

Type of Issue	Preferred Method	Instructions and information
Street Cleaning - sent directly to cleaning contractor, Veolia		
Fly-tipping on public land	Love Clean Streets	Use category: Fly-tipping > Fly tip on streets or public land . <i>Provide a photo, description of the item(s) and precise location</i>
Graffiti		Use category: Graffiti > Abusive/Offensive or unauthorised artwork/tagging . <i>Provide a photo and a precise location.</i>
Overflowing litter bins		Use category: Street cleansing issues > Streets – overflowing streets litter bin <i>Provide a photo and a precise location.</i>
Excessive litter		Use category: Street cleansing issues > Streets – excessive litter on streets <i>Provide a photo and a precise location.</i>
Dead animal		Use category: Street cleansing issues > Dead animal <i>Provide a photo and a precise location.</i>
Dog fouling		Use category: Street cleansing issues > Dog fouling on public land <i>Provide a photo and a precise location.</i>
Street Sweeper Bags		Use category: Street cleansing issues > Sweeper bags not collected <i>Provide a photo and a precise location.</i>
Volunteer litter bag collection		Use category: Street cleansing issues > Litter picking: volunteers' bag collection request . <i>Provide a photo and a precise location.</i>
Parks and Green Spaces - sent directly to Council Parks & Green Spaces team		
Fly-tipping in Parks	Love Clean Streets	Use category: Fly-tipping > Fly tip in parks . <i>Provide a photo, description of the item(s) and a precise location</i>
Overflowing litter bins		Use category: Parks, green spaces and grounds maintenance > overflowing litter bins . <i>Provide a photo and description of the item(s) and a precise location</i>
Grounds/vegetation Issues		Use category: Parks, green spaces and grounds maintenance > Grass and horticultural . <i>Provide a precise location.</i>
Dead animal		Use category: Parks, green spaces and grounds maintenance > Dead animals in parks . <i>Provide a precise location.</i>
Illegal encampment (rough sleepers)	Street Link	Issues with rough sleepers should be reported via: https://thestreetlink.org.uk/
Highways Issues - sent to Council Highways team		
Illegal parking / blocked driveway	Love Clean Streets	Use category: Parking Problems > Illegal Parking or Blocked Driveway (as appropriate) . <i>Provide a precise location/address.</i>
Abandoned vehicle		Use category: Parking Problems > Abandoned vehicle . <i>Provide a precise location and vehicle registration.</i> Check DVLA website for tax status first: https://vehicleenquiry.service.gov.uk/
Illegal encampment (travellers with vehicles)		Use category: Parking Problems > Illegal encampment <i>Provide a precise location/address.</i>
Roads, footpath & kerb issues		Various issues with roads and pathways can be reported: Use category: Roads, footpath, kerb issues > { <i>sub-category as appropriate</i> } <ul style="list-style-type: none"> ➤ Potholes – carriageway/footway ➤ Footway/footpath – damaged or cracked paving ➤ Kerbs - damaged/dislodged missing ➤ Drains on streets (gullies) <i>Provide a precise location.</i>
Trees and Woodland - sent to Council Woodlands team		
Trees, Hedges, Basal growth issues, etc	Love Clean Streets	Use category: Trees and Woodland > { <i>sub-category as appropriate</i> } <i>Provide a photo and description and a precise location</i>
Waste Collections - see https://www.croydon.gov.uk/rubbish-and-recycling for general information		
Missed waste collections	Croydon Council Website	Report missed waste collections within 2 days via website: https://service.croydon.gov.uk/wasteservices/w/webpage/bin-day-enter-address
Waste container orders		Order new/replacement waste bins: https://service.croydon.gov.uk/wasteservices/w/webpage/manage-bins
Bulky waste Booking		Arrange a bulky waste collection: https://service.croydon.gov.uk/wasteplus/w/webpage/bulky-waste-collection
Other Streets Issues		
Abandoned shopping trolleys	Trolleywise website/email	Report via: https://www.wanzl.com/en_GB/360-degree-service/TrolleyWise or email: trolleywise.UK@wanzl.com
Abandoned hire bikes / Bus stop & shelter issues / Street lighting issues / Traffic lights issues, etc	TfL Streetcare or FixMyStreet	Many general streets issues can be raised via: TfL Streetcare: https://streetcare.tfl.gov.uk/ or FixMyStreet: https://www.fixmystreet.com/
BT Openreach cabinets (star/triangular locks)	Openreach web page /online chat form	Graffiti and other issues on comms cabinets (e.g. missing/damaged doors) can be logged via: https://www.openreach.com/help-and-support/damage-health-and-safety <i>What3words location is useful</i>
Virgin Media cabinets (round locks)	Email	Graffiti and other issues on comms cabinets (e.g. missing/damaged doors) can be logged via email to: NAM@virginmedia.co.uk <i>What3words location is useful</i>

