

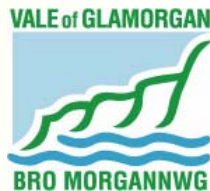
A GUIDE TO STREET LIGHTING In The Vale of Glamorgan



**HIGHWAY MAINTENANCE
DIVISION**

VISIBLE SERVICES DEPARTMENT
THE ALPS, WENVOE, CARDIFF CF5 6AA
Vale of Glamorgan Council
Day tel: 029 2067 3000
FAX: 029 2067 3019
Emergency out of hours tel: 01446 747874

E-Mail: visible@valeofglamorgan.gov.uk
Website: www.valeofglamorgan.gov.uk/highways



The street lighting service is part of the Vale of Glamorgan Council Highway Maintenance Division, providing a high quality, effective and efficient service to people in the Vale of Glamorgan

WHAT DO WE DO?

We manage and maintain over 15,500 streetlights and 2,000 illuminated traffic signs on Council highways.

We look after streetlights and illuminated traffic signs by:

- Keeping a record of all streetlights and illuminated signs.
- Identifying faults and arranging for repairs to be done on time.
- Monitoring our performance and making sure we continuously improve.
- Replacing obsolete, damaged or inefficient lights.
- Testing lights to ensure they are safe
- Liaising with the public, Councillors, police and various other bodies and focus groups to target areas of concern.
- Making sure we achieve value for money for our customers.

INSPECTIONS

We carry out night patrols, inspecting all lights every two weeks. Almost 80% of all lighting faults are identified this way.

EMERGENCIES

Electricians are on call 24 hours a day to deal with street lighting emergencies.

HOW LONG DOES IT TAKE?

We try to investigate and repair all faults within five working days of the fault being reported. The majority of faults are repaired on the first visit. Our average time to repair a reported street lighting fault is less than 2 working days (including complex cable faults). Most faults are rectified the next working day. However, there are times where this is not possible because of major damage to the equipment or electricity supply failures.

HOW DO WE PERFORM?

On average, over 99% of all streetlights in the Vale of Glamorgan are working at any one time.

REPORTING OF LIGHTING FAULTS

If you spot a lighting problem, please call us on:
029 2067 3000
8.30am to 5.00pm Monday to Thursday
8.30am to 4.30pm Fridays
e-mail: visible@valeofglamorgan.gov.uk

**Emergency Out of Hours
(including weekends and bank holidays)**

01446 747874

Please help us to carry out repairs quickly by:

- ➔ Reporting the identification number on the street lighting column or illuminated road sign.
- ➔ Providing the location of the lighting unit including road name, number of adjacent property and district/village name
- ➔ Describing the nature of the fault or damage if you can.