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Your ref: 670091

Thursday, 8<sup>th</sup> January 2026

Complaints and appeals team  
Lancashire County Council  
Christ Church Precinct  
County Hall  
Preston  
PR1 8JX

Delivered by email: [complaintsandfeedback@lancashire.gov.uk](mailto:complaintsandfeedback@lancashire.gov.uk)

## **FINAL NOTICE BEFORE LEGAL ACTION**

Dear Lancashire County Council Highways Team,

This correspondence constitutes a formal Letter Before Action.

I first reported the misaligned streetlight outside my property on 30 June 2025. The assigned investigator is understood to be Stuart Clarkson under reference 670091.

In the weeks leading up to 17 December 2025, I contacted the council on numerous occasions to chase this issue. Your own call logs will confirm the volume and frequency of these contacts.

On speaking to your colleague Barry, I was informed that contractors had attended site, reported "no problems," and that the case had been closed on your system. I was never notified of this closure, nor was I contacted to verify the contractors' findings. This is unacceptable.

On 17 December 2025, Barry advised that the works would be completed before the end of that week. This did not occur.

On 31 December 2025, Barry advised that a work order existed for week commencing 5 January 2026. This deadline has now passed.

On 8 January 2026, I spoke with Charlotte, who placed me on hold and then advised that something had been "linked on the system on the 6th" and that I had been assured the work would be completed either on 9 January or 12 January. No work has been carried out.

This pattern of contradictory information, unexplained system closures, missed deadlines, and repeated failure to act has now persisted for over six months. I have exhausted all reasonable efforts to resolve this informally.

For the avoidance of doubt, the defect is as follows:

- The column itself is upright.
- The top arm and luminaire are visibly misaligned, sitting at approximately 75° rather than the expected 90° vertical orientation, causing the light beam to shine directly into my bedroom window instead of onto the highway.
- This results in severe and continuous light intrusion, even with blinds fully closed.
- The defect is plainly visible and would have been evident to any competent contractor attending site.

This is negligent maintenance of highway equipment and constitutes an ongoing statutory nuisance under the Environmental Protection Act 1990. Your failure to rectify it after six months and multiple reports demonstrates a clear breach of your statutory duties.

**You are hereby given 7 days from the date of this letter to inspect and rectify this defect.**

Should you fail to complete the works within this timeframe, I will proceed without further notice or warning to:

- Escalate the matter to the Local Government and Social Care Ombudsman
- Commence County Court proceedings against Lancashire County Council for nuisance, negligence, and breach of statutory duty
- Seek full recovery of court costs, damages for loss of amenity, sleep disturbance, and any consequential losses incurred since 30 June 2025
- Consider an application for an injunction requiring immediate remedial works at your expense

I will be handling this matter personally going forward. No further delays, excuses, or administrative errors will be tolerated.

**Confirm by return email within 48 hours:**

1. The scheduled date for inspection
2. The scheduled date for completion of works
3. The name of the contractor assigned

Failure to respond within 48 hours will be treated as a refusal to act and will be cited in any subsequent legal proceedings.

Yours faithfully,

Jack Whittle

**CC:** Councillor Caleb Tomlinson, Councillor David Bollenberg