



### 1. Council channels not simple to report

Please try these channels of communication:

- [www.ealing.gov.uk/reportit](http://www.ealing.gov.uk/reportit)
- Ealing 24/7 (see an overview of the Ealing24/7 process published separately)
- 020 8825 6000
- 020 8825 8825 (before 8am and after 6pm M-F if there is a street cleaning emergency)

If any of these channels do not work:

To report a fault or other technical issue on the website email [webmaster@ealing.gov.uk](mailto:webmaster@ealing.gov.uk)

If you are not able to use Ealing24/7 app the you can use the council's website to report your concerns [www.ealing.gov.uk/reportit](http://www.ealing.gov.uk/reportit)

To report a problem using any of the telephony services click [here](#) or search the A-Z for Complaints

Comment	Response
People above shops (residents)	<p>It's difficult if you live above a shop as there's little or no space to store your waste and recycling til <a href="#">collection day</a>. Some things that might help:</p> <p>There is a <a href="#">free recycling app</a> that you can download and information on the council's website to help residents <a href="#">recycle</a> and minimise the amount of waste they generate.</p> <p>Alternatively they may be interested in letting others <a href="#">reuse their unwanted possessions</a> and they can see other community-led initiatives on <a href="http://www.dosomethinggood.org.uk">www.dosomethinggood.org.uk</a>, and find <a href="#">top tips for reducing food waste</a>, and <a href="#">top tips for recycling</a></p> <p>If they live along The Broadway, High Street, South Road then they put out their bags for collection on Tuesday mornings before 7am they are collected between 7-8 am.</p> <p>If you see any black bags left out by the end Tuesdays it can be reported as <a href="#">a missed collection</a></p>
Overflowing bins	<p>There is a <a href="#">free recycling app</a> that you can download and information on the council's website to help residents <a href="#">recycle</a> and minimise the amount of waste they generate.</p> <p>Alternatively they may be interested in letting others <a href="#">reuse their unwanted possessions</a> and they can see other community-led initiatives on <a href="http://www.dosomethinggood.org.uk">www.dosomethinggood.org.uk</a>, and find <a href="#">top tips for reducing food waste</a>, and <a href="#">top tips for recycling</a></p>
Food waste	<p>For information on:  <a href="#">Food waste recycling</a>  <a href="#">Top tips for reducing food waste</a></p> <p>Or if you have a garden you could consider <a href="#">Composting</a>                      (There's also information about <a href="#">garden waste collection subscription</a>)</p>
Dog littering	See <a href="#">dog fouling</a>

Comment	Response
<p>Urinating on the streets/in the parks</p>	<p>This is also known as <a href="#">anti-social behaviour</a> (ASB)                      The main shopping roads and the parks in Southall are covered by a <a href="#">Public Spaces Protection Order</a> – so enforcement action can be taken against those people who are identified doing this.</p>
<p>Rubbish dumping of:                      Mattresses                      Sofas                      Builders' rubbish                      Blue bags/black bags                      Fridges/freezers (old)                      Clothes – charity                      Bottles                      Boxes                      Ikea bags</p>	<p>You can have up to 8 <a href="#">bulky items</a> collected from your home for £40 (excluding fridges or freezers)                      Fridges or freezers can be collected from your home for £25</p> <p>If you are a builder your waste will be classed as commercial waste and you have a duty of care (section.34 of EPA 1990) i.e. having an auditable trail of where and how the waste was disposed of.</p> <ul style="list-style-type: none"> <li>- You can choose to use the <a href="#">recycling centre at Greenford</a></li> </ul> <p>Cardboard boxes, glass and plastic bottles are <a href="#">household recycling</a></p> <p>A working group is to be set up to consider piloting a bulky waste service offering collection of 4 items for £20</p>
<p>Overcrowding in houses                      Rented houses                      HMOs                      Landlords                      Overflowing bins/fines</p>	<p>The council introduced a private sector licencing scheme in 2017. There are currently over 6,000 licensed properties across the borough (703 are in Southall Broadway and 1,022 in Southall Green). Any person wishing to verify whether a property is licensed can search Ealing's applications webpage: <a href="https://pam.ealing.gov.uk/online-applications/">https://pam.ealing.gov.uk/online-applications/</a> or contact the property licensing team on 0208 825 9512 or email <a href="mailto:prslicensing@ealing.gov.uk">prslicensing@ealing.gov.uk</a> . The licensing register lists the name of the licence holder and states the maximum number of permitted occupants. To report an unlicensed property you can contact the property licensing team (tel: 0208 825 9512/ e: <a href="mailto:prslicensing@ealing.gov.uk">prslicensing@ealing.gov.uk</a> ) or complete an online form: <a href="#">Illegal outhouse/ House in multiple occupation</a>. There is additional information in briefing notes published separately.</p>

Comment	Response
	<p>The council will hold a landlord and letting agents event in Southall Town Hall before end of 2018</p>
<p>Alleyways</p>	<p>One of the ways you can stop fly tipping in alley ways is to talk to your neighbours and consider how you can go about <a href="#">gating</a> your alley.</p> <p>(and there are some tips on <a href="#">how to get to know your neighbours</a> on Bubble.)</p> <p>If you want the council to do the alley gating for you please <a href="#">apply</a> here.</p> <p>Sometimes it can be difficult to have a conversation with neighbours – have you ever considered <a href="#">community mediation</a>?</p>
<p>Fund cameras</p>	<p>The council will buy a mobile CCTV to help catch those who fly tip rather than use the <a href="#">waste and recycling services</a>.</p> <p>However, a camera is limited – it cannot identify the culprit – this is where your local community intelligence will make the difference so please report a fly tipper on <a href="http://www.ealing.gov.uk/reportit">www.ealing.gov.uk/reportit</a></p>
<p>Leaf fall (street sweeping)</p>	<p><a href="http://ealingnewsextra.co.uk/latest-news/ready-for-autumn/">http://ealingnewsextra.co.uk/latest-news/ready-for-autumn/</a></p>
<p>Rats because of rubbish (raw meat)</p>	<p>Look on the council’s website for information on how to tackle <a href="#">pests</a> such as rats.</p> <p>Of course, prevention is better than cure:                      A couple of tips to share with your neighbours;                      - Wrap food in newspaper then put it the green bins every week for collection.                      - If composting your waste, do not include meat</p>
<p>Community service in parks for offenders</p>	<p>A working group is to be set up to consider how to include these ideas in future community initiatives (Catalyst Housing on the Havelock Estate have experience of working with Community Payback to help make improvements around the estate, for example rubbing down and re-painting railings to make the area look more attractive. See</p>

Comment	Response
	<a href="http://www.gov.uk/nominate-community-payback-project">www.gov.uk/nominate-community-payback-project</a>
Symbols in parks	A working group is to be set up to consider these proposals
Big bins	Working group to be set up to consider piloting 'Big Belly' smart bins in suitable locations
Businesses run from domestic premises	<p>Any waste that comes from a commercial activity is business waste. If you use part of your home to run your business, then any waste from that part is business waste. (This could be an accountant or even someone carrying out vehicle repairs).</p> <p>Business waste also includes any waste that comes from:</p> <ul style="list-style-type: none"> <li>• construction</li> <li>• demolition</li> <li>• industry</li> <li>• agriculture</li> </ul> <p>All businesses have the duty of care (section.34 of EPA 1990) i.e. have an auditable trail of where and how the waste was disposed of.</p> <p>A business can choose how to dispose of its waste.</p> <p>Click here to find out more about the <a href="#">council's commercial waste service</a></p>
Needles	<p>If you find needles in a public space please report this as street cleaning emergency using the Ealing 24/7 app or <a href="http://www.ealing.gov.uk/reportit/">www.ealing.gov.uk/reportit/</a></p> <p>You can submit new reports online and view reports submitted by signing in or registering for the council's online customer portal, MyAccount.</p> <p>020 8825 6000 (020 8825 8825)</p> <p>Alternatively, you can report online <a href="https://www.gov.uk/report-syringes">https://www.gov.uk/report-syringes</a></p>