

HELP US HELP YOU



THE MOST EFFECTIVE WAYS FOR YOU TO LET US KNOW ABOUT ANY PROBLEMS WITH ENVIRONMENTAL ISSUES SUCH AS MISSED BINS, FLY-TIPS, GRAFFITI ETC ARE...

ONLINE 24/7

www.croydon.gov.uk/doitonline/report-it where you can see a full list of everything that you can report online.

USING MY ACCOUNT

Use My Account www.croydon.gov.uk/myaccount to check if we know about a problem and if we don't, you can either report anonymously or set up an account where you can track the progress of your report.

See My Account for a complete list of services available.

PHONE

Our customer contact centre is open Monday to Friday between 9 a.m. and 4.p.m. and our advisors are on hand to help you. Call **020 8726 6200** for all environmental issues including waste collections, recycling and potholes.

Call the fly-tip hotline on: **020 8604 7000** (option 2 for fly-tipping)

EMAIL us on: flytip@croydon.gov.uk

HOW LONG WE TAKE TO RESOLVE THE ISSUE DEPENDS ON WHAT YOU'RE REPORTING, BUT WE'LL TRY TO GET EVERYTHING RESOLVED AS SOON AS POSSIBLE.

USING A SMARTPHONE 24/7

Download the free Love Clean Streets smartphone app and you can report issues to us on the go in 4 easy steps.

- Select the location
- Add a photo
- Choose category and add brief description
- Hit send – and you're done!

Complete list of services available on the app.

