



# Customer Charter Standards

- Pothole Repairs : 14 Days
- Traffic Light Failures : 24 hours
- Manhole Cover Replacements : 10 Days
- Wayleave Reinstatements: 14 Days
- Road sign Replacements : 10 Days
- KI Maintenance : 10 Days
- Securing unsafe areas : 48 Hours
- Repair of damaged/missing barriers or guardrails : 14 Days



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