Runnymede Borough Council, Environmental Health, Surrey Police and Royal Holloway, University of London continue to work in partnership. We would like to take this opportunity to remind residents of what each organisation can tackle and of how we will continue to work together.

- When a crime is suspected to have taken place the complaint should be made to the Police.
- If noise nuisance is coming from domestic or commercial premises the enforcement responsibilities lie with Runnymede Borough Council Environmental Health.

### Noise from domestic or commercial premises

During normal office hours (Mon – Thu 08:30 – 17:00; Fri 08:30 – 16:30), contact Environmental Health:

- **01932 838383** or [environmentalhealth@runnymede.gov.uk](mailto:environmentalhealth@runnymede.gov.uk)

Outside normal office hours, contact Safer Runnymede:

- **01932 838383**

The call will be logged & appropriate action taken depending on the severity and nature of the call. *Issues will be followed up the following day by the appropriate team as the Council do not run an out of hour's service.*

### Crime including Public Order

Contact Surrey Police by calling:

- **999** in an emergency, for example a crime is in progress or someone’s life is in danger.
- **101** for all non-emergency police matters.

### Anti-social behaviour

Anti-social behaviour can be reported online via the report it page at [www.runnymede.gov.uk](http://www.runnymede.gov.uk). If anti-social behaviour is occurring in sight of a CCTV camera Safer Runnymede can be alerted by texting the location and description of the problem to **07766 332288**.

### Parking

When a crime has been committed the complaint should be made to the Police. This includes vehicles that are parked in a dangerous position where its position could cause injury to someone using the road (e.g. parking on a blind bend or on a humpback bridge). To report these call 101 or report online, through Surrey Police website. Runnymede Borough Council Parking Team can help if a vehicle is obstructing an entrance with a dropped kerb. If there is an issue with an abandoned vehicles it should be reported online through Runnymede Borough Council website.

### Royal Holloway University of London

If you believe issues involve students from Royal Holloway, please also report it to the Student Wellbeing (Community) team. An answer machine is available outside of hours so that concerns can be followed up promptly the next working day.

- **01784 276612** or [community@royalholloway.ac.uk](mailto:community@royalholloway.ac.uk)

You can also write to Marketing & Communications, Royal Holloway, University of London, Egham, Surrey, TW20 0EX. If you are passing the College, you can drop your letter into our Visitor Centre on the east side of Founder’s Building. Please ensure you mark it for the attention of the Head of PR. Our office hours are 9am-5pm, Monday - Friday throughout the year (including out of term time).