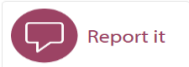


REPORTING ISSUES TO THE COUNCIL – CONTACT LIST

In the first instance councillors should contact the Environmental Services Help Line / Contact Centre, either by telephone (01908 252570 / 252398), or by the Council Web-Site:

Click on the  icon on the front page

Issues that can be reported to the Environmental Services Help Line / Contact Centre:

Abandoned and sublet properties	Abandoned vehicles
Benefit change of circumstances	Benefit fraud
Blocked Sewers	Bollards
Comments, compliments and complaints	Council Tax Change of Circumstances (moving home)
Dead animals in public places	Dumped rubbish and abandoned shopping trolleys
Empty home	Ethnic Minority Achievement (EMA) new arrivals notification form
Flooding and Drainage Issues	Fly-tipping
Food complaints	Food related complaint
Fraud Referral	Graffiti
Grass cutting	Hazardous debris on roads and broken glass
Health and safety	Hedges
Highways maintenance issues	Housing repair
Illegal encampment	Landscaping, Parks, and Open Spaces
Littering/litter bins and dog fouling	Missed refuse and recycling collections
Noise complaints	Object to planning application
Parks and open spaces	Pest control
Planning appeals	Planning enforcement enquiry
Play Areas	Pollution
Potholes	Pre-application advice for planning
Private trees/shrubs overhanging the highway	Public health - sewers and drains
Roads, footways and Redways	Safeguarding adults
Shrub maintenance	Signs, street name plates, posts, bollards and mirrors on highway

Street lighting	Traffic lights, pedestrians and zebra crossings
Trees	Unauthorised encampments
Underage sales	Winter maintenance

Emergency out of hours contact number for really serious and urgent environmental items: 01908 226699

Emergency out of hours contact number for social care issues (e.g. really urgent child or vulnerable adult protection): 01908 265545