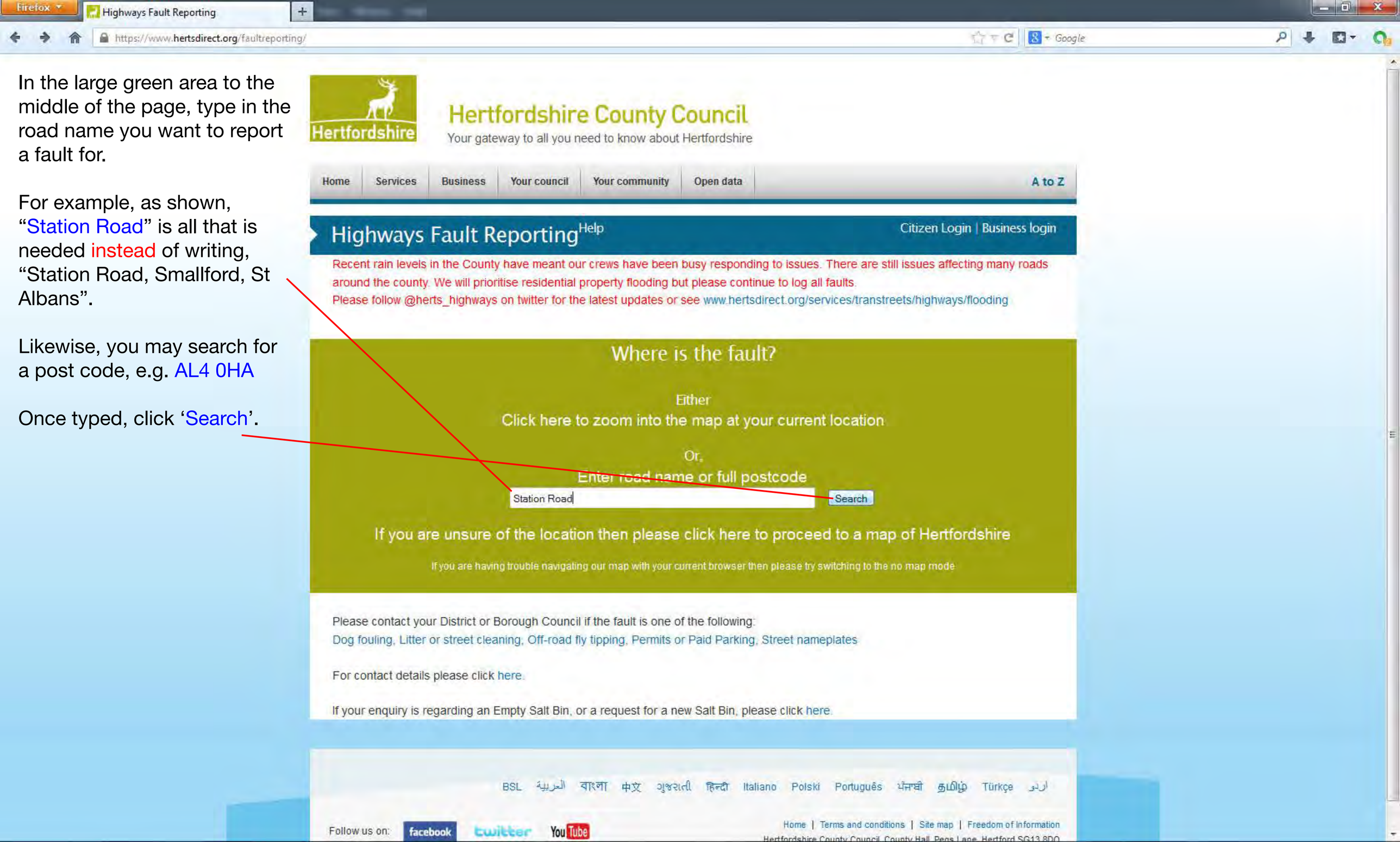


In the large green area to the middle of the page, type in the road name you want to report a fault for.

For example, as shown, “Station Road” is all that is needed instead of writing, “Station Road, Smallford, St Albans”.

Likewise, you may search for a post code, e.g. AL4 0HA

Once typed, click ‘Search’.

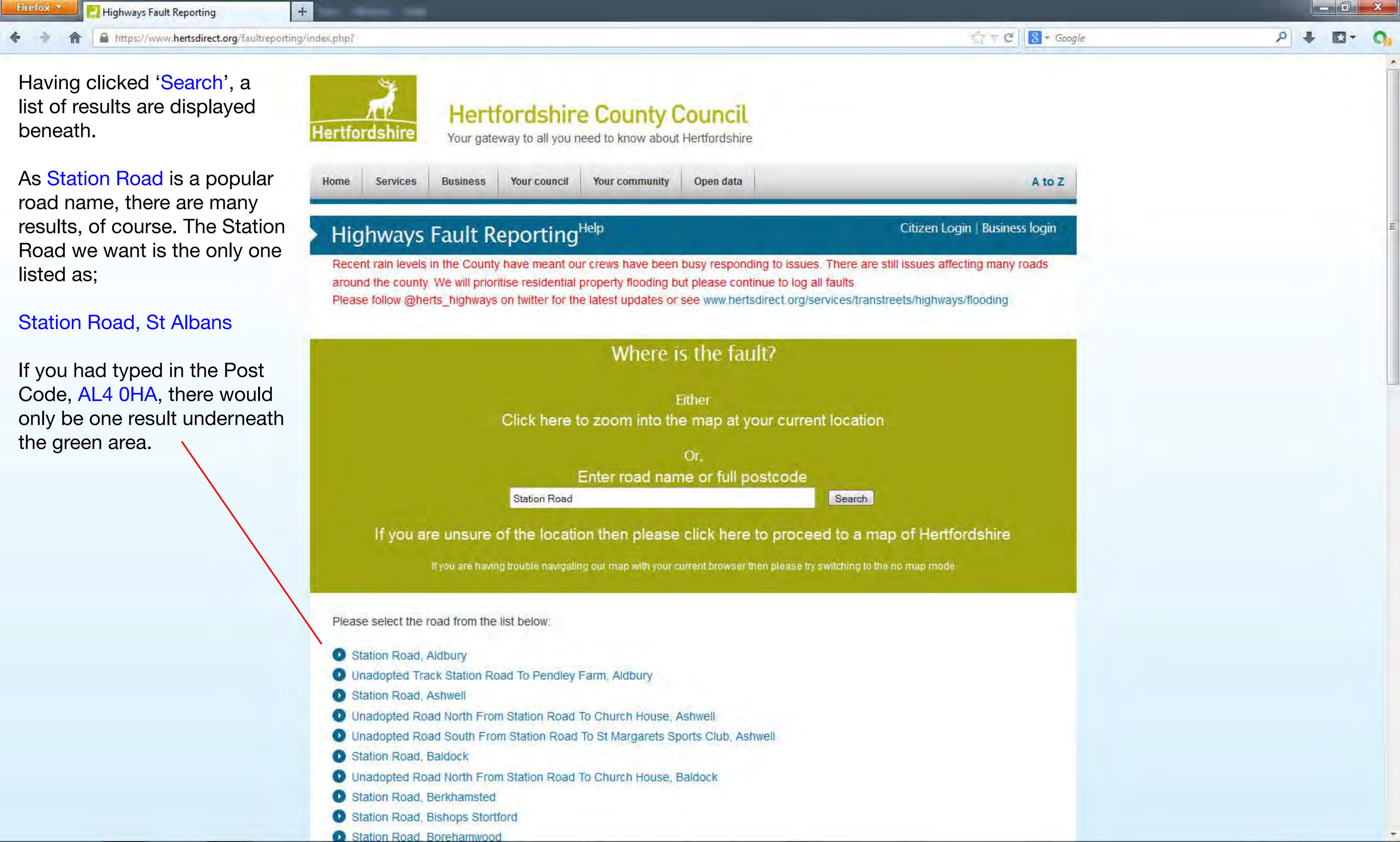


Having clicked ‘Search’, a list of results are displayed beneath.

As Station Road is a popular road name, there are many results, of course. The Station Road we want is the only one listed as;

Station Road, St Albans

If you had typed in the Post Code, AL4 0HA, there would only be one result underneath the green area.



Having scrolled down to the relevant road name or area, click on the writing to be taken to the next stage.

- Station Road, Buntingford
- Station Road, Cuffley
- Station Road (fp 49), Digswell
- Station Road, Essendon
- Station Road, Great Amwell
- Unadopted Road North From Station Road To Church House, Great Amwell
- Station Road, Harpenden
- Access road west from Station Road by Medical Centre to Potterells, Hatfield
- Station Road, Hatfield
- Station Road, Hemel Hempstead
- Station Road, Kings Langley
- Station Road, Knebworth
- Station Road, Letchworth Garden City
- Station Road, Letty Green
- Station Road, Much Hadham
- Station Road, North Mymms
- Station Road, Puckeridge
- Station Road, Radlett
- Upper Station Road, Radlett
- Station Road, Rickmansworth
- Station Road, Sawbridgeworth
- Station Road, St Albans
- Station Road, Standon
- Station Road, Stanstead Abbotts
- Unadopted Road South From Station Road To St Margarets Sports Club, Stanstead Abbotts
- Station Road, Tring
- Station Road, Waltham Cross
- Station Road, Ware
- Station Road, Watford
- Station Road, Watton at Stone
- Station Road, Watton-at-stone
- Station Road, Welwyn
- Station Road, Westmill
- Station Road, Wheathampstead

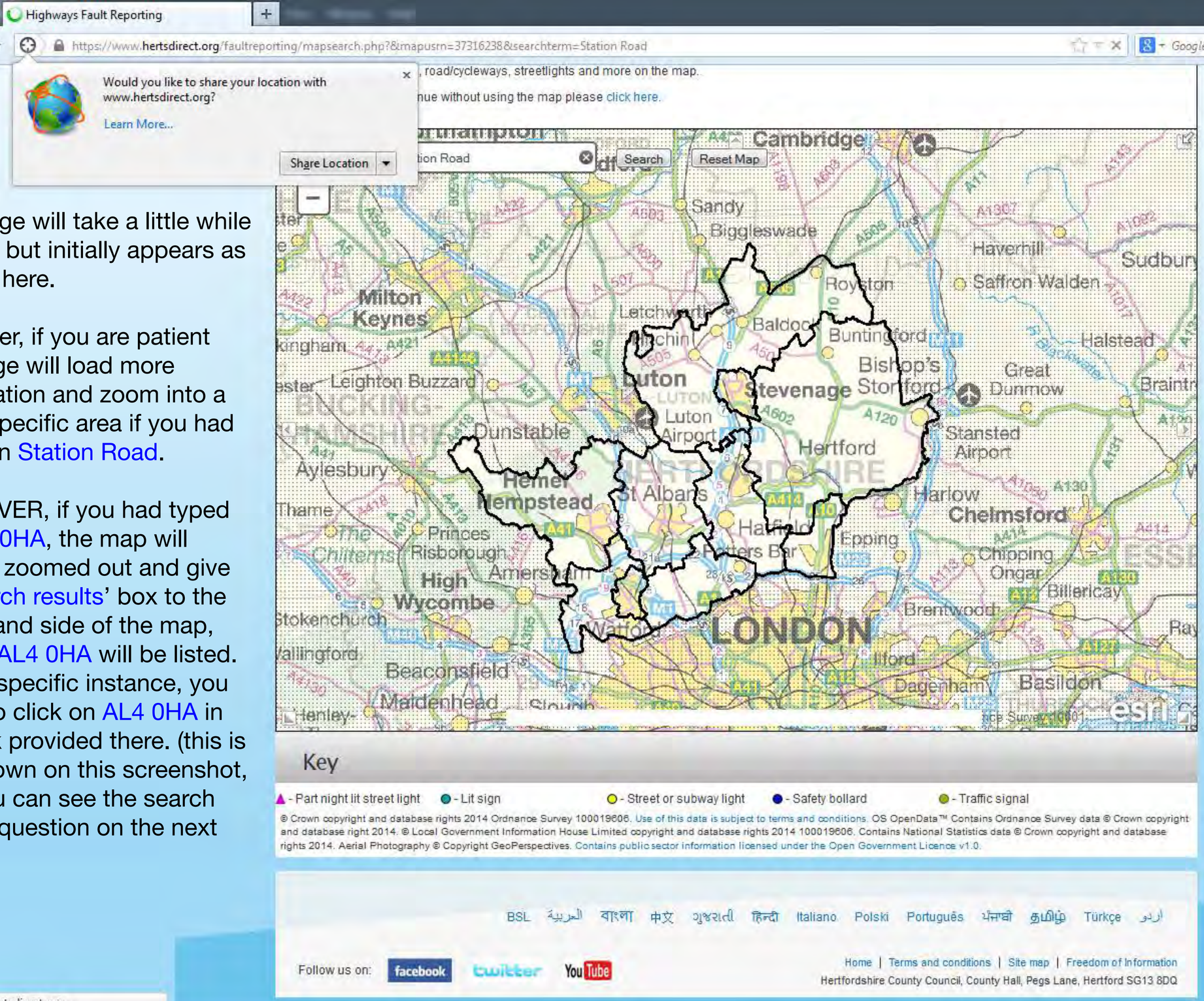
Please contact your District or Borough Council if the fault is one of the following:
Dog fouling, Litter or street cleaning, Off-road fly tipping, Permits or Paid Parking, Street nameplates

k here.

The page will take a little while to load but initially appears as shown here.

However, if you are patient the page will load more information and zoom into a more specific area if you had typed in Station Road.

HOWEVER, if you had typed in AL4 0HA, the map will remain zoomed out and give a 'Search results' box to the right hand side of the map, where AL4 0HA will be listed. In this specific instance, you need to click on AL4 0HA in the link provided there. (this is not shown on this screenshot, but you can see the search box in question on the next page).

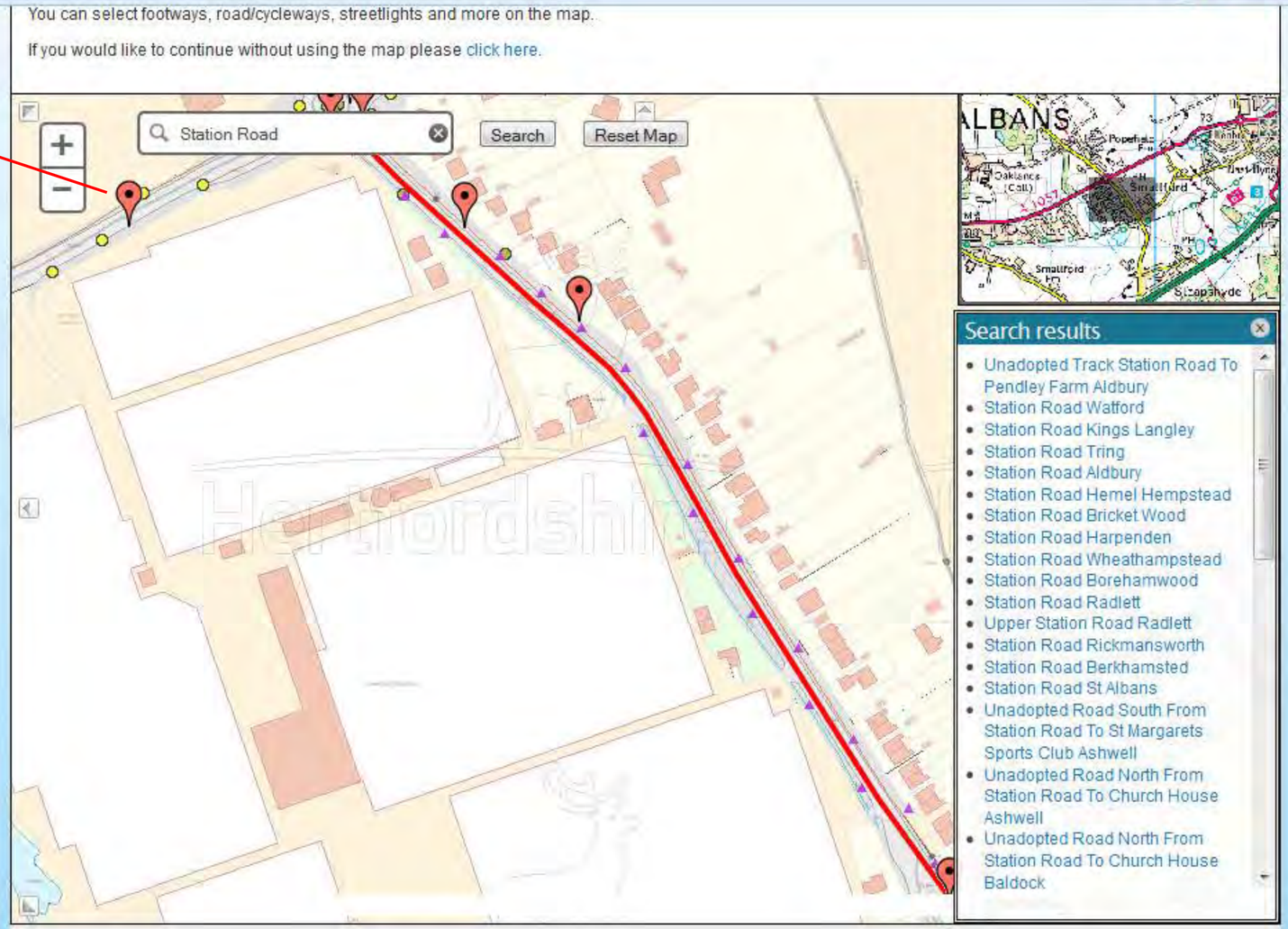


Having finished loading, the map will display the entire road. The red markers are faults that have already been reported.

To zoom in on an area of the map or navigate around it, various keyboard and mouse gestures can be used.

To move around the map, left click and hold on the map and drag/move the mouse around. This will pan the map.

To zoom in on an area of map, if you have one, you can use the mouse scroll wheel...
OR
(continue to next page).



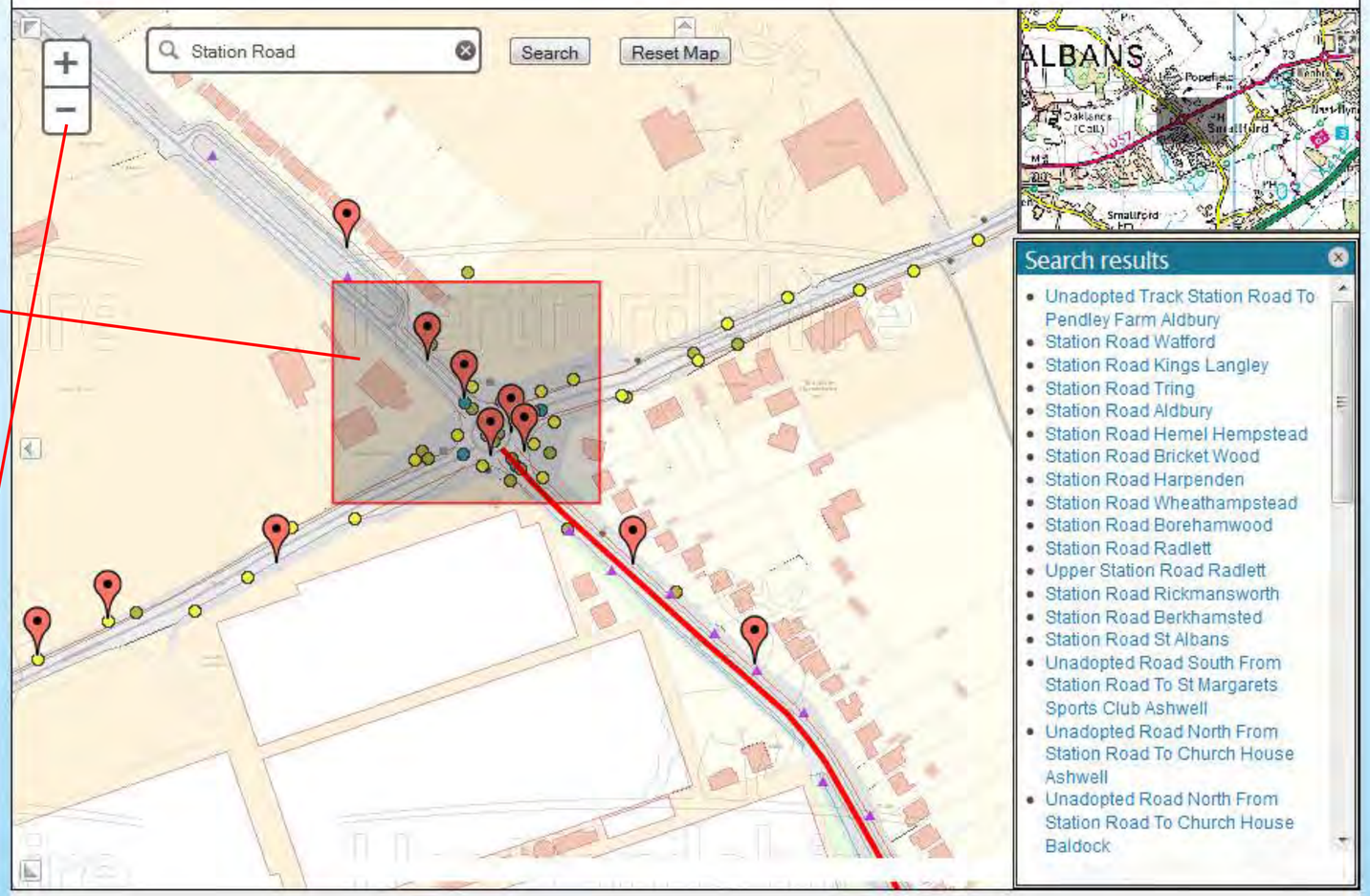
Press and hold the Shift key on your keyboard. WIth it pressed in, left click and drag a square area around where you want to zoom in. A box will appear showing the outline of where you've dragged.

Once you let go of the left click, the map will reload and zoom in.

Finally, you can use the + and - buttons on your keyboard too, or simply use the + and - buttons located at the top of the map.

You can select footways, road/cycleways, streetlights and more on the map.

If you would like to continue without using the map please click here.



Key

▲ - Part night lit street light ● - Lit sign ● - Street or subway light ● - Safety bollard ● - Traffic signal

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Now we're zoomed in, you can see various markings.

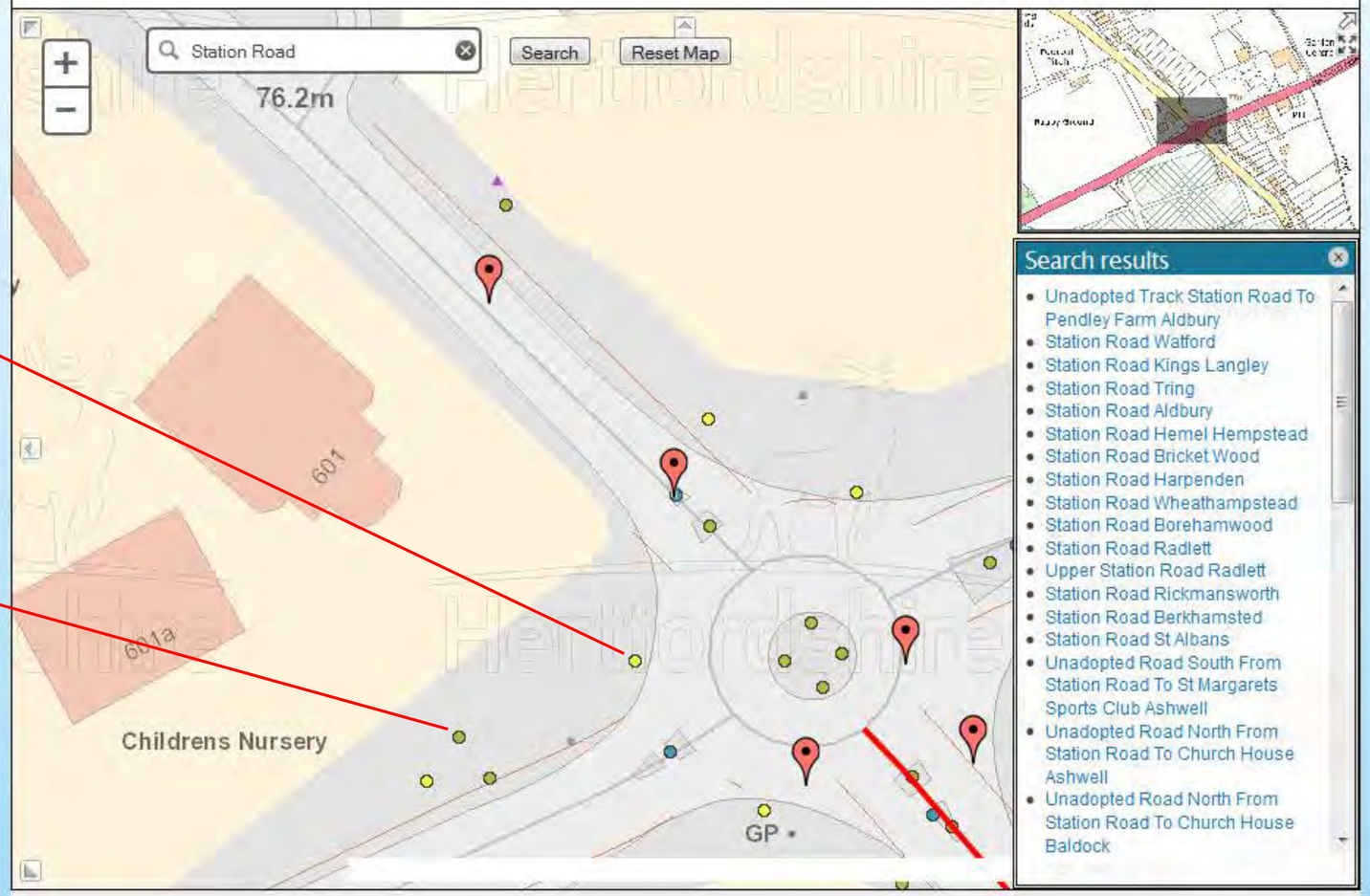
To see what each of them are, simply hover the mouse (no click needed) over any of them and a short description will appear.

In general, small yellow circles are street lights and small grey circles are things like road signs and other street 'furniture'.

Firefox
Highways Fault Reporting
https://www.hertsdirect.org/faultreporting/mapsearch.php?&mapusrn=37316238&searchterm=Station Road
Google

You can select footways, road/cycleways, streetlights and more on the map.

If you would like to continue without using the map please click here.



Key

▲ - Part night lit street light ● - Lit sign ● - Street or subway light ● - Safety bollard ● - Traffic signal

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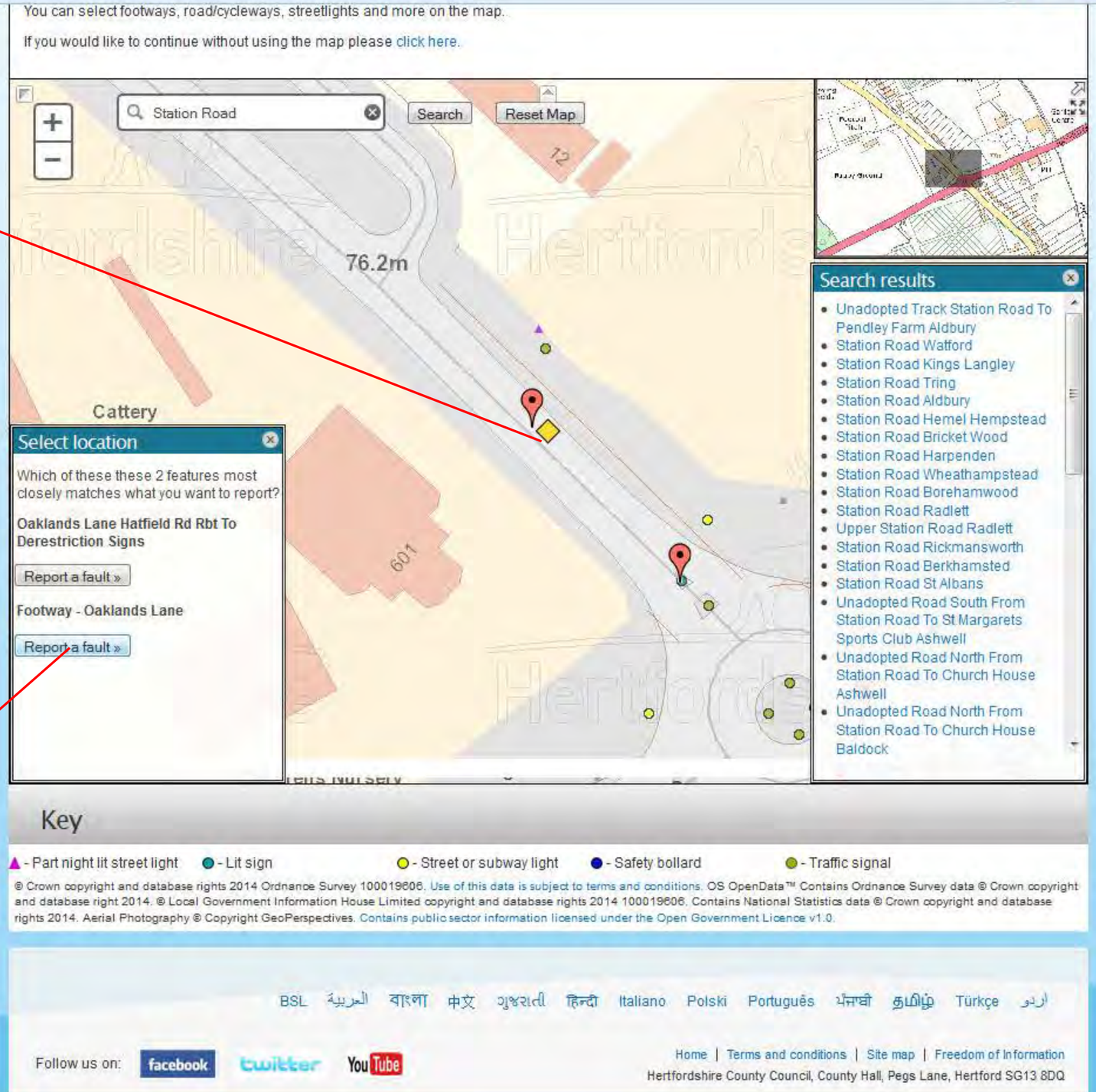
To report a fault, SINGLE left click on the exact position you want to report the fault. In the image here, the small yellow diamond has appeared where the map has been clicked.

A popup box appears in the bottom left corner of the map, with a list of options about what you'd like to report the fault on or about.

Depending on where you've clicked, sometimes the list will be long and full of things like sign posts, street lights etc.

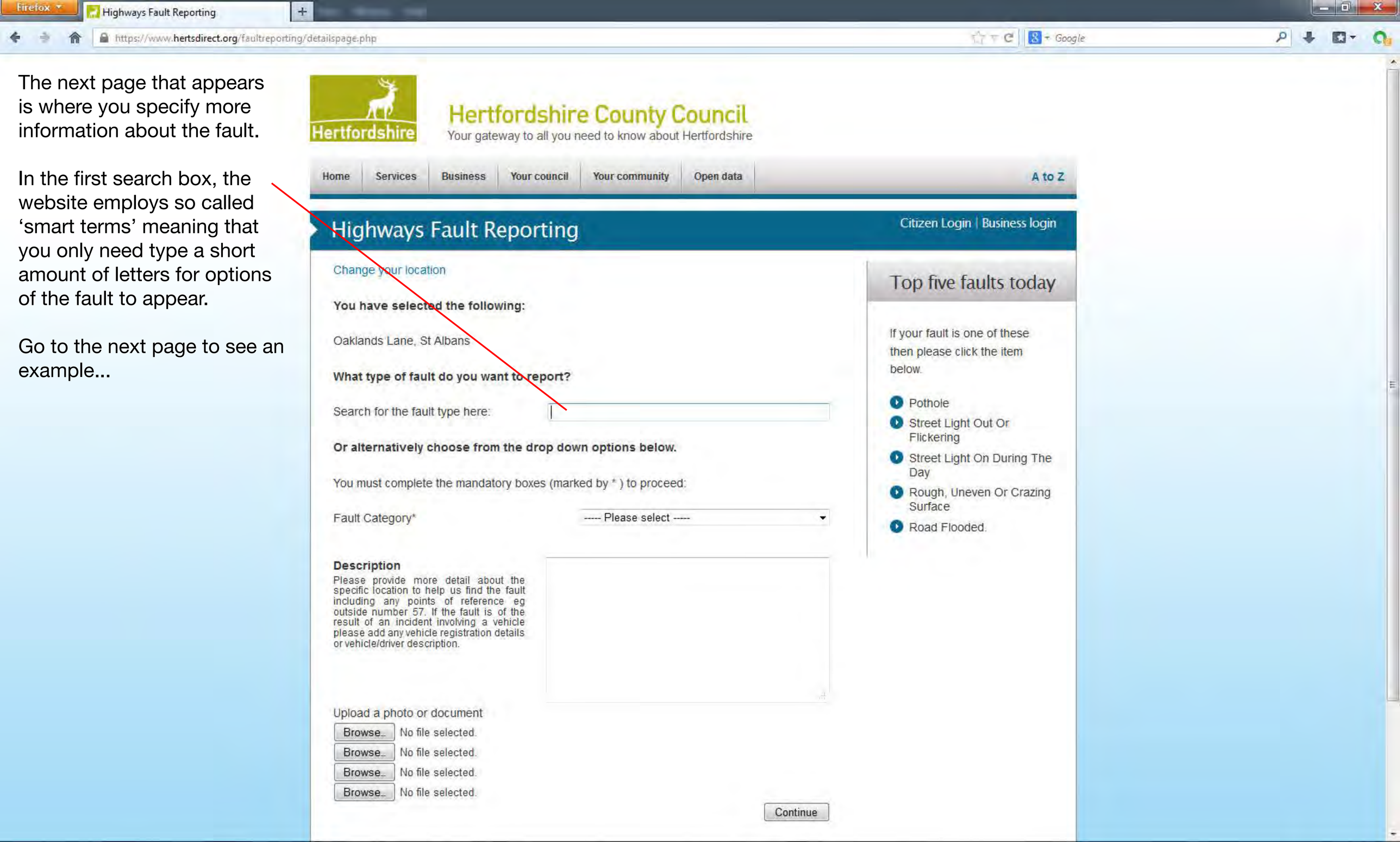
In this example, it is the Footway that we're reporting a fault for, so we click on 'Report a fault' beneath that option.



The next page that appears is where you specify more information about the fault.

In the first search box, the website employs so called ‘smart terms’ meaning that you only need type a short amount of letters for options of the fault to appear.

Go to the next page to see an example...



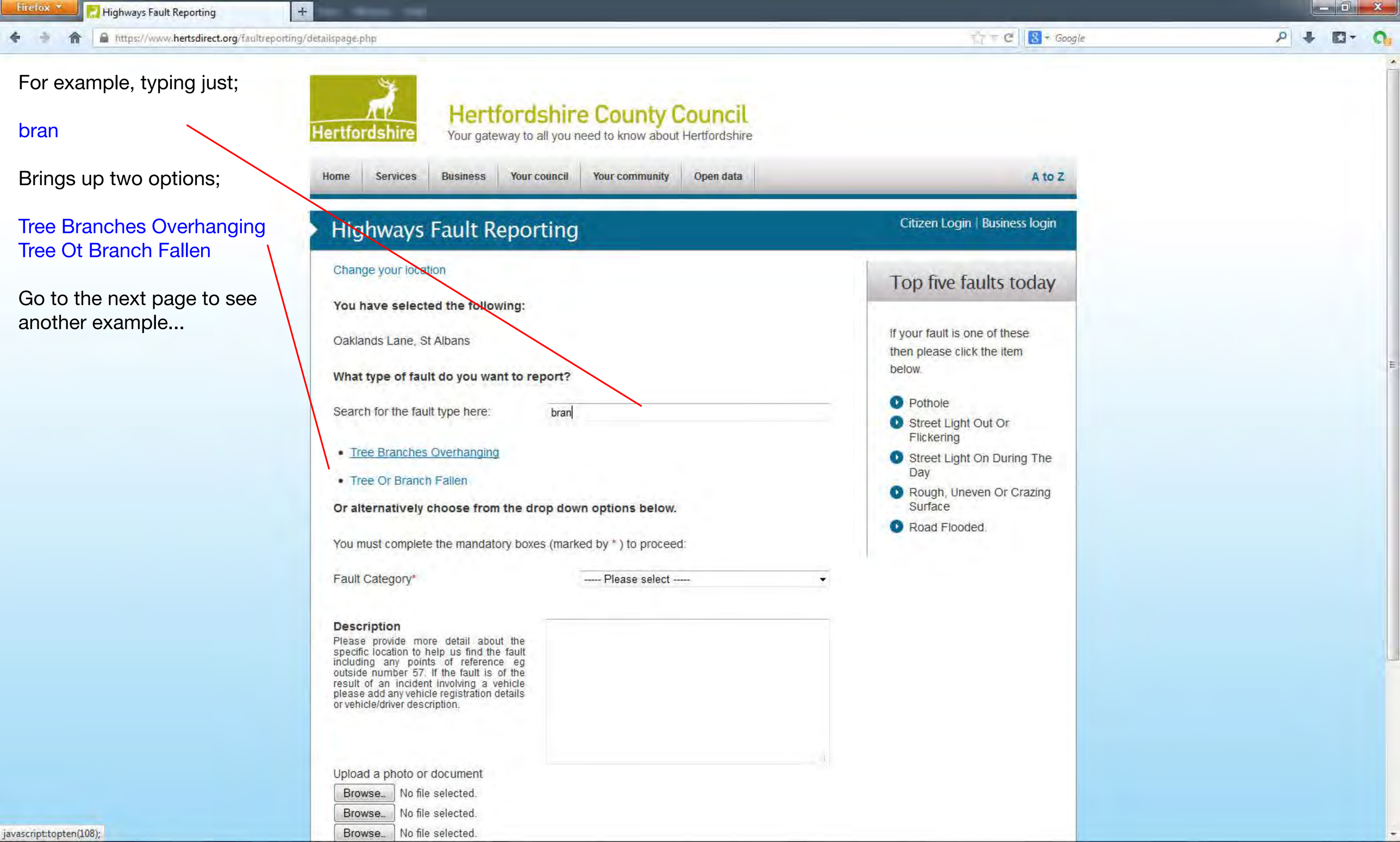
For example, typing just;

bran

Brings up two options;

Tree Branches Overhanging
Tree Ot Branch Fallen

Go to the next page to see another example...



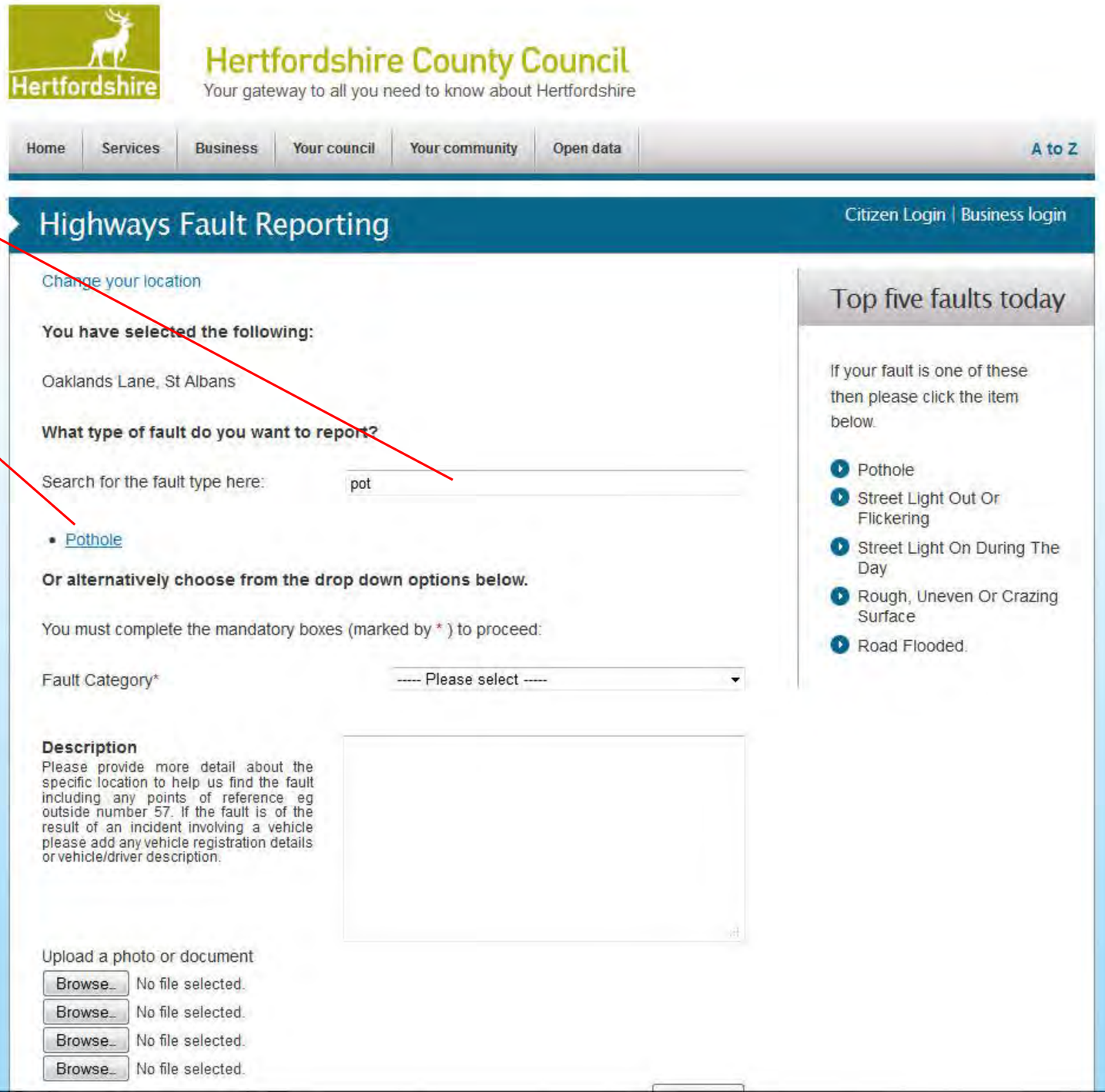
In this example, just typing;

pot

brings up the result;

Pothole

Go to the next page for a further example...



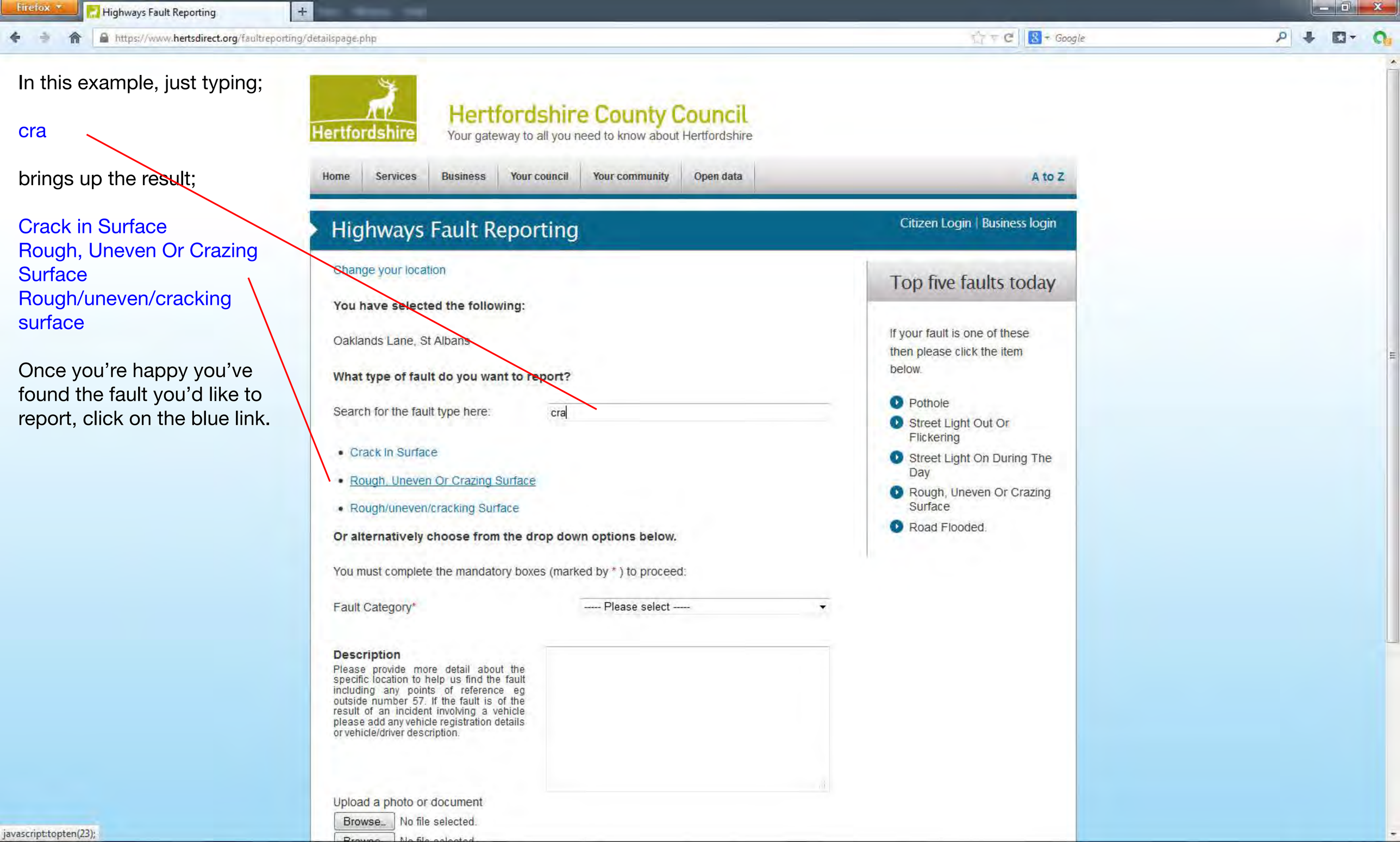
In this example, just typing;

cra

brings up the result;

Crack in Surface
Rough, Uneven Or Crazing Surface
Rough/uneven/cracking surface

Once you're happy you've found the fault you'd like to report, click on the blue link.



Having selected the fault (in the example shown here we're reporting Tree branches overhanging), you then need to use the drop down boxes to finish off the fault report.

Drop down boxes marked with a red * are essential and must be answered in order to submit the fault. Those without are optional and not essential to the fault report.

Change your location

You have selected the following:

Oaklands Lane, St Albans

What type of fault do you want to report?

Search for the fault type here: bra

Or alternatively choose from the drop down options below.

You must complete the mandatory boxes (marked by *) to proceed:

Fault Category * Trees and Vegetation (e.g. grass, shrubs, weeds

Fault Type * Tree branches overhanging

Is it causing an obstruction? * Yes to footway

Is it growing on private land? No

Description

Please provide more detail about the specific location to help us find the fault including any points of reference eg outside number 57. If the fault is of the result of an incident involving a vehicle please add any vehicle registration details or vehicle/driver description.

Upload a photo or document

Browse... No file selected.
Browse... No file selected.
Browse... No file selected.
Browse... No file selected.

Continue

Top five faults today

If your fault is one of these then please click the item below.

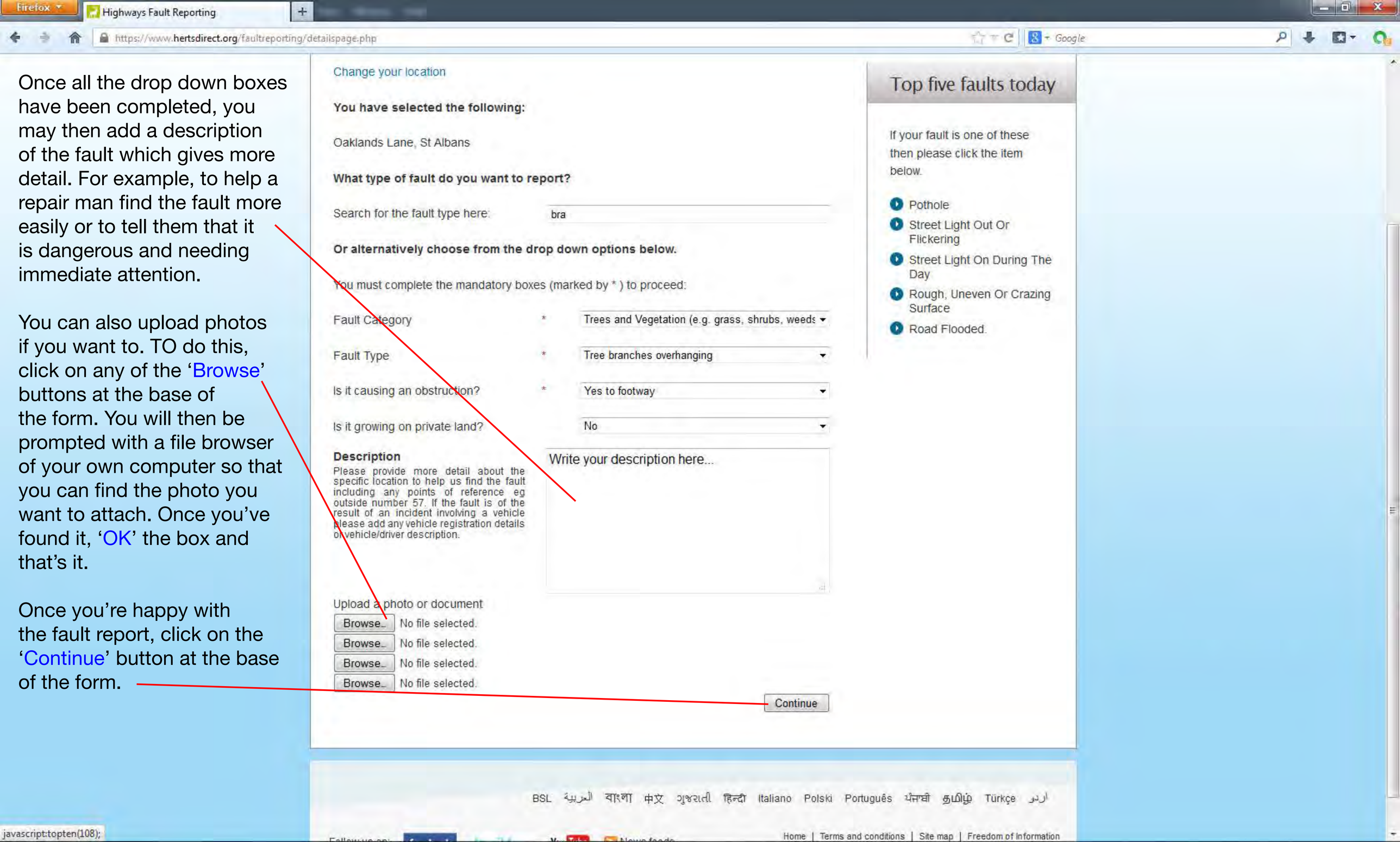
- Pothole
- Street Light Out Or Flickering
- Street Light On During The Day
- Rough, Uneven Or Crazing Surface
- Road Flooded.

javascript:topten(108);

Once all the drop down boxes have been completed, you may then add a description of the fault which gives more detail. For example, to help a repair man find the fault more easily or to tell them that it is dangerous and needing immediate attention.

You can also upload photos if you want to. TO do this, click on any of the 'Browse' buttons at the base of the form. You will then be prompted with a file browser of your own computer so that you can find the photo you want to attach. Once you've found it, 'OK' the box and that's it.

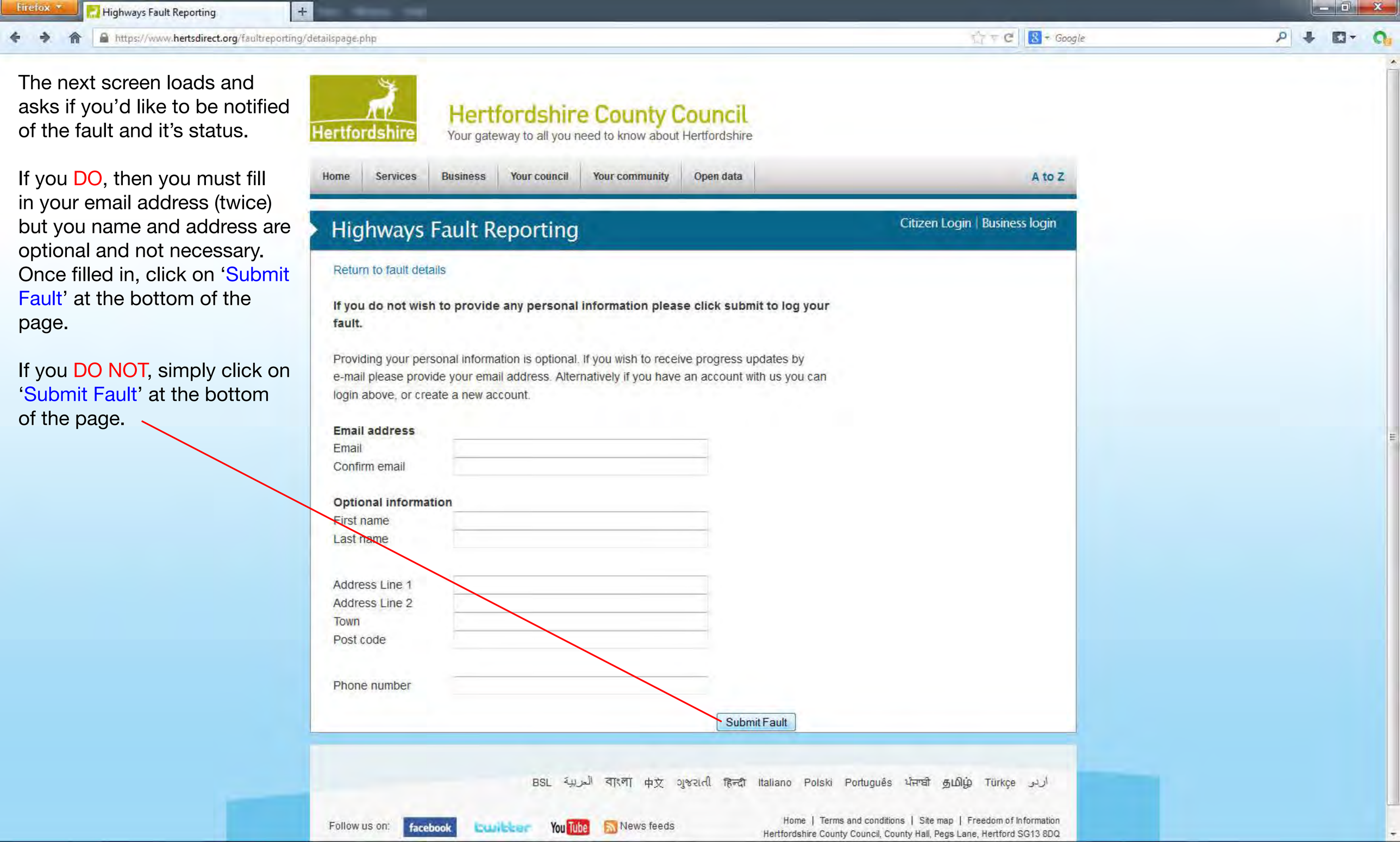
Once you're happy with the fault report, click on the 'Continue' button at the base of the form.



The next screen loads and asks if you'd like to be notified of the fault and it's status.

If you DO, then you must fill in your email address (twice) but you name and address are optional and not necessary. Once filled in, click on 'Submit Fault' at the bottom of the page.

If you DO NOT, simply click on 'Submit Fault' at the bottom of the page.



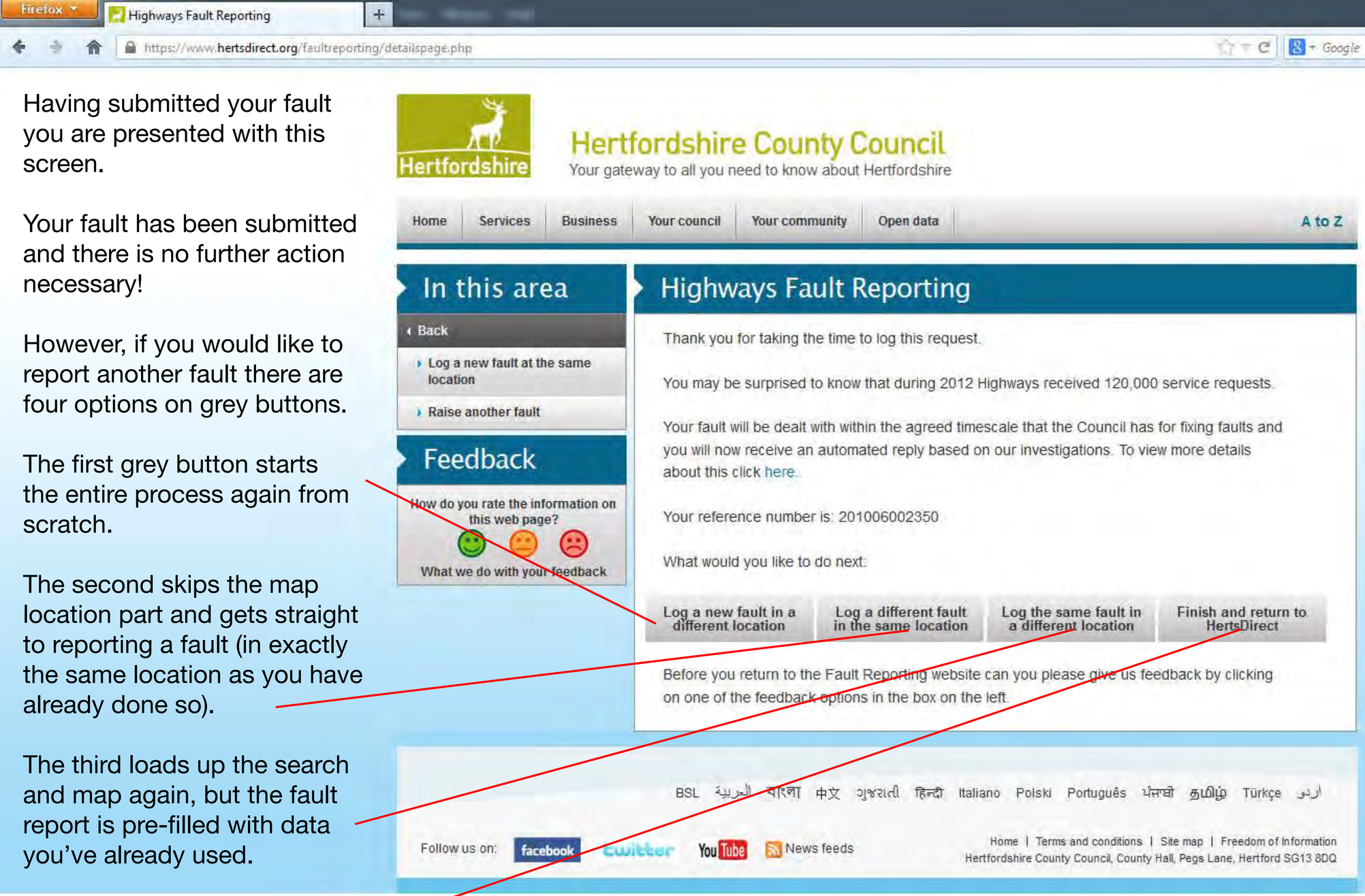
Having submitted your fault you are presented with this screen.

Your fault has been submitted and there is no further action necessary!

However, if you would like to report another fault there are four options on grey buttons.

The first grey button starts the entire process again from scratch.

The second skips the map location part and gets straight to reporting a fault (in exactly the same location as you have already done so).

The third loads up the search and map again, but the fault report is pre-filled with data you've already used.

The fourth goes to the HCC website.