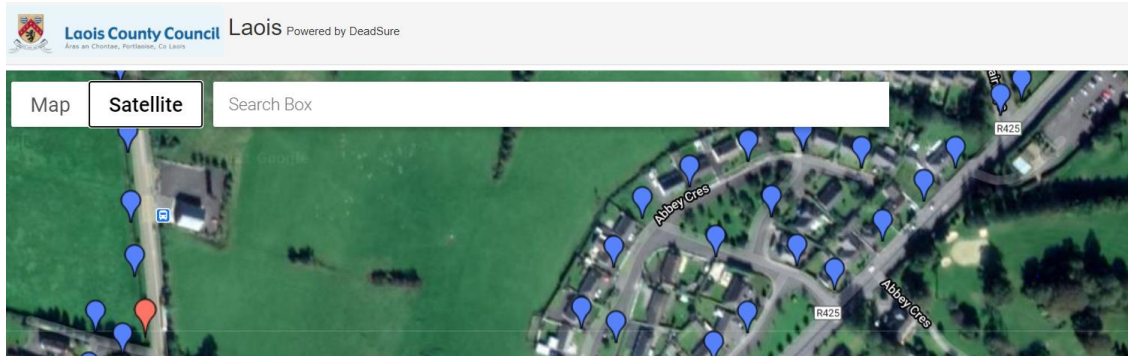


## GUIDANCE TO REPORT PUBLIC LIGHTING FAULT ON DEADSUREAPP.COM





Open up [www.deadsureapp.com](http://www.deadsureapp.com) and click on Laois.

Enter your estate or locality or Eircode in the “Search Box”. Map will zoom in to that location. Zoom out to see all lights.

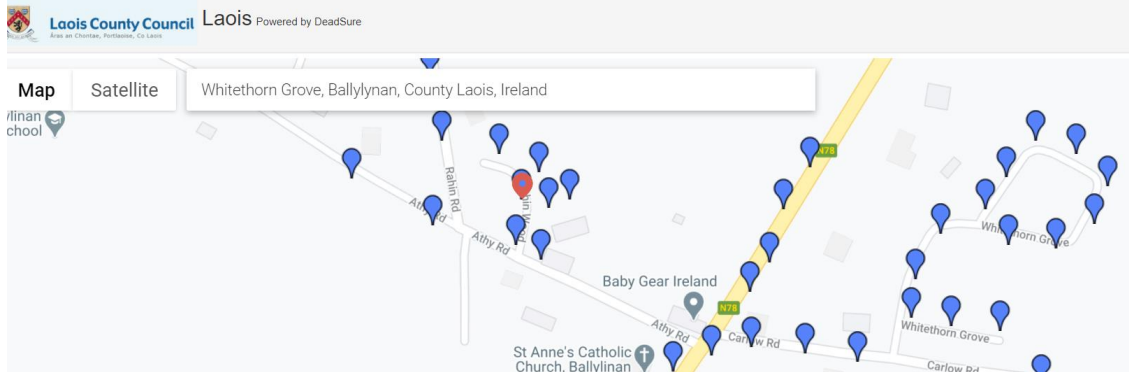


TIP: Click on map instead of satellite, as it easier to see the lights.

- 1 - Each light is shown by a marker. Click on a marker to report a fault
- 2 - Green markers show lights that are not the responsibility of the local authority. You cannot log faults on these lights
- 3 - Orange markers show LED lights
- 4 - Hover the mouse over a Light to see the pole number of the street light
- 5 - If you cannot find your light on the map then press the email icon and enter as much detail as you can in the comments

-  LED Light
-  Non-LED Light
-  Work in Process
-  Local Authority does not own this light

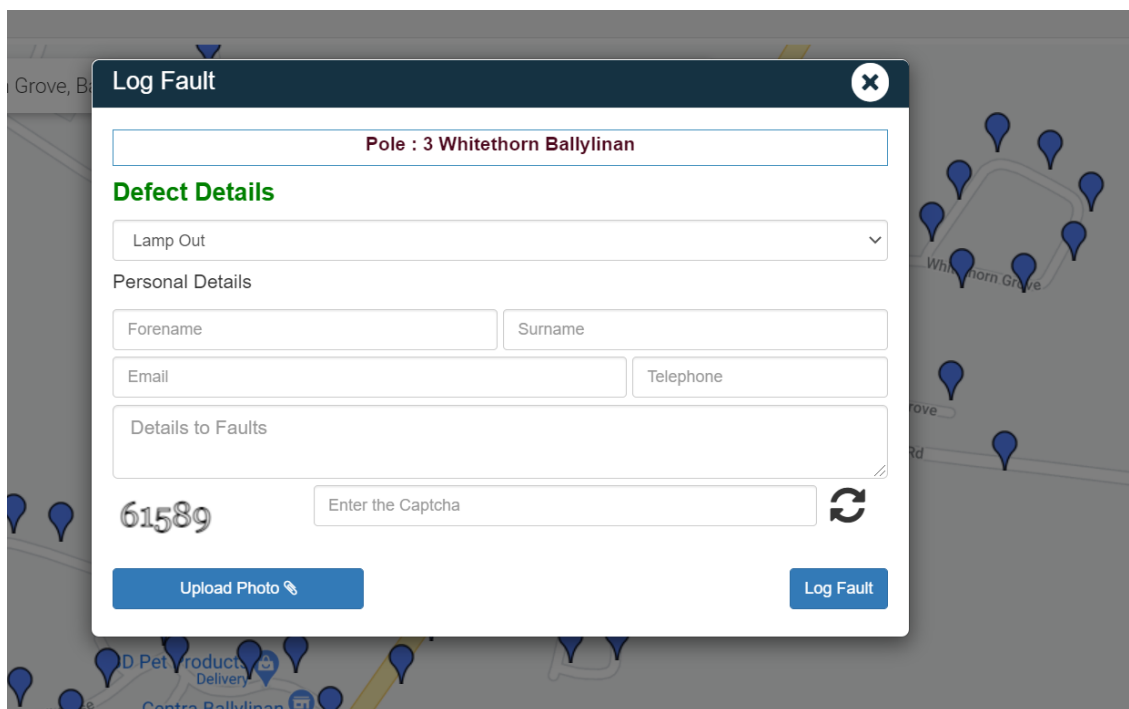
If the light you wish to report is marked in green, and is not in charge of the local authority, it is probably still in the ownership of a developer. Therefore this should be reported to a management company (if one exists) to the Planning Department at [planning@laoiscoco.ie](mailto:planning@laoiscoco.ie)



All public lighting poles are marked with a blue or orange marker, if you run your cursor over each light, you can see the pole number and address.

In this example we can see there are multiple lights in Whitethorn Grove, Ballylynan, numbered from 1 to 13.

Click on the pole that is at fault and this is screen that comes up:



Fill in your details here and press Log Fault.

When a fault has been logged the pole (dot) changes colour. The fault is now logged on the system and the contractor has been alerted.

If you click on the logged light you can get more information on when it will be repaired, and you are given the option to escalate the job if necessary:

Pole : 10 JAMES FINTAN LAWLOR AVE PORTLAOISE



This light already has a fault. It was logged on 17/02/2021.and was due to be fixed by 03/03/2021 .It is currently overdue. You have the option of Escalating this job, which will cause the light to be fixed on an urgent basis. Would you like to do that?

CURRENT FAULT : Lamp Out  
CURRENT STATUS : Submitted

Upload Photo

Yes

No