

# Farnham Reporting a problems overview

Knowing where to report a problem can be a real challenge, this is an overview to help you.

## What are Surrey Council Council responsible for and how to report issues?

### 1. Roads, pavements and highways

#### Non-emergency problem

- [Pothole](#)
- [Street lights and sign lighting](#)
- [Worn or cracked road surface](#)
- [All other roads related issues](#)

#### Emergency

If you consider a problem to be an immediate threat to life and limb, call [highways line](#).

Details on this website as of June 2021

**Call 0300 200 1003 to report an emergency.**

24/7 service for emergencies within Surrey:

- Between 9am and 5pm, calls will be answered by the Contact Centre.
- Outside of these hours will transfer to SCC emergency team.

Please provide as much detail as possible to enable the right course of action to be quickly identified and carried out.

### 2. Social Care and Education

- [Report concern for a child – link to SCC website](#)

Details on this website as of June 2021

**Children's Single Point of Access (C-SPA)** 9am to 5pm, Monday to Friday

- **Surrey Phone Number:** 0300 470 9100
- **Out of hours phone:** 01483 517898 to speak to our [emergency duty team](#) or email at [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)
- **Waverley Phone Number** (covers Farnham (0300 123 1640))
- **Email:** emails are dealt with during normal office hours
  - **For concerns for a child or young person:** [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)
  - **For concerns for an adult:** [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk)
- **SMS:** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)
- **Fax number:** 01483 519862

- [Report adult abuse – link to SCC website](#)

Details on this website as of June 2021

**Emergencies:** Dial 999 for the police

**Concerns for an adult:** Call 0300 470 9100 or email [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk) (available 9am to 5pm, Monday to Friday) or complete the [MASH referral form \(PDF\)](#) and email it to [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk)

**Concerns of domestic abuse:** call 01483 776 822 (available 9am to 9pm, 7 days a week)

**Out of hours:** Call: 01483 517 898

- [Report concern for a child missing education – link to online form](#)

### 3. **Other Issue – all online**

- [Rights of Way \(such as footpaths and bridleways\)](#)
  - [Public Rights of Way \(surreycc.gov.uk\)](#)
- [Surrey Environment Partnership - Fly-tipping \(surreyep.org.uk\)](#)
- [Report an abandoned vehicle - GOV.UK \(www.gov.uk\)](#)
- [A-Z of all non-highway related reporting forms](#)
- [Missed bins – can be reported via this link but are dealt with by Waverley Borough Council so better reported there](#)

## What are Waverley Borough Council responsible for and how to report issues?

### **Waverley Borough Council,**

The Burys  
Godalming  
Surrey GU7 1HR  
United Kingdom

Open Mondays - Thursdays 8.45am-5.15pm and Fridays 8.45am-4.45pm

Website - [Home | Waverley Borough Council](#)

Email address: [general.enquiries@waverley.gov.uk](mailto:general.enquiries@waverley.gov.uk)

Telephone number: [01483 523333](tel:01483523333)

### [Waverley Borough Council - Report it](#)

#### Waste Collection

- Report issues online via [Missed bin collections | Rubbish and recycling collections | Bins and recycling | Services | Waverley Borough Council](#)

#### Fly tipping

- Report issues online (can also be done on SCC website see above) via [Waverley Borough Council - Report fly-tipping or dumped rubbish](#)
- Or call 01483 523524

## Graffiti

- Report issues online via [Report graffiti | Street cleaning and fly-tipping | Environmental concerns | Services | Waverley Borough Council](#)
- Or call 01483 523524

## Dead animals

- Report issues on line [Report a dead animal that needs removing | Street cleaning and fly-tipping | Environmental concerns | Services | Waverley Borough Council](#)
- Or call 01483 523524

## Overflowing public bin

- Report issues on line [Report an overflowing public bin | Street cleaning and fly-tipping | Environmental concerns | Services | Waverley Borough Council](#)
- Or call 01483 523524

## Street Cleaning Issue

- Report issues on line [Waverley Borough Council - Report a street cleaning issue](#)
- Or send text to 07786 202686. Make sure you include your surname, your property name or number, your postcode, as well as details of the problem, including its location
- Or call 01483 523524

## Street name signs & Bus shelters and benches

- email [TechnicalServices@waverley.gov.uk](mailto:TechnicalServices@waverley.gov.uk) to report any issues

## Dangerous structures

- Report issues on line [Waverley Borough Council - report a dangerous structure](#)
- Or **in** an emergency **call**: 01483 523323 (Monday - Thursday, 8.45am - 5.15pm; Fridays 8.45am - 4.45pm) **or** Out of normal office hours - 01483 523200

Antisocial behaviour - [Waverley Borough Council - Report anti-social behaviour](#)

Council Housing - [Waverley BC - Anti-social behaviour on council land](#)

Council Housing - [Report a repair \(waverley.gov.uk\)](#)

Council Housing - [Waverley Borough Council - Report council housing fraud](#)

Environmental Services - [Waverley Borough Council - Noise complaints](#)

Environmental Services - [Waverley Borough Council - Domestic bonfires](#)

Environmental Services - [Waverley Borough Council - Stray dogs](#)

Environmental Services - [Waverley Borough Council - smells and odour](#)

Car Parks - [Waverley Borough Council - report a car park problem](#)

Trees - [Waverley Borough Council - Report a tree problem](#)

Planning permission breaches report issues online via [Waverley Borough Council - Report a planning breach](#)

# What are Farnham Town Council responsible for and how to report issues?

 <b>Farnham</b> Town Council	Farnham Town Council Town Hall South Street Farnham Surrey GU9 7RN	t: 01252 712667 e: <a href="mailto:customer.services@farnham.gov.uk">Email Us</a>    
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Website - [Home - Farnham Town Council - Farnham Town Council](#)

Email address - [customer.services@farnham.gov.uk](mailto:customer.services@farnham.gov.uk)

[Report It - Farnham Town Council](#)

Graffiti (can also be reported on WBC system) – Report it online via [Report Graffiti - Farnham Town Council](#)

Public Toilets – Report it online via [Public Toilets - Report It - Farnham Town Council](#)

Street Furniture (can also be reported on WBC system) – Report it online via [Report Street Furniture - Farnham Town Council](#)

## Other Issues

### Farnham Wastewater Treatment Plant

To report odour/smell coming from Farnham Sewage Treatment Works, **contact**

- The Environment Agency on 0800 807 060
- Thames Water directly on 0800 316 9800 or email: [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

### Water

Report burst water mains / pipes online via [Report a leak / hazard | South East Water](#)