

## Town Clerk | Swaffham Town Council

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**From:** Ketteringham Depot <ketteringhamdepot@norfolk.gov.uk>  
**Sent:** 06 July 2021 11:51  
**To:** Town Clerk | Swaffham Town Council  
**Subject:** New Rangers partnership for the Parishes of the Highways South Area

Sent on behalf of Tom Cox

Dear Parish Clerk,

Norfolk County Council Highways is introducing a new Rangers partnership for the Parishes of the South Area. This partnership will see our Rangers visit your Parish twice annually, with the first visit on the schedule in 2021. We will write to/email you prior to our visit.

**To partake in the partnership, and receive feedback, you will need a 'My Norfolk Account' for your Parish.** Many Parishes already use this system to report defects in their area. **If you don't already have an account you can set one up by visiting:**

<https://my.norfolk.gov.uk/>

**and following the 'Sign in/Register' link.**

Once logged in to your account you will be able to report highways defects by clicking on the **'Report a highways problem'** link, which is highlighted in blue under the 'Roads and Transport' heading (mid page). This reporting system allows you to pinpoint on a map the exact location and details of the defect you are reporting and, in turn, allows the Rangers to successfully identify the defect upon their visit.

Using your 'My Norfolk Account' will enable the Rangers to track your reports of defects, provide feedback through the stages of your reports and deliver accountable outcomes.

I look forward to working with you on the new Rangers Partnership.

Kind regards,  
Tom Cox

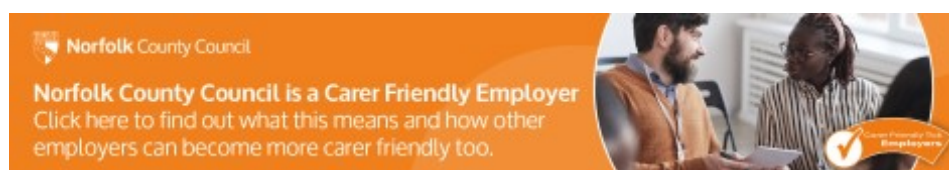
**Gill Rowlands, Business Support Assistant**

CES - Highways

South Area Highways, Ketteringham Depot



Working pattern: Mondays, Tuesdays & Wednesdays



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