



Business Improvement District

BUSINESS CONTACTS & REPORTING

Dog Fouling

Cornwall Council - report it online service

<https://www.cornwall.gov.uk/reportdog>

Newquay Town Council Enforcement Officer: enforcement@newquaycouncil.co.uk
or office@newquaycouncil.co.uk

Street Performers

Phone 0300 1234 212 to report any problems with street performers. See the link below for the Cornwall Council Street Performers guide

<https://www.cornwall.gov.uk/environment-and-planning/environmental-protection/street-performers/>

Street Traders

Cornwall Council - report it online service

<https://bit.ly/2rPMhk7>

Graffiti

Cornwall Council – report it online service:

<https://bit.ly/2oQPZJj>

Cornwall Council are responsible for the removal of graffiti from public areas and public buildings – they do not remove graffiti from post boxes, directional bollards, bridges, telephone boxes, bus shelters or reflective road signs. Offensive graffiti is unacceptable and Cornwall Council will endeavour to remove offensive or racist graffiti from council owned buildings within one day of reporting it to us. Non-offensive graffiti is removed within 2 working days. Cornwall Council are unable to remove graffiti from private property.

Fly Tipping / Illegal Dumping

Cornwall Council – report it online service:

<https://bit.ly/1iZzzXW>

This report form can only be used for flytipping incidents on public land, for instance on a highway, pavement or public open space. For flytipping on private land, or privately owned land, please contact 0300 1234 141 to pass the details to the team for further investigation.

Full litter / dog bins

Cornwall Council – report it online service

<https://bit.ly/VNO2M9>

This can be used to report a public litter bin or public dog waste bin that requires emptying – the contractor aims to empty full bins within 48 hours.

Refuse and Recycling Service

Cornwall Council – report it online service

<https://bit.ly/1ETRCcG>

Street Furniture

Cornwall Council – report it online

<https://bit.ly/2KtdLmE>

This includes damaged street furniture, bus shelters, damaged or missing benches and seats and planters.

Street Lighting

Cornwall Council – report it online

<https://bit.ly/2InBhoo>

This can be used for street lights / lamps not working, illuminated street signs not working, traffic lights not working, illuminated bollards not working.

Street Works

Cornwall Council – report it online

<https://bit.ly/1TXhmZC>

This can be used for traffic lights at roadworks, scaffolds (dangerous, unlit, unlicensed or causing obstruction), hoardings (dangerous / causing obstruction), banners or bunting causing obstruction or offence, traffic management at roadworks.

Anti-Social Behaviour

Report to police via 101, or Shopwatch. Any behaviour which involves physical altercations and / or may put yourself or members of the public at risk, call 999. Report via Shopwatch to CCTV control and police.

Begging

Report to police via 101, or via Shopwatch

Public Toilets (Newquay Town Council owned)

office@newquaycouncil.co.uk or phone 01637 878388 and select the option for Toilets (and leave a message).

Weeds/ Footpath Maintenance

Contact Newquay Town Council to check if the area concerned is within their remit:

office@newquaycouncil.co.uk / 01637 878388

Highway Flooding

Cornwall Council – report it online service

<https://bit.ly/2lpgBwj>

Cornwall Council has moved to a primarily online 'report it' system – if you wish to contact Cornwall Council by phone the following numbers may be useful:

- Refuse and Recycling – 0300 1234 141
- Planning – 0300 1234 151
- Environmental Management – 0300 1234 202

- Environmental Health and Licensing – 0300 1234 212
- Roads, Transport and Parking – 0300 1234 222
- Fire and Community Safety – 0300 1234 232
- Business and Farming Waste – 0300 1234 141

If you do have any concerns or issues with the above please contact the BID office and we will be happy to liaise with the appropriate agencies on your behalf. If you have any recurring issues, please report to the team in the office and we can see how we can help. Call 01637 498599 or email info@newquaybid.co.uk