



REPORTING



In the complex web of local authorities and different agencies, it is often difficult to know who to report a problem to. We have put together the list below, which may look long, but covers the vast majority of issues. It is important that any issues you see are reported to the correct organisation so the problem can be dealt with quickly and efficiently.

Kent County Council

To report any emergency issues call **03000 414141** (Monday – Friday, 9am to 5pm), and **03000 419191** outside office hours, or go to www.kent.gov.uk/roads-and-travel/report-a-problem

- Street light faults
- Potholes
- Traffic signal faults
- Overgrown vegetation (including hedges and grass)
- Drainage
- Flooding

Contacting Kent Police

Report a non-urgent crime online

www.kent.police.uk/report

Talk to the Police on LiveChat-available 24/7

www.kent.police.uk/contact

In an emergency, if the crime is in progress or life is in danger call **999**

If deaf or speech impaired, text 'police' and your message to **60066**

Great Chart with Singleton Parish Council

For issues relating to any of the areas below, please email the Parish Office at TheClerk@greatchartsingleton-pc.gov.uk

- Cuckoo Park (opposite John Wesley School)
- Great Chart Playing Fields (the area with the park and outdoor gym)
- The Viewing Point and the path running alongside Singleton Village Hall
- Dog poo bag dispensers
- The raised flowerbed at the bottom of Singleton Hill

Ashford Borough Council

For issues relating to any of the following, please go to www.ashford.gov.uk and click on Report, or call **01233 331111**

ENVIRONMENTAL ISSUES

- Abandoned trolleys
- Abandoned Vehicles
- Allotment issue
- Bonfires
- Fly-tipping
- Light Nuisance
- Noise Nuisance
- Odour
- Overgrown Borders/Shrubs/Hedges or Grass Trees

HOUSING

- Squatters and unauthorised occupants
- Repairs
- Tenancy Fraud

COMMUNITY

- Anti-Social Behaviour
- Public Toilets and community toilet scheme issue

ANIMAL ISSUES

- Dog fouling
- Lost or stolen dogs
- Stray dogs
- Dead animals

STREETS

- Illegal street trading
- Street cleansing, graffiti, vandalism or litter
- Overgrown Borders/Shrubs/Hedges or grass
- Overflowing/damaged litter bin

BINS

- Assisted collections
- Missed collections
- Replace, lost or broken bin
- Discarded syringes
- Litter/dog bin issue

FOOD AND HYGIENE ISSUES

- Suspected food poisoning
- Poor hygiene practices
- Problem with a food product

PLANNING AND BUILDING CONTROL

- Dangerous structure
- Fly-posting
- Planning breach