

No Mans Heath and District Parish Council

How to Report a Fault

1. Process to report faults:-

Residents can report the following issues directly to Cheshire West and Chester (CW&C):-

- Road or pavement faults
- Street cleaning
- Missed bin collection
- Anti-social behaviour
- Fly tipping
- Parking enforcement
- Dog fouling
- Litter and litter bins
- Grass and Grounds Maintenance
- Issues with noise
- Planning Issues

There are two ways to report any of the above issues.

- (i) Using the CW&C online form 'Report It' (link below):-
www.cheshirewestandchester.gov.uk/residents/contact-us/report-it/report-it.aspx
OR
- (ii) Using the 'Report It' App. (link below for instructions on how to download and install the App):-
www.cheshirewestandchester.gov.uk/residents/contact-us/report-it-app.aspx

The issue will then be dealt with by the relevant department at CW&C.

2. What to do if the issue is not dealt with satisfactorily:-

In the first instance follow the complaints process as detailed on the CW&C website as detailed on the link below:-

www.cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/make-a-complaint.aspx

Any unresolved issues should only be brought to the attention of the Parish Council for action if the issue has not been resolved in a reasonable time or if a wider issue has been highlighted.

Please contact the Clerk, Mrs Ruth Shackleton, with full details of the issue by either email (nomansheathanddistrictpc@hotmail.com) or phone (01948 770678).

No Mans Heath and District Parish Council will then follow up the issue directly with CW&C and / or the local Ward Councillor and escalate if so required.

Please be aware that No Mans Heath and District Parish Council cannot always guarantee a satisfactory outcome to the issue however the Parish Council will endeavour to do what they can to assist parishioners.