



REPORTING ISSUES TO GUILDFORD BOROUGH/ SURREY COUNTY COUNCIL

**DO YOU HAVE A STREET SCENE PROBLEM? DO YOU KNOW WHERE TO REPORT IT?
SEE BELOW FOR A COMPREHENSIVE LIST OF CONTACT AND LINKS TO REPORT ALL TYPES OF ISSUES**

A-Z OF ISSUES AND WHERE TO REPORT THEM

A	Abandoned vehicle	www.guildford.gov.uk/report-abandoned-vehicle
B	Bin collections missed	www.guildford.gov.uk/missedbins
	Bonfires	www.guildford.gov.uk/bonfires
	Bridleways/ Byways	See Footpaths
C	Carparks	See Parking
D	Drains	See Flooding - minor
	Dog issues	For Dog fouling/ Antisocial dog/ Noisy dog/ Dangerous dog/ Lost or found dogs www.guildford.gov.uk/article/18355/Report-a-dog-issue-onlineform
E	Environmental incidents	https://www.gov.uk/report-an-environmental-incident
F	Fallen trees blocking the road	If a tree is blocking the road or has created another emergency situation please call the Surrey County Council Contact Centre Telephone: 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays. Emergencies only at all other times).
	Fallen trees - other	www9.surreycc.gov.uk/highwayproblem/LocateProblem.aspx?GISDefectTypeId=2
	Flooding - minor	www.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning/report-a-highway-problem
	Flooding - severe	To report severe flooding in your area contact the Environment Agency on 24 hour service telephone lines: 0345 988 1188 or 0845 988 1188. You can also use Type talk on 0345 602 6340 or 0845 602 6340.
	Fly Tipping	www.guildford.gov.uk/flytipping
	Footpaths	www.surreycc.gov.uk/environment-housing-and-planning/countryside/footpaths-byways-and-bridleways/contact-us-or-report-a-problem-on-a-right-of-way . The Wardens Reporting User Guide provides useful guidance on using the online tool.
G	Garage rented from Guildford	Ring the Council's repairs team on 01483 444222 during office hours.
	Graffiti	www.guildford.gov.uk/reportgraffiti
	Grass cutting	See Roads and Transport

H	Highway problems	See Roads and Transport
L	Litter	www.guildford.gov.uk/litter
N	Noise	www.guildford.gov.uk/noise
P	Parking issues	www.guildford.gov.uk/parking
	Pavements	See Roads and Transport
	Planning (GBC)	www2.guildford.gov.uk/publicaccess/
	Potholes	See Roads and Transport
	Power cuts	Report power cuts and get more information by calling 105 or visiting www.powercut105.com/
R	Recreation Ground	Contact number to report any issues – Send Parish Council 01483 479312
	Recycling (GBC)	www.guildford.gov.uk/article/16736/Household-recycling-and-waste
	Roads and Transport	www.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning
S	Salting and gritting	See Roads and Transport
	Signs and bollards - Illuminated	www.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning/street-lights-traffic-signals-and-signs/illuminated-sign-and-bollards/illuminated-signs-and-bollards-faults-and-repairs
	Street cleaning issues:	www.guildford.gov.uk/streetcleaning
	Street lighting	See Roads and Transport
U	Untaxed vehicles	www.gov.uk/report-untaxed-vehicle
V	Vegetation overgrowing	See Roads and Transport
W	Waste on private land	Is the responsibility of the landowner

For an overall view of issues you may want to report, and whether the responsible authority is GBC or SCC, visit www.guildford.gov.uk/report

Please note that road problems fall under Surrey County Council: www.surreycc.gov.uk/do-it-online/report-it-online