

## **Traffic FAQs**

### **1. Please can I have an access protection line (white line) outside of my drive?**

There are some criteria that have to be met in order for an Access Protection Line (APL) to be granted but we can arrange for an application form to be sent to you. Please email [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk) or you can download a form from the website (<http://www.easthants.gov.uk/access-protection-line>) There is a non-refundable £120 administration fee but if your application is approved the line itself is painted free of charge.

### **2. Please can I have a disabled bay marked outside of my house?**

There are some criteria that must be met in order for a disabled bay to be granted (for example – do you have parking space(s) within your property boundary)? If so then we cannot provide an on street disabled bay. Otherwise an application form can be completed online on our website (<http://www.easthants.gov.uk/traffic-management/disabled-parking-bays>) or downloaded (from the same page) or we can arrange for an application form to be posted to you which states all of the criteria. Please email [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk)

### **3. Please can you repaint the road markings in my road as they are faded (including disabled bays)?**

Maintenance of existing road markings (except Access Protection Lines (APL)) falls under the responsibility of Hampshire County Council. Requests can be reported directly via telephone (0300 555 1388) or via the HCC website [www.hants.gov.uk](http://www.hants.gov.uk)

If an APL requires repainting please email [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk) or you can download a form from the website (<http://www.easthants.gov.uk/access-protection-line>) There is a non-refundable £120 administration fee, which can be paid for online.

### **4. There is a pot hole in my road, can you repair it?**

This falls under the responsibility of Hampshire County Council. Pot holes can be reported directly via telephone (0300 555 1388) or via the HCC website [www.hants.gov.uk](http://www.hants.gov.uk)

### **5. I would like to request single/double yellow lines or loading restrictions in my or another road(s).**

All requests are prioritised so that safety issues are resolved as a first priority. Please email [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk) providing your contact details, location and a brief description of the reason for your request. We will need to investigate the enquiry so please be advised that we will contact you as soon as the enquiry has been investigated.

### **6. There are signs out to say a road is going to be closed. Can you give me some more information?**

Road closures are usually approved by Hampshire County Council, however details of all closures can be found on [www.roadworks.org](http://www.roadworks.org). The signing in the road should provide a telephone number for enquiries.

### **7. There is a car parked across my driveway so I cannot get out.**

If you are obstructed completely and want the vehicle removed, this would be a Police issue. This can be reported on the non-emergency 101 telephone number. We can also speak to our Parking Office to request an Officer attend to see if the vehicle can be issued with a Penalty Charge Notice. Our Officers have no powers to remove a vehicle and in these cases the Police would have to be contacted. Please obtain the vehicle registration or make/model and colour and report these to the Parking Office via email [parking.office@easthants.gov.uk](mailto:parking.office@easthants.gov.uk)

**8. How can I get the speed limit on my (or another) road changed?**

The County Council is responsible for amending speed limits. Consideration is given to the character of the road, current traffic, speeds and the injury accident record when assessing whether a speed limit should be changed. HCC's policy for setting speed limits is based on guidance from the Department for Transport. The Traffic Team can erect a flashing sign to remind drivers of the speed limit in the road which may help deter speeding traffic and allows the team to record how many drivers are speeding to ascertain the extent of the problem. Please contact the Traffic Team [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk) and we will contact you to advise if we are able to place a speed limit reminder sign in the road.

**9. You are proposing restrictions in my road, how can I comment on them?**

You can email [tro@easthants.gov.uk](mailto:tro@easthants.gov.uk) , visit the council website and fill in the online form, or write to the Solicitor to the Council, at the Council address.

**10. Cars are parking on the verges in my road due to a lack of space, can posts be put in to stop this occurring and a parking area provided?**

Please contact Hampshire Highways on 0300 555 1388 or email [roads@hants.gov.uk](mailto:roads@hants.gov.uk), to request posts or to request the conversion of a grassed area.

**11. Please can you replace a missing/damaged parking (or other) sign in my road?**

Maintenance of existing signs falls under the responsibility of Hampshire County Council. Requests can be reported directly via telephone (0300 555 1388) or via the HCC website [www.hants.gov.uk](http://www.hants.gov.uk) The maintenance of lit signs is also the responsibility of HCC who can be contacted via telephone (0300 555 1388) or via the HCC website [www.hants.gov.uk](http://www.hants.gov.uk)

**12. I would like to request resident's parking spaces to be provided in my road.**

There are some criteria that have to be met (for example – do more than half of the properties in the street have parking space(s) within their boundary)? If so then we cannot provide residents parking due to HCC policy. All valid requests are prioritised so that safety issues are resolved as a first priority. Please email [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk) with your contact details, location and a brief description of the reason for your request. We will need to investigate the enquiry so please be advised that we will contact you as soon as the enquiry has been investigated.

Telephone contact: 01730 234007

Email Contact: [trafficteam@easthants.gov.uk](mailto:trafficteam@easthants.gov.uk)