

Reporting Checklist for Members

This checklist is your guide to reporting a variety of issues to the correct teams in the council.

A wide range of reporting options are available through My Account. It's quick, simple to use and you can access the service whilst on the move as well as track the progress of your reports.

If you haven't signed-up already, go to thurrock.gov.uk/getmyaccount

Problem / Concern	The process
Missed waste collection Fly-tipping Overgrown grass or plants Littering (pavement or park needs cleaning)	<ul style="list-style-type: none"> • Log into thurrock.gov.uk/myaccount • Under 'Environmental reporting' click 'Add a report' • Choose relevant category • Provide a description of the issue • Submit the report
Pot holes Defective street lights Traffic signal / signs Drainage / flooding etc.	<ul style="list-style-type: none"> • Go to highwayreport.thurrock.gov.uk to report a highway problem • Plot the area on the map of Thurrock before completing a description of the problem
Unauthorised encampments	<ul style="list-style-type: none"> • Check thurrock.gov.uk/travellercamp to see if the problem has already been reported • Call 101 – if you see an unauthorised encampment in Thurrock • Call 999 – if you witness someone in the act of using force to enter land or a building <p>Reports can also be made to the ECTU - who deal with unauthorised encampments on council land - directly online thurrock.gov.uk/travellercampreport or by calling 03330 131427</p> <p>Reports should be made to the police and not directly to council officers. Essex Police will contact the relevant officers at the appropriate time.</p>
Anti-social behaviour We deal with ASB where the person causing the problem is a council tenant or it affects a council tenant.	<ul style="list-style-type: none"> • Go to www.thurrock.gov.uk/asb • There you will find a number of ways to report ASB <ul style="list-style-type: none"> - <u>report it online</u> - <u>contact the estate officer</u> - <u>contact the police</u> - <u>call Crimestoppers anonymously on 0800 555 111</u>

Emergency housing - homelessness	<ul style="list-style-type: none"> • Go to thurrock.gov.uk/finding-somewhere-to-live/emergency-housing-if-youre-homeless • You will find more information or you can call the Homelessness Prevention team on 01375 652 820
Problem / Concern	The process
Claiming benefits	<ul style="list-style-type: none"> • Go to www.thurrock.gov.uk/benefits • Housing benefit or council tax support can be claimed online through My Account • Universal Credit is paid by the government, not by Thurrock Council. Applications for Universal Credit can be made online at www.gov.uk/apply-universal-credit
Planning breach (alleged)	<ul style="list-style-type: none"> • Go to thurrock.gov.uk/planning-enforcement • Click 'Report alleged planning breach' <p>Supporting documents or images can be uploaded that might help investigate the alleged breach</p>
Members' enquiry	<ul style="list-style-type: none"> • Email membersenquiries@thurrock.gov.uk with full details of the issue. <p>We aim to deal with all members enquiries as quickly as possible and you should receive a full response within 7 working days from day of receipt. However please note that some enquiries may take longer to respond/close off.</p>
Complaints	Email complaints@thurrock.gov.uk with full details of the complaint.