



FixMyStreet Manual



<https://report.brent.gov.uk>



What can be reported on FixMyStreet

FixMyStreet is a website that allows you to report street related issues across Brent, including highways, parks, and communal areas within estates managed by Brent.

The system automatically sends your reports to the team best suited to resolve the issue.

Streets

- Fly tipping
- Street sweeping
- Graffiti/Fly posting
- Car park issues



Council Estates

- Litter on hard areas
- Fly tipping in estates
- Tree problems
- Maintenance issues



Highways

- Potholes
- Blocked gullies
- Street lights

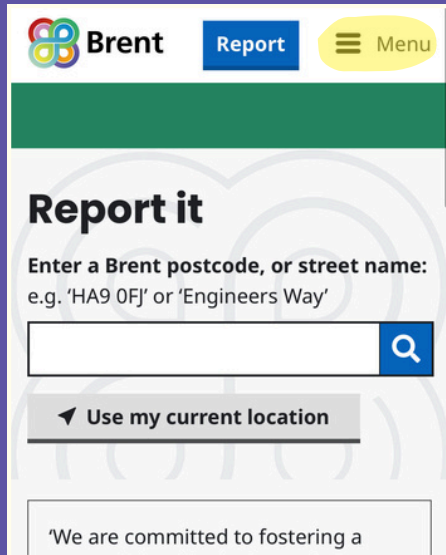


Parks and Open Spaces

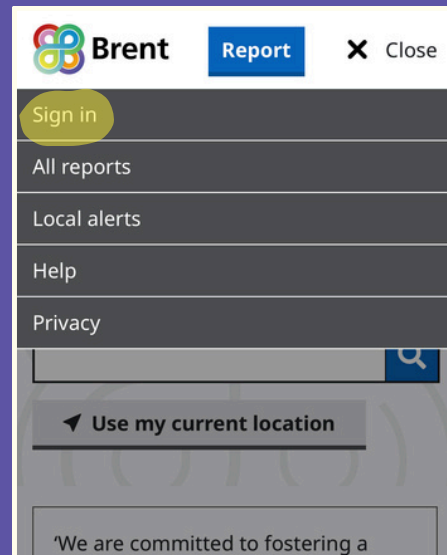
- Litter on grass areas
- Leaf clearance
- Overgrown grass
- Overgrown hedges
- Weed or shrub bed problems
- Fly tipping in parks
- Litter collections
- Park bins

How to make a report

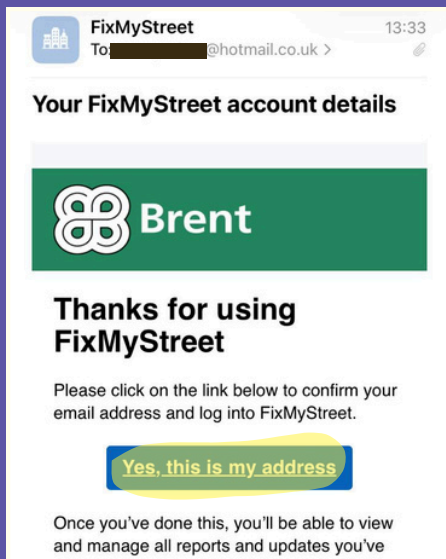
STEP 1: LOG IN



Go to <https://report.brent.gov.uk/> and click 'Menu'



Click 'Sign in'

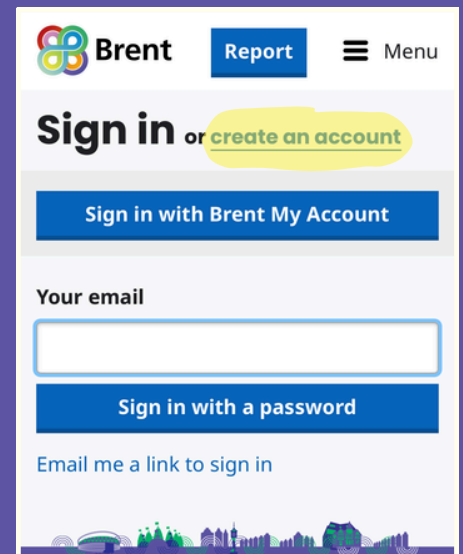


Go to your email inbox and click 'Yes, this is my address'

Please note, residents won't be able to create a report if they aren't signed in to an account

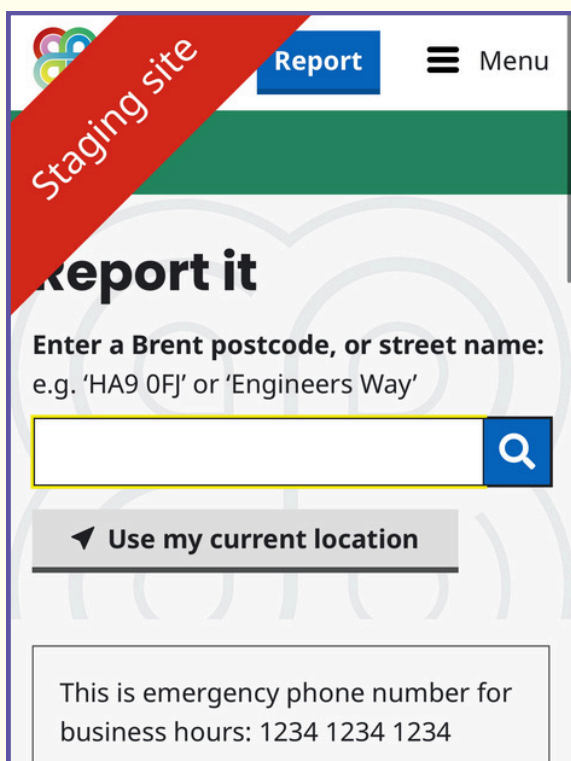
privacy policy for more information.' Below this, there is a form with a 'Your email' field (containing '@hotmail.co.uk'), a 'Choose your password' field (with a note: 'Your password should include 8 or more characters.'), and a 'Create your account' button highlighted with a yellow circle." data-bbox="355 693 632 939"/>

Enter your email and choose a password, then click 'Create an account'



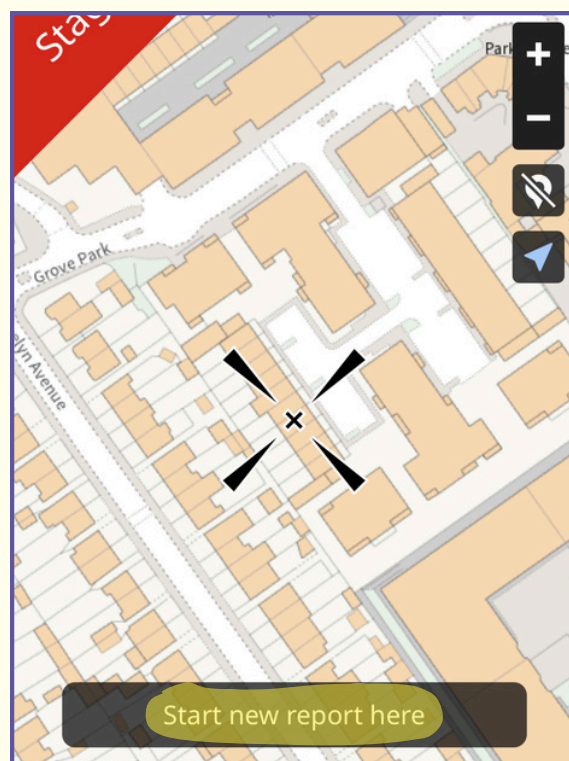
Click 'Create an account'

STEP 2: FIND THE LOCATION



The screenshot shows the top part of the 'Report it' form. At the top left is a logo with four colored circles. Next to it is a red diagonal banner that says 'Staging site'. To the right are a blue 'Report' button and a 'Menu' icon. Below the banner, the title 'Report it' is displayed. Underneath is a text prompt: 'Enter a Brent postcode, or street name: e.g. 'HA9 0FJ' or 'Engineers Way''. Below this is a search input field with a magnifying glass icon on the right. A button below the input field says 'Use my current location'. At the bottom, there is a box containing the text: 'This is emergency phone number for business hours: 1234 1234 1234'.

Enter the postcode or street name where the problem is located



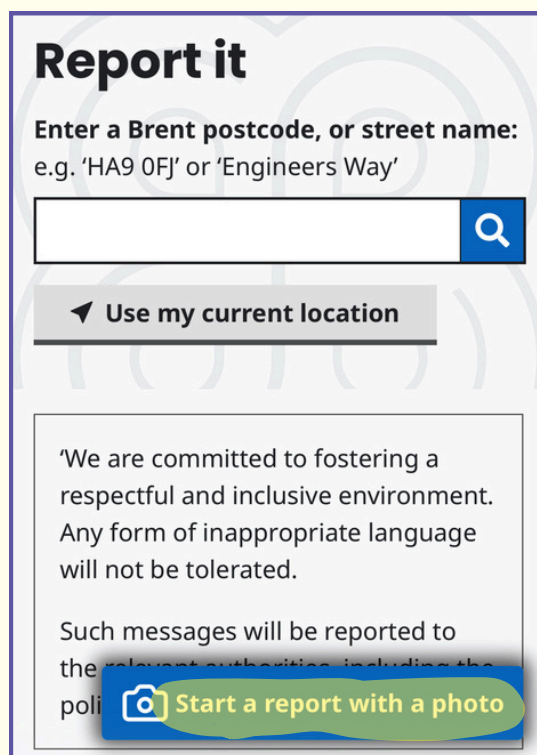
Move the pin to the exact location of the problem on the map and click 'Start new report here'

New feature

Prefer an easier option?
You can use our new photo reporting feature.

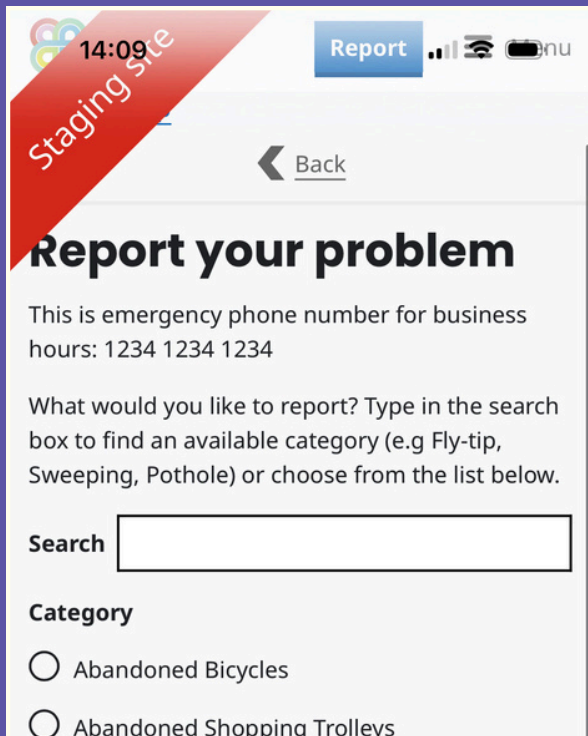
Simply take a photo of the street issue or upload one from your device. The system will use the photo to automatically identify the location, so you don't need to enter the address yourself.

You can also take the photo while you're at the location and upload it later. The location information is saved with the photo and will be added to your report automatically.



The screenshot shows the 'Report it' form with a new section. The title 'Report it' is at the top. Below it is the same text prompt: 'Enter a Brent postcode, or street name: e.g. 'HA9 0FJ' or 'Engineers Way''. Below this is a search input field with a magnifying glass icon. A button below the input field says 'Use my current location'. Below this, there is a new section with a light blue background. It contains the text: 'We are committed to fostering a respectful and inclusive environment. Any form of inappropriate language will not be tolerated. Such messages will be reported to the relevant authorities, including the police.' At the bottom of this section is a green button with a camera icon and the text 'Start a report with a photo'.

STEP 3: PICK A CATEGORY



14:09

Report

Staging site

Back

Report your problem

This is emergency phone number for business hours: 1234 1234 1234

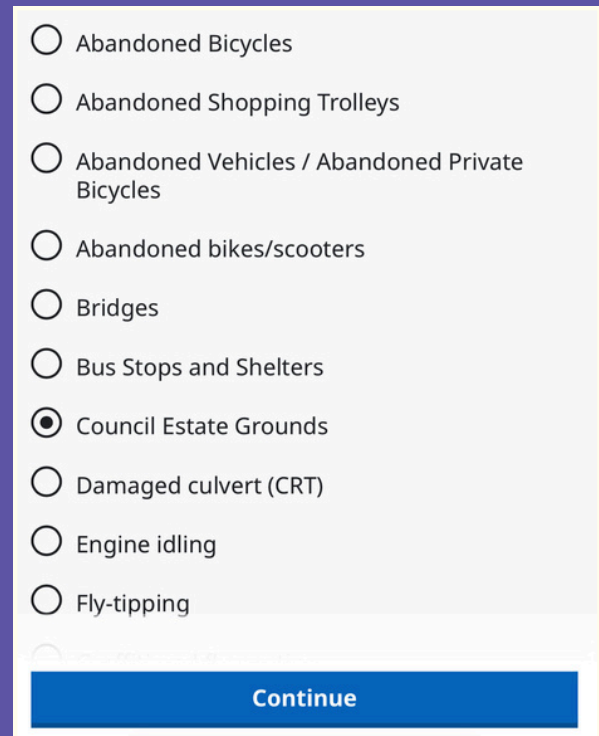
What would you like to report? Type in the search box to find an available category (e.g Fly-tip, Sweeping, Pothole) or choose from the list below.

Search

Category

- ☐ Abandoned Bicycles
- ☐ Abandoned Shopping Trolleys

Once you've selected a location, you'll get sent to this page



- ☐ Abandoned Bicycles
- ☐ Abandoned Shopping Trolleys
- ☐ Abandoned Vehicles / Abandoned Private Bicycles
- ☐ Abandoned bikes/scooters
- ☐ Bridges
- ☐ Bus Stops and Shelters
- ☒ Council Estate Grounds
- ☐ Damaged culvert (CRT)
- ☐ Engine idling
- ☐ Fly-tipping

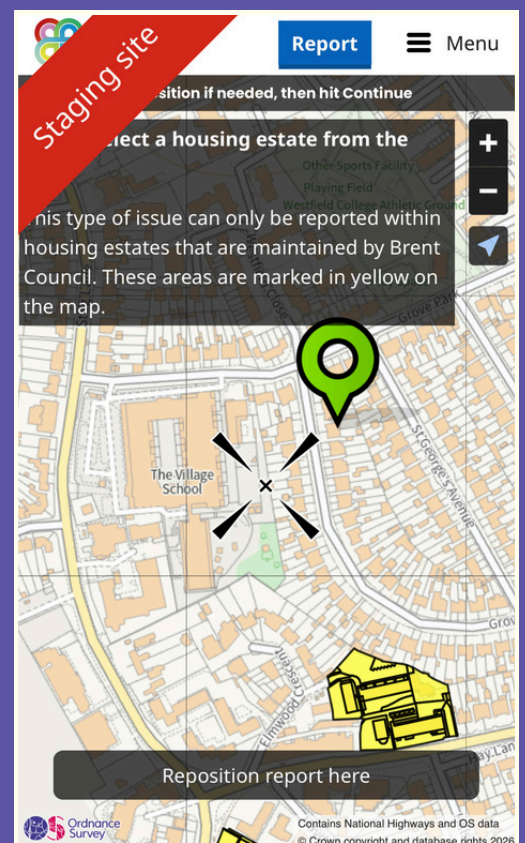
Continue

Select the category that best describes the issue you're reporting

If you're reporting an issue in a council estate or park, you may see the page shown on the right.

If this happens, it usually means the location you've selected is outside a council estate or park.

To continue, simply move the pin to the correct location on the map. Council estates and parks are highlighted in yellow to help you identify the right area.



STEP 4: PROVIDE ADDITIONAL INFORMATION

Report your problem

This is emergency phone number for business hours: 1234 1234 1234

Photos (optional)

Take or choose existing photo

- ✓ Reports with photos in them tend to get fixed more quickly
- ✓ To help us locate the problem, include both a close-up and a wide shot
- ✗ Avoid personal information and vehicle number plates

Add a photo of the problem to the report by clicking 'Take or choose existing photo'

Report your problem

This is emergency phone number for business hours: 1234 1234 1234

Public details

These will be sent to **Brent Council** and also published online for others to see, in accordance with our [privacy policy](#).

Location of the problem

Exact location, including any landmarks

A Leaf clearance problem has been found

Explain what's wrong

e.g. 'This pothole has been here for two months and...'

A Leaf clearance problem has been found by Brent Council

Provide additional information about the problem

STEP 5: TELL US ABOUT YOU

Report your problem

This is emergency phone number for business hours: 1234 1234 1234

Tell us about you

These details will be sent to the responsible organisation, but will never be shown online without your permission. ([See our privacy policy](#).)

Report as

Yourself ()

✓ Yourself ()

Anonymous user

Another user

Brent Council

☐ Show my name publicly

If you'd prefer to be anonymous to the public, click the drop down and then 'Anonymous user'. **Brent staff will still be able to see who made the report.**

Report as

Yourself ()

Email address

Full name

☐ Show my name publicly

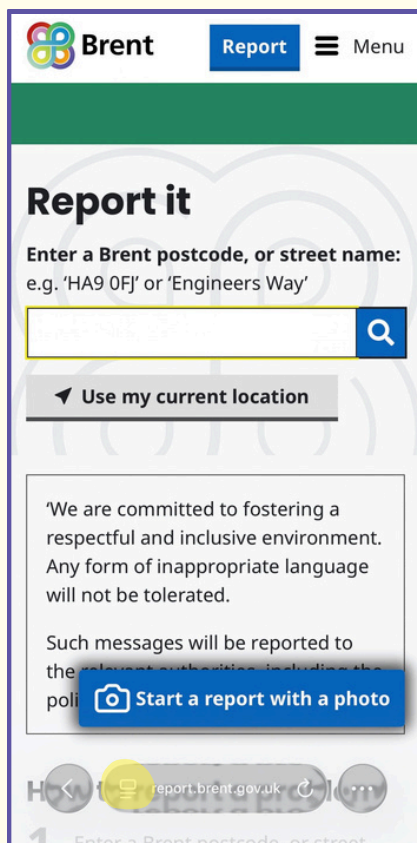
Phone number (optional)

☒ Private – this will mean the report cannot be viewed publicly

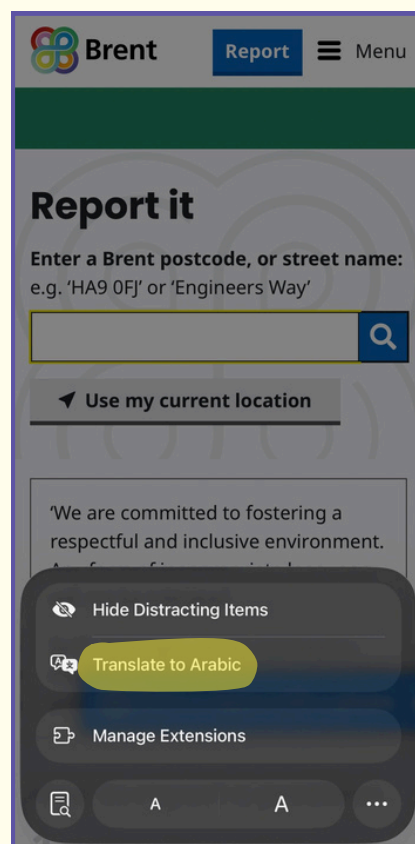
Submit

Select the 'Private' option if you don't want your report to be seen by the public.

How to translate the FixMyStreet website



Whilst on the site, click the 'Menu' on the left hand side of the address bar



Select 'Translate to [Language]' from the menu



The page should then be translated to your language of choice

Frequently asked questions



What happens after I make a report

Reports will automatically be sent to the team best suited to resolve the issue. Someone from the team will then visit the location, address the issue and update the report accordingly.



What devices are compatible with FixMyStreet

FixMyStreet is a browser based system, this means it can be used on any device that connects to the internet and has a modern browser program installed.



Is FixMyStreet free to use?

Yes, residents can use FixMyStreet for free.



Can I download FixMyStreet as an app?

FixMyStreet can be saved as a webapp. Scan the QR code below for instructions on how to do this.

