

In order to speed up the processing time and so the request is dealt with, please read the following guidelines.

**Do this:**

- Include as many details about the issue as you can.
- Include the description of the fly-tip, if you can.
- Alternatively, or as an extra, include a photo.
- Include the exact location, especially if you report it from a different area.
- Choose the relevant heading for the issue (flytip, if it is a fly-tip, dead animal, if it a dead animal, etc.)

**Don't do this:**

- Not correcting the address if the GPS couldn't pick up your location.
- Take a picture where the fly-tip is in the corner of the picture, barely visible.
- Not selecting the correct category.

1) Make sure your device has data connection. If the map is not showing it might be an indication that there is no data connection.

2) If the map is not showing your location correctly you can always overwrite it by putting in the address in the field to the left of the next button.

You can type it like: "Marsh Road, HA0"

3) Choose the correct category.

In order to save time and to deal with your report as quickly as possible, ensure you always select the heading that best fits the issue you are reporting (non-offensive graffiti, fly-tipping, dead animal, etc.)

4) Specify the details.

In order for our crews to resolve an issue as soon as possible, please include as many details about the problem as you can, including the location, description and, if possible, a photo.

5) Please attach a photo.

In order for the crew to be better able to identify the specific flytip report, even when the address is not correct, make sure you take a photo whenever you can and attach it to the case. We suggest taking a few steps back from the fly-tip to include the surrounding as well.

We would like to ask that the fly-tip is in the middle of the picture, so it clearly is the focus of the image.

6) If your location is off, please specify the exact address in the notes field.

You can say something like: "black bags outside 44, Mostyn Avenue, under the tree"

7) Do not report issues that are not related to street cleanliness under street cleansing category. Some issue cannot be resolved by the street cleansing or collection department as they may be the responsibility of other departments of the council.

This includes potholes, not working lamps, abandoned vehicles, loose manhole covers, etc...

8) Check your report and send it.