


How to report a problem with local fly tipping in


8 easy steps.




Step 1. The first action you will need to do when reporting a fly tipping problem is to visit Maidstone Borough Councils' website which can be found at the following address <http://www.maidstone.gov.uk/> and open the **Report it** section.



Step 2. From the next page, you will want to select the **Report fly tipping** link which will prompt you to log into Maidstone Borough Council's system. You can either login, register or continue without registering, you will then be loaded into a map.



Step 3. On the map, you can pinpoint where the fly-tipping has occurred or is occurring by clicking on the map, alternatively, you can enter the address on the search bar to locate the fly tipping issue. Make sure where the pinpoint you place is on the **road** of the fly tipping otherwise an error will occur, when located, press next.



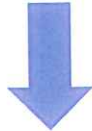
Step 4. Proceed to fill in the details about the fly tipping using the drop-down boxes where appropriate. If you have a photo of the fly-tipping you can upload it by selecting it from your computer files. Click next when the requested details have all been completed.

Tip! If you frequently report problems to Maidstone Borough Council consider registering your details as it will be quicker next time you report something.

Tip! Using the mouse wheel, or the + and – signs will zoom you in and out on the map when locating the fault.

Tip! If the location of the fly tipping is in a rural area from the road, then please phone Maidstone Borough Council on **01622 753276** as the map will not facilitate any location away from a road.

Step 5. You will then be asked to enter your personal details which will only be used for Maidstone Borough Council to contact you about the fault and will not be passed onto any third parties for marketing, sales or commercial purposes. When completed, click next.



Step 6. You will be presented with a screen confirming all the details you have entered. Please review these details to make sure they are correct before submitting by clicking the button 'submit'.



Step 7. After submission, you will receive a reference number, make sure that you **take a note** of it, as well as the reference number Maidstone Borough Council will also send you a confirming email to inform you that your report has been received and is being processed.



Step 8. (Optional) To find out that status of your request or the removal of rubbish itself then repeat steps 1 and 2 and then **rather than** clicking on the map to report it again, there should be a little tyre icon showing that the report has been successfully taken and that it is being dealt with. Further information can be obtained by clicking on the tyre icon or by contacting Maidstone Borough Council directly.

Tip! If you don't get a response or the requested action has not been taken you can approach the parish council either by telephone or email for help but they will need your reference number.

Tip! Maidstone Borough Council uses roughly the same reporting system for abandoned vehicles and requests for additional litter picks so it is easy to report another problem.