

REPORTING RIGHTS OF WAY ISSUES

REPORTING A NEW ISSUE

To report a new issue follow the following steps:

1. Go to the "[Contact us about rights of way](#)" page of the Surrey County Council web site
2. Click on the "Online rights of way reporting form" link.



3. This will open a new page with various options.
4. To Report a Fault, click "Report a Fault".



5. A new page will open where you can search on the "Locate" tab for the general location by postcode, street name, town/village, grid reference or satnav coordinates.

Report fault Track fault General enquiry Map Login/Register

Locate Describe Your Details Finish

Report without using the map:

Locate by Postcode: Find >

Locate by Street Name: Find >

Locate by Town or Village: Find >

OS Grid Reference (e.g. SU950448): Find >

Sat Nav Coordinates (e.g. NS1:0:12 W0:48:56): Find >

6. Enter the information and click "Find".
7. Choose the correct location (shown in blue) from the results of the search. There may be more than one location of that name e.g. if you search for 'High Street', there will be several different 'High Streets' to choose from in Surrey. If you search 'Morrow Lane', there will only be one result, as there is only one 'Morrow Lane' in Surrey.

Locate Describe Your Details Finish

Report without using the map:

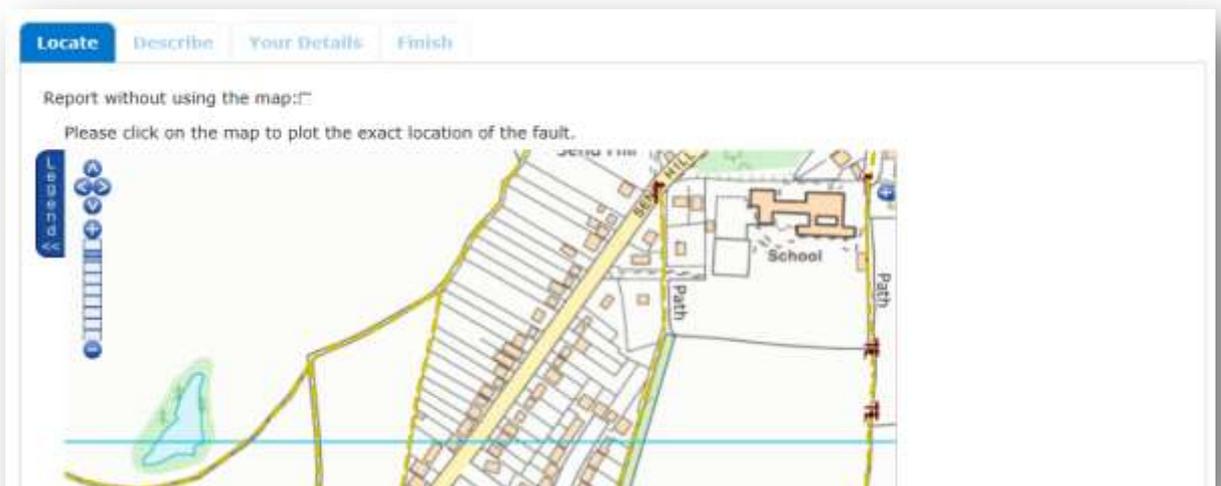
Click on the correct location to proceed

SEND HILL (Unclassified) SEND

Prev 0 to 1 of 1 Next >

Search Again

8. This will display a map of the area.



You can then click on the exact location of the fault. There are standard 'Google Maps' style navigation tools to zoom in/out and to move up/down or left/right.

There is a Legend/Key that can be displayed by clicking on the 'Legend' tab. Information layers can be changed by clicking on the small + symbol at the top right.

NOTE : Un-ticking the 'Overlays' can speed up navigation if the internet connection is slow.

9. Once the fault location has been plotted, a box will ask you to click "**Continue**" in the pop up box.



10. The fault can now be described by choosing the appropriate **Fault Category** and **Fault Type**. A free text box allows a more detailed description if needed. Click the "**Continue**" button to record your details.

NB – Surrey CC plan to add the functionality to attach a photo of the fault in the future



11. If you wish to record your details and receive updates, enter your email address and other details. Click the "**Submit fault**" button.

NB - Please careful to only click this button once, as multiple clicks creates duplicate reports. This is an issue we will be resolving.

12. The Finish tab displays a summary of the report and generates a unique reference number. You can take a note of this number to track progress of the fault at a later date.
NB – all references start with **PROW**.....

By submitting faults this way, rather than by phone, letter or email, it provides SCC Countryside Access staff with all the information they need to investigate and address the matter in a more efficient way

OTHER OPTIONS

To make a **General Enquiry** click on this tab and use the free text box, adding your email and contact details as well

The **Map** tab can be used to search and find locations, rights of way and path furniture e.g. stiles and gates, for information

The **Login/Register** tab can be used to register your details, so that you do not have to enter them each time. You can then use the “My reported faults” tab to easily track the reports you have made.

Once registered, you can login again as a ‘Returning user’ *Note - passwords must contain a character that isn’t a number or letter e.g. an exclamation mark (!) or pound sign (£)*