

Keep this card safe for future use



**COMMUNITY ROOTS**

# Did you know

you can quickly and easily  
report a problem to Dover  
District Council using our  
online service?



Scan this QR code to report a problem online.  
Or visit [www.dover.gov.uk/Report/Report](http://www.dover.gov.uk/Report/Report)



## What can I report?

### **Missed bin collection**

Please report within 24 hours

### **Dirty street**

Report a street cleaning problem

### **Litter**

Report offenders & request patrols

### **Dog Fouling**

Report offenders & request patrols

### **Fly tipping**

Where someone has dumped rubbish

### **Street Lights**

Including street lights not working or damaged

### **Benefit fraud**

Report anonymously to DWP

### **Parks & open spaces**

Includes beaches, cemeteries and public places

### **Anti-social behaviour**

Including vandalism

### **Complaints**

Comments, compliments & complaints

## You can also report

### **Abandoned vehicles**

### **Accumulations** (not fly tipping)

**Bins:** Household bins - missing or damaged recycling and rubbish bins

**Bins:** Public bins - damaged, overflowing or missing

### **Bonfires**

### **Car park faults and problems**

### **Change of circumstances**

### **Criminal damage/vandalism**

### **Councillor complaints**

### **Dangerous structure / building**

### **Dog attack**

**Public bins** - damaged, overflowing or missing bin

### **Empty homes**

### **Environmental Protection issue**

### **Flooding**

### **Fly posting**

### **Graffiti**

### **Harassment**

**Housing complaints** (Housing Management)

**Housing repairs** (Housing Management)

### **Neighbour problems**

**Noise** (including noise from animals)

**Pests** (rats, mice, fleas, bed bugs etc)

### **Parking problems**

### **Planning breach**

### **Public toilet**

**Repairs needed to Council buildings** (excluding housing)

### **Stray or problem dogs**

**Street cleaning:** broken glass, dead animals, leaves, needles, shopping trolleys etc

**Street nameplate** - missing or damaged

### **Taxi driver**

### **Threatening behaviour**

### **Trade/commercial waste**

### **Website problem**