

[Home](#) > [Residents](#) > [Parking, roads and transport](#) > [Street lights and traffic signals](#)

# Street lights and traffic lights

Last Modified April 04, 2024



Blackpool's street lighting and traffic lights are managed by the Community Lighting Partnership. You can report all problems and issues to them directly and they will deal with the fault.

## Reporting a fault

### Street lights or illuminated signs

You can report a problem with a street light or illuminated sign directly to the Community Lighting Partnership.\*

[Report a fault with street lights of illuminated signs](#)

### Traffic lights

To report problems with traffic lights please complete our traffic lights fault reporting form and this will be forwarded to the Community Lighting Partnership

[Report a fault with traffic lights](#)

## Urgent problems

To report a fault which is an immediate risk to health and safety, please telephone on: **0800 096 1438**

Urgent problems include:

- Columns or posts knocked down
- Exposed electrical wires
- Damage or defect resulting in a risk to public safety such as part of lighting apparatus hanging loose, column likely to fall over
- Damage or defect to the lighting apparatus that could potentially damage property
- Traffic lights not working

## After you report a fault

When you submit a fault report this will be forwarded directly to the [Community Lighting Partnership](#) who have responsibility for street lights, traffic light and traffic signs in Blackpool.

If you make an urgent telephone report you will be contacting them directly. They will:

- Deal with complaints relating to ongoing site works within one business day
- Deal with other complaints within 5 business days
- Acknowledge the receipt of Emails within 1 business day
- Log details of customers' enquiries on the customer care system

- Let you know when enquiries are satisfactorily resolved
- Invite feedback on their responsiveness and the resolution of enquiries

\*Please note: This system is operated by an external organisation and currently doesn't meet the WCAG 2.2 AA accessibility standards. It is expected that it will meet these standards by May 2024.

[↑ Back to top](#)

**Blackpool Council**

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