

**Fix My Street  
Super Users  
eNewsletter #7  
August 2024**



## Hello!

Hello and welcome to August's newsletter!

We have received some great feedback on our new look newsletters, saying they are informative, helpful and simple to read.

If you have anything to add or would like to see in the newsletter please let us know.

As always, thank you to you all for your hard work keeping our roads maintained.

*Nigel & Lorraine  
Volunteer Coordination Team*

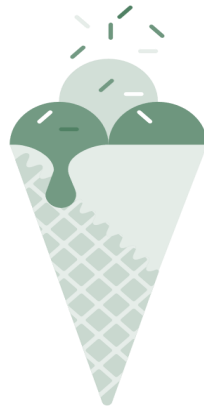
## Super User Stats

In July our Super Users reported and authorised a total of  
**125 defects.**

★ **THANK YOU** ★

**Maps & Location Marking  
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**Recommend a Friend  
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## Super User CHECKLIST

- ✓ Have you walked your area in the last 6 weeks?
- ✓ Have you signed up for local alerts in FMS?
- ✓ Have you reported anything on FMS in the last 6 months?

Please let us know if you would like any support!



## A warm welcome...

...to July's new Super Users

- ★ Wallingford ★
- ★ Chipping Norton ★
- ★ Horton-cum-Studley ★
- ★ Appleton ★

**Thank you for joining us!**

## Refresher training

Thank you to Super Users who have undergone refresher training in July

- ★ Mollington ★
- ★ Swalcliffe ★
- ★ Lockinge & Ardington ★

**If you would like a refresher please contact us to book.**

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## Stay In Touch

Team

[volunteercoordinationteam@oxfordshire.gov.uk](mailto:volunteercoordinationteam@oxfordshire.gov.uk)

Nigel Clark

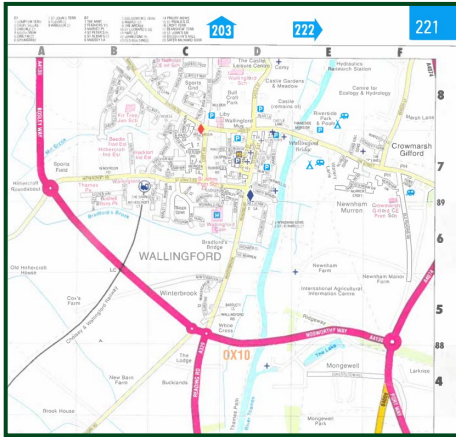
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## Maps & Location Marking

When raising a work order we provide location information to help the gangs find the defect. We can do this by;

1. Identifying house number or landmark  
*eg: OS No 15 , OS Bramble Cottage, Before Footbridge*
2. Using the map given to you at training and providing Page No and Grid Reference

**Please contact us if you need replacement maps**

## what3words

Unfortunately we cannot rely on what3words as not all gangs use this, however you can enter the what3words coordinates into the Location field **in addition** to the above but not instead of.

We will keep you updated on any changes to this. Thank you.



## Spruce up your signs

Thank you to Swalcliffe for sharing pictures of their sign cleaning. We have 15 parishes signed up to the scheme, if you would like to borrow our sign cleaning kits please get in touch.

## Recommend a Friend



Do you have a friend or family member who might be interested in becoming a Super User? They can be located anywhere in Oxfordshire.

Please ask them to get in touch.

## Photographs & Press

We love to see pictures of the fabulous work you are doing. Please do share them with us and if you would like some press coverage around your Super User or sign cleaning work please let us know as we would be happy to support.

## Stay In Touch

Team [volunteercoordinationteam@oxfordshire.gov.uk](mailto:volunteercoordinationteam@oxfordshire.gov.uk)

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# How to...

## ...raise a Defect



### 1. Report problem in Fix My Street Oxfordshire as an ENQUIRY

**\*\*Upload photographs\*\***

### 2. Go to Your Reports, find the enquiry (most recent at top) and double click. A green form will open.

### 3. Under 'State' select Action Scheduled Do you want to automatically raise defect? YES

### 4. Using your handbook complete the form and submit the order