

HOW TO REPORT COMMUNITY CONCERNS

Noise, Crime, Anti-social behaviour and Parking

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 to reiterate that we will continue to work together on community concerns.

- 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.
- If you have evidence the concern involved students from [Royal Holloway](https://www.royalholloway.ac.uk), please **also** report it to their Community Wellbeing team. They can be contacted by email at community@royalholloway.ac.uk

NOISE FROM DOMESTIC OR COMMERCIAL PREMISES

Contact Runnymede Borough Council Environmental Health with your name and address, the address the noise is coming from and how the noise is affecting the use of your property. Issues reported outside of working hours will be followed up the next working day as the Council do not run a 24 hour call out service.

- 01932 838383
- environmentalhealth@runnymede.gov.uk
- Advice is also available on [their webpages](#).

CRIME INCLUDING PUBLIC ORDER

Contact Surrey Police by calling:

- 999 in an emergency - *for example if 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 should be reported to Runnymede Borough Council [via their reporting form](#).

PARKING & ABANDONED VEHICLES

Community concerns about parking are split between Police and Council responsibilities.

Reports to Surrey Police can be made when vehicles are parked in a dangerous position which 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](#).