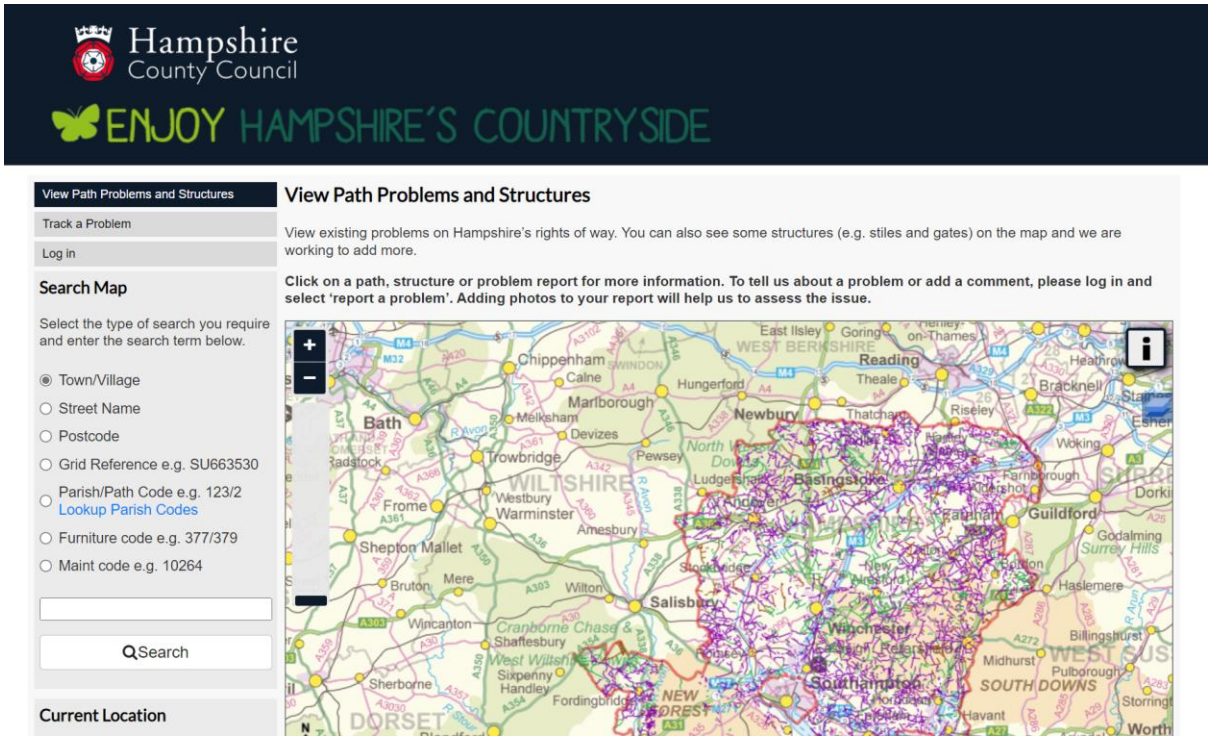
How to Report an Issue on a Right of Way

You can google search something along the lines of 'report a problem on a right of way in Hampshire' and it will take you to the Hants website. You can also click on this link below and it will take you to the correct page: [Problems on rights of way | Hampshire County Council (hants.gov.uk)]

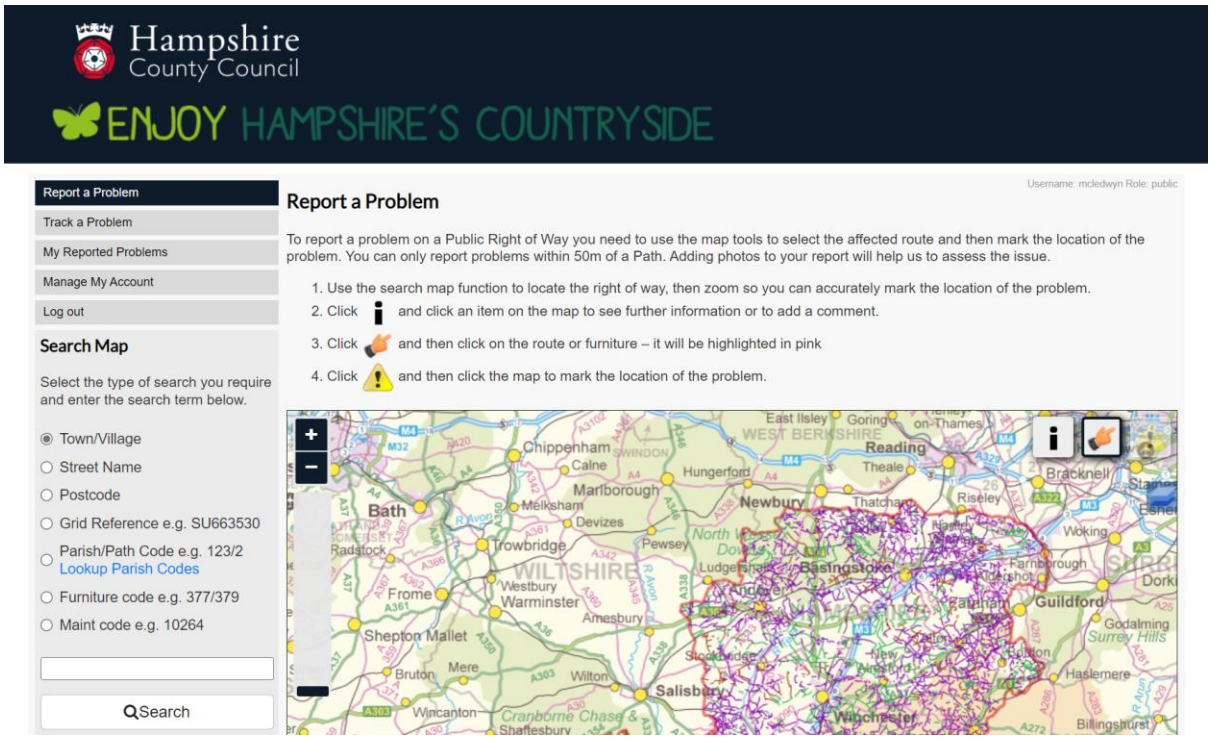
This is the page you want to get to:

- Click on the green bar named 'Report a problem on right of way'
- It will then take you to the reporting and mapping page which looks like this:



Personally, I would recommend creating an account so that it's easier to log any future reports. It also makes it easier to keep updated on any issues you've reported, or you can find a different issue and register yourself as an 'interested party' so that you receive automated email updates whenever the issue is progressed.

- To create an account, click the 'Log in' bar on the left-hand side.
- Once you've logged in or created an account you can now report an issue. The reporting page will now look slightly different and have more options on the grey left-hand bar and at the top of the page above the map. It will look like the following:

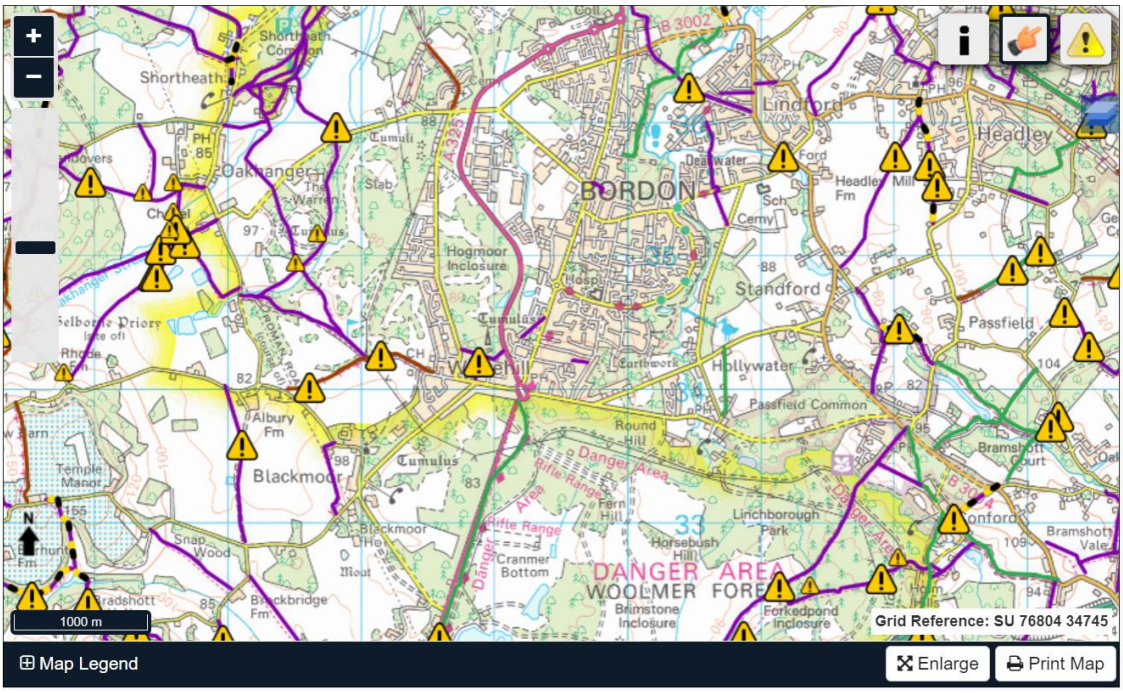


Finding the right area

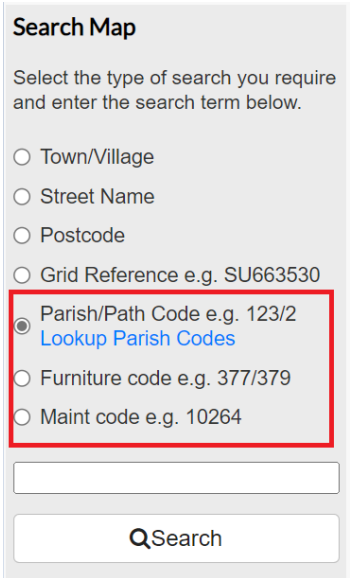
To report an issue, you need to find the path or furniture on the mapping system. There are a few ways to find the correct area on the map:

1.) Zooming in: zoom in on the map using the scroller on your mouse or the zoom bar on the map to find the correct area. Then drag the map around until you find the right spot. The map is quite slow because it has so much data to load so please be patient!

2.) Use the 'Search Map' function on the left: this is an extremely useful tool to bring the map closer to the correct area for you. You can search by town name, street name, postcode or grid reference and it will automatically move the map to that area and have the rights of way colour coded. See below for an example of a search by town name:



The footpaths around Bordon are purple and easy to see. The yellow hazard triangles are where issues have already been reported.



3.)Using specific codes in the 'Search Map' function on the left: this is a more advanced and specific search. Every piece of furniture, every right of way and every existing issue reported on the system has a code assigned to it. If you know these then you can use the 'Search Map' function to find them. You do not need to know these, but if you do then it will make your search much quicker and more specific.

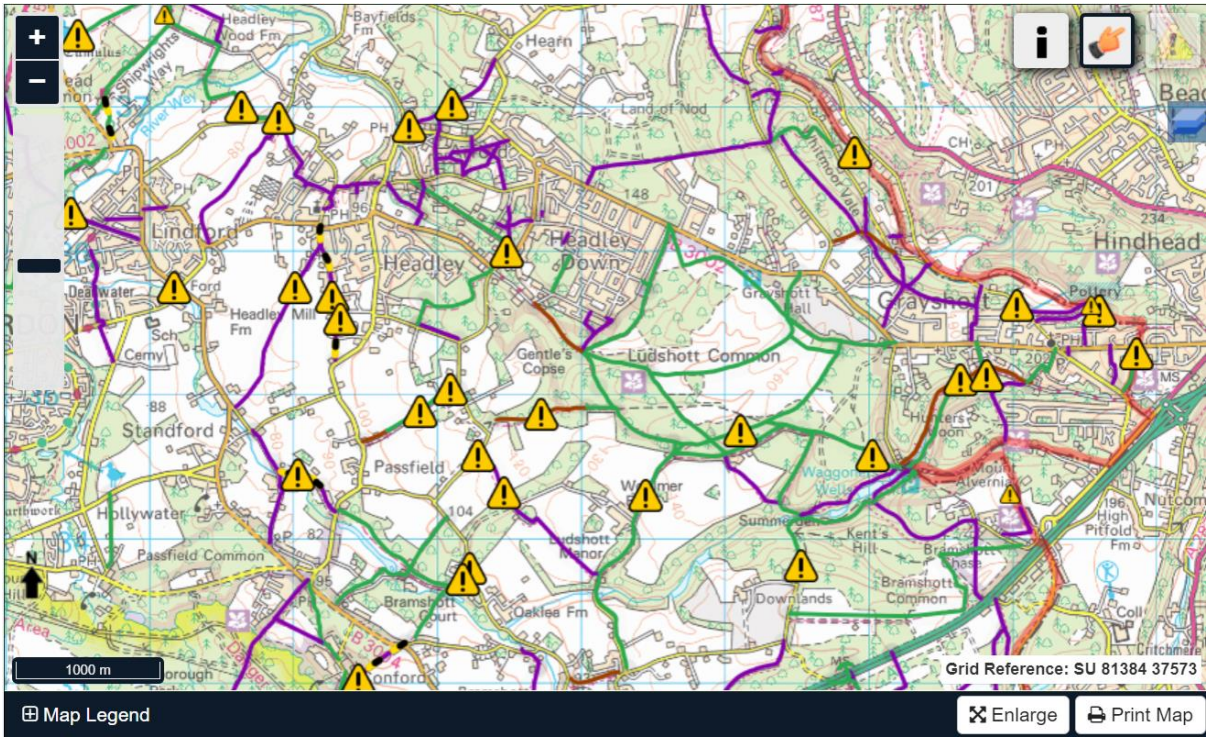
- Path codes: these are formatted as **parish code/path number/link number**. For example, you could search 108/130/1 and it will take to Havant > footpath 130 > link 1
- Furniture code: every piece of furniture on a right of way is registered. This means that every stile, gate, bridge, finger post etc has a specific code. If you know the code, select this option in the search function.
- Maint code: if an issue has already been reported for a right of way then a maintenance (or issue) code will be generated. If you have this code then select this search function.

You have the right area – but what does it all mean?

All the different colours and symbols can be a bit confusing, especially since they don't correlate to the waymarkers you find out on the paths. The path colours are:

Footpath PURPLE / Bridleway GREEN / Byway BROWN

Here is a map showing an example of them all:



The yellow hazard icons show where an issue has already been logged on the system

Knowing the colour codes of the different paths will help you find the correct one for reporting issues.

If you're looking to report a piece of furniture then it helps to recognise the icons on the map:

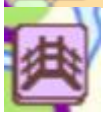
Barrier

Fingerpost

Waymarker post

Gate (not specified)

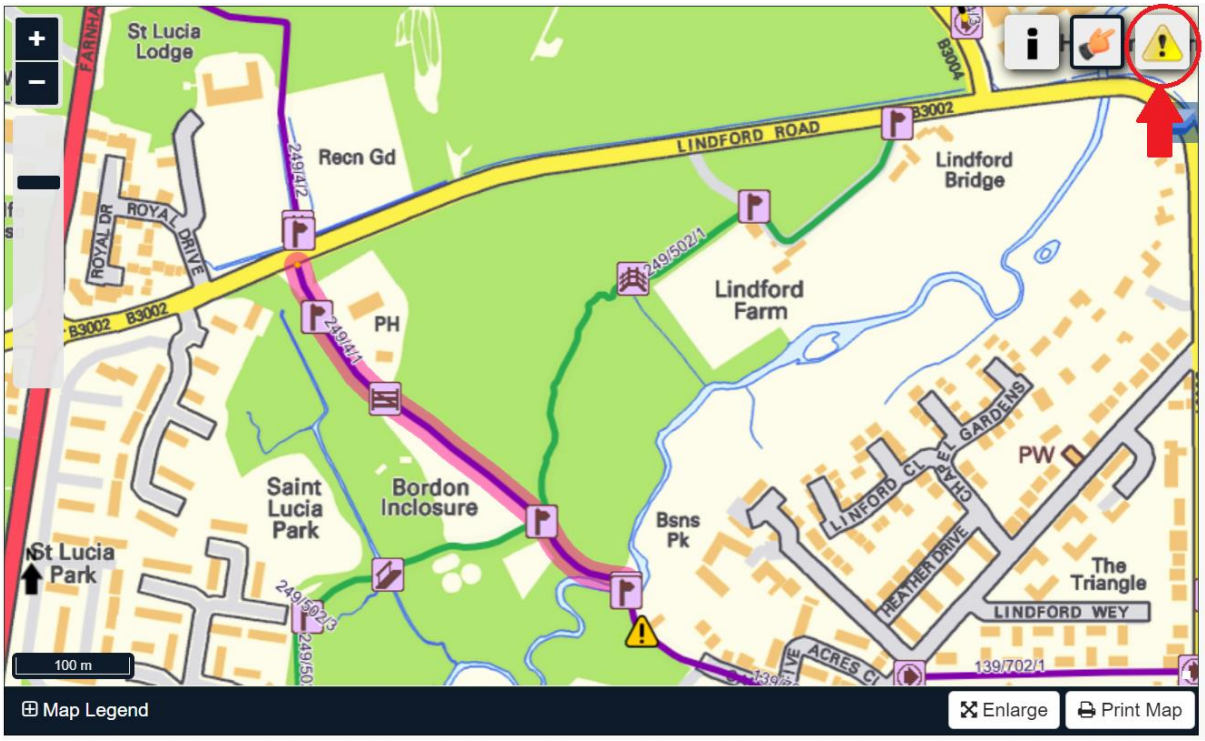
Boardwalk

 Bridge or culvert

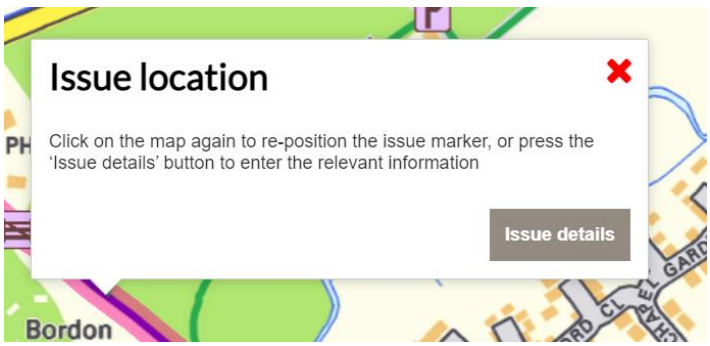
How to report a problem

Now that you've found the correct path or furniture on the map, to report a problem you need to follow these steps:

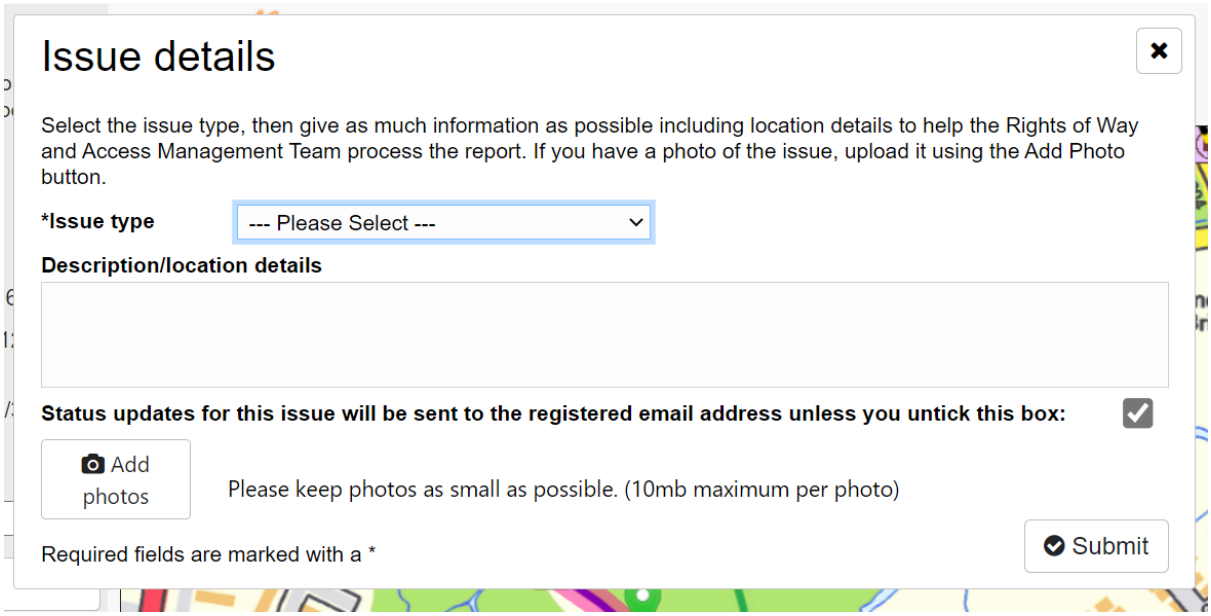
- Select the pointing icon from the top right of the map
- Select the path or furniture
- It will now be highlighted in pink
- Now you will be able select the hazard icon on the top right of the map which allows you to add a new issue (circled in red on the map below)



- Once you've selected the yellow hazard 'Add a new issue' triangle, your cursor will show as a blue dot on the map
- Click where you want to report your issue
- Notice how as you track your cursor across the map that there is a grid reference in the bottom right hand corner of the map – this might help you with exact location!
- Once you have selected your location, this will pop up:



- Once you've double checked the location, click 'Issue details'
- Fill out as much detail as you can in the pop up that looks like this:



- Please don't include any personal contact information as your issue description will be available for any member of the public to read

The more detail about an issue the better!

What3word location – the maps are difficult to get exact locations correct, so including what3words in your issue description really helps

What side of the path – certain issues such as overgrown vegetation or fallen trees are the landowner's responsibility to clear. Often there are different landowners on either side of a path. If are able to specify which side of the path a tree has fallen or vegetation is obstructing from then this will allow us to identify the correct landowner much more quickly.

Measurements – for example if a path is flooded or needs re-surfacing then please try to include measurements of the problem area (eg 1.5 metres wide and 3 metres long)

Pictures are so helpful for us to understand the extent of a problem ASAP