Reporting Community Issues Online

How To Do It Guide







Is there an issue affecting you community that needs to be addressed? Would you like to change something about where you live? Do you think something could be done better?

One of the key roles of the Area Boards is to help local people find solutions to things that are complex or non-routine and affect the community as whole – not simply a few individuals. For the majority of routine problems, the Council can respond directly and this www.wiltshire.gov.uk is the best place to start for most problems that are likely to affect you:

- A personal enquiry about matters affecting you, your property or your family
- Anti Social Behaviour (ASB) reporting
- Benefit fraud
- Common road and highway problems (CLARENCE)
- Control of dangerous structures
- Injuries and accidents at work
- Lost and stray dogs
- Missed rubbish or recycling collection
- Noise nuisance
- Planning matters
- Public toilets
- Public transport
- Report or claim an abandoned vehicle
- Road spillages
- Street care and cleaning
- Vandalism



The MyWiltshire App

To make life even easier, we have an app so you can report things like **potholes**, **dog mess**, **graffiti**, **litter and rights of way problems** on the go using your Smartphone. The MyWiltshire app is available to download at both the <u>App Store</u> (for iPhones and iPads) and from <u>Google Play</u>™ (for Android phones). You can attach information such as photos or videos and pinpoint the location of your report using the mapping software on your phone.

MyWiltshire App available via:

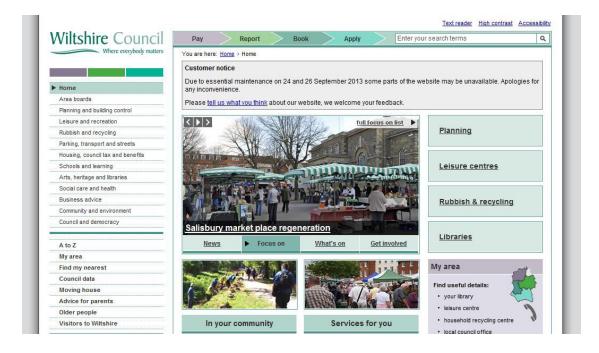




However, if your problem does not fit into any of these categories or if the matter is causing widespread concern in the community, you can report it to your Area Board by filling in our online community issue form, just follow these six simple steps. The form will ask you to tell us about the problem you are looking to resolve, who you have spoken to about the matter and what ideas you might have for solving it.

STEP ONE

Go to www.wiltshire.gov.uk.



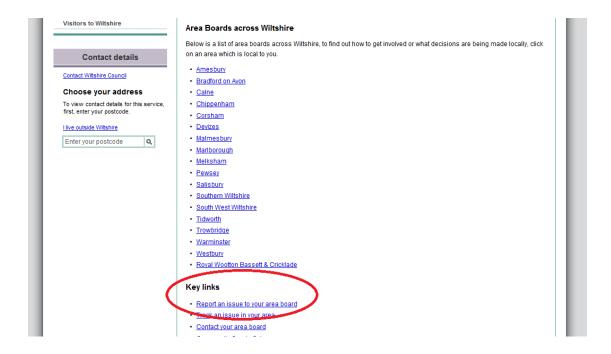
STEP TWO

Select Area Boards using the link on the left hand side.



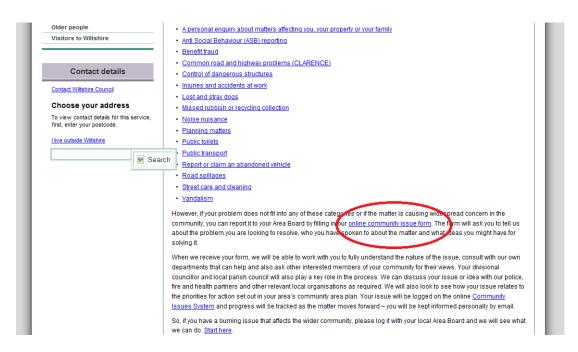
STEP THREE

Scroll down to Key Links and click 'Report an issue to your area board' link.



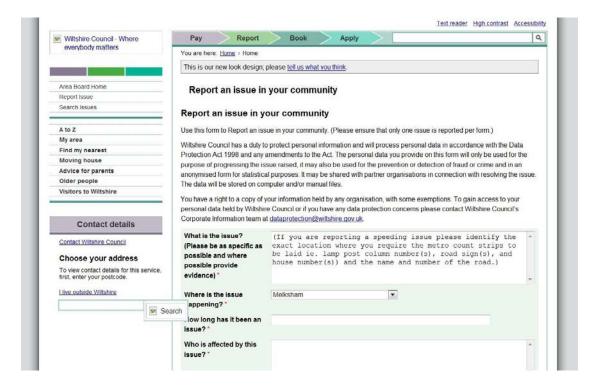
STEP FOUR

Scroll Down to the bottom of the page and click 'online community issue form' link.



STEP FIVE

Select your area and then fill in the form (Shown Below). Any questions marked with '*' are required.



STEP SIX

Once you have filled in the form just click the submit button at the bottom and you're done.

