HOW TO REPORT IT TO CHESHIRE WEST AND CHESTER COUNCIL

You can report or track faults from your mobile or laptop, using GPS location and uploading photos if desired.

1/ From the **cheshirewestandchester.gov.uk** homepage click*:
- **Streetcare** litter, bins, fly tipping: "Report a street cleaning issue"-"Report it"
- **Highways** Potholes, lights, grids: "Report a highways issue"-"Report a fault"
- **Greenspaces** Allotments, Parks, Rights of Way or Streetcare or Highways**:** "Check the progress of a Highways Issue" then one of the above.
- Or click on the Report It link:
www.cheshirewestandchester.gov.uk/residents/contact-us/report-it/report-it.aspx

2/ A report form is loaded on **my.cheshirewestandchester.gov.uk**
- Type the 'where and what' of the fault, (can incl. GPS and uploading photos).
- Provide your first name, last name, email and phone (optional).
- Click submit to send the report.

3/ It will reply by email with a reference number. Use the latter to track the fault.

4/ *You can optionally log in to save entering your first and last name.
- On the homepage click the "login or sign up" button (press "Menu" if using a mobile). A different screen with 11 Service areas is shown. (This list is also accessed from step 2 by clicking the "Services" button.)
- Click on a Service area then select an action at the bottom.
- To log out, click the "Home" button at the top, then press log out.

See also the "report it user guide" which has screen images.
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