

# Reporting checklist for members

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

Most issues can be reported without having to login to an account first. If residents do choose to login to our My Account service, however, they will be able to track the progress of their report.

To sign-up for My Account, go to [www.thurrock.gov.uk/getmyaccount](http://www.thurrock.gov.uk/getmyaccount)

Problem or concern	Process
<b>Anti-social behaviour (ASB)</b>	Go to <a href="http://www.thurrock.gov.uk/asb">www.thurrock.gov.uk/asb</a> – this page will give you a range of options for reporting ASB, depending on the type of problem.
<b>Unauthorised traveller encampments</b>	<p>Go to <a href="http://www.thurrock.gov.uk/travellercamp">www.thurrock.gov.uk/travellercamp</a> – you can check whether an encampment has already been reported, and make a new report online when needed.</p> <p><b>Unauthorised encampment reports should be made to the police – not direct to council officers. Essex Police will contact relevant officers at the appropriate time.</b></p> <p>Other reporting options are:</p> <ul style="list-style-type: none"> <li>• phone 101 – if you see an unauthorised encampment in Thurrock</li> <li>• phone 999 – if you witness someone in the act of using force to enter land or a building</li> <li>• phone ECTU – who deal with unauthorised encampments on council land – on 03330 131 427</li> </ul>
<p><b>Environmental issues</b></p> <p><b>Pollution and noise</b> – for example, smoke, odours, noise nuisance.</p> <p><b>Street care and cleaning</b> – for example, abandoned vehicles, graffiti, fly-tipping, grass overgrown, litter.</p> <p><b>Street maintenance</b> – for example, street repairs, potholes, street lights, gritting.</p>	<p>Go to <a href="http://www.thurrock.gov.uk/report">www.thurrock.gov.uk/report</a> and select 'Environment and safety'.</p> <p>All the links in this list will give residents:</p> <ul style="list-style-type: none"> <li>• the essential information they need to know before making a report</li> <li>• a button for reporting online</li> </ul>

Problem or concern	Process
<p><b>Household waste and recycling</b> – for example, missed bin collections, missing or damaged wheeled bins.</p>	<p>Go to <a href="http://www.thurrock.gov.uk/report">www.thurrock.gov.uk/report</a> and select 'Waste and recycling'.</p> <p>All the links in this list will give residents:</p> <ul style="list-style-type: none"> <li>• the essential information they need to know before making a report</li> <li>• a button for reporting online</li> </ul>
<p><b>Emergency housing – homelessness</b></p>	<p>Go to <a href="http://www.thurrock.gov.uk/homelessness">www.thurrock.gov.uk/homelessness</a></p> <p>You can call the Homelessness Prevention team on 01375 652 820.</p>
<p><b>Benefits claiming</b></p>	<p>Go to <a href="http://www.thurrock.gov.uk/benefits">www.thurrock.gov.uk/benefits</a></p> <p><b>Housing benefit</b> and <b>local council tax support</b> can be claimed online:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.thurrock.gov.uk/housing-benefit">www.thurrock.gov.uk/housing-benefit</a></li> <li>• <a href="http://www.thurrock.gov.uk/council-tax-support">www.thurrock.gov.uk/council-tax-support</a></li> </ul> <p><b>Universal Credit</b> is paid by the government, not by Thurrock Council. Applications for Universal Credit can be made online:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.gov.uk/apply-universal-credit">www.gov.uk/apply-universal-credit</a></li> </ul>
<p><b>Planning breaches (alleged)</b></p>	<p>Go to <a href="http://www.thurrock.gov.uk/planning-enforcement">www.thurrock.gov.uk/planning-enforcement</a></p> <p>Residents can 'Report alleged planning breach' online. Supporting documents or images can be uploaded that might help with investigation of the alleged breach.</p>
<p><b>Members enquiries</b></p>	<p>Email <a href="mailto:membersenquiries@thurrock.gov.uk">membersenquiries@thurrock.gov.uk</a> with full details of the issue.</p> <p>We aim to deal with all members enquiries as quickly as possible. You should receive a full response within 10 working days from day of receipt, although complex enquiries may take longer.</p>
<p><b>Complaints</b></p>	<p>Email <a href="mailto:complaints@thurrock.gov.uk">complaints@thurrock.gov.uk</a> with full details of the complaint.</p>