



## VILLAGE CONTACT LIST - HOW TO REPORT FAULTS AND PROBLEMS

### KENT HIGHWAYS



Report a problem on a road or pavement. You can report non-urgent issues online including:

- street light faults
- potholes
- drainage
- traffic signal faults
- overgrown vegetation (including hedges and grass).

[www.kent.gov.uk/roads-and-travel/report-a-problem](http://www.kent.gov.uk/roads-and-travel/report-a-problem)

To report any emergency issues outside of normal office hours (Monday - Friday, 9am till 5pm), please telephone 03000 41 91 91.

### TONBRIDGE AND MALLING BOROUGH COUNCIL



- Refuse collections - [waste.services@tmbc.gov.uk](mailto:waste.services@tmbc.gov.uk)
- Fly tipping and litter – [waste.services@tmbc.gov.uk](mailto:waste.services@tmbc.gov.uk)
- Parking
- Street cleaning – [waste.services@tmbc.gov.uk](mailto:waste.services@tmbc.gov.uk)

[Customer.services@tmbc.gov.uk](mailto:Customer.services@tmbc.gov.uk)

Telephone 01732 844522

### HIGHWAYS ENGLAND



Motorways and Major A Road problems - To Report a problem on the network -

<https://report.highwaysengland.co.uk/>

General Enquiries - [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk)

Telephone: 0300 123 5000

## PUBLIC RIGHTS OF WAY



You can report non-urgent issues online including:

- broken stiles
- overgrown vegetation or fallen trees
- damaged or dangerous path surfaces
- damaged or missing signposts.

<https://www.kent.gov.uk/waste-planning-and-land/public-rights-of-way/report-a-problem-on-a-right-of-way>

## POLICE



Emergency 999. Call 999 if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely

You can also text 'Police' to 60066 if you're deaf or hard of hearing.

Silent 999 calls - If you're in danger but you can't talk on the phone, you should still call 999, then [follow the instructions](https://www.kent.police.uk/contact/af/contact-us/us/contact-us/how-to-make-a-silent-999-call/): (https://www.kent.police.uk/contact/af/contact-us/us/contact-us/how-to-make-a-silent-999-call/) depending on whether you're calling from a mobile or a landline.

Non-emergency 101. Call 101 for non-emergency enquiries.

You can also text 'Police' to 60066 if you're deaf or hard of hearing.

Anti-terrorist hotline 0800 789 321. Call the UK Anti-Terrorism Hotline if you've seen or heard something that you think could suggest terrorist activity.

Report online at [www.kent.police.uk](http://www.kent.police.uk)

PCSO - [csu.tonbridge.and.malling@kent.pnn.police.uk](mailto:csu.tonbridge.and.malling@kent.pnn.police.uk)

## OFFHAM LANDFILL SITE



FCC	24 Hour Emergency Number	01302 553461		
FCC	Michael Ross	07514932598	Site Manager	michael.ross@fccenvironment.co.uk
FCC	Roger Homersham	07968319199	Site Supervisor	roger.homersham@fccenvironment.co.uk

## **BLAISE FARM QUARRY**



- Bill Bowley, Quarry Manager at Gallagher - [bill.bowley@gallagher-group.co.uk](mailto:bill.bowley@gallagher-group.co.uk)

## **BLAISE FARM IVC**



- Blaise Landline – 01732 873215 (07.00 – 17.30)  
Hayley Adams – Group Operations Manager - Out of hours 07738631501  
[Hayley.adams@newearthgroup.co.uk](mailto:Hayley.adams@newearthgroup.co.uk) + [blaise.admin@newearthgroup.co.uk](mailto:blaise.admin@newearthgroup.co.uk)

## **BLAISE FARM AD PLANT**



- Darren Smith, Environmental & Compliance Manager - [d.smith@b-ne.uk](mailto:d.smith@b-ne.uk)

## **BLAISE FARM**

You should contact the **operator** about any concerns first since they are best able to respond to queries and address any issues that may arise. If this does not secure a satisfactory outcome you should then contact **KCC** for issues relating to the permitted minerals (quarrying) and waste management development and the **Environment Agency** who have issued the Environmental Permits and are the Primary Regulator.

- Kent County Council (Minerals and Waste Planning): [planning.applications@kent.gov.uk](mailto:planning.applications@kent.gov.uk)
- Environment Agency - [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

If you are making complaints to KCC and the Environment Agency it would be useful to also copy in:

- Kent County Council Councillor Sarah Hohler - [sarah.hohler@kent.gov.uk](mailto:sarah.hohler@kent.gov.uk)
- Tonbridge & Malling Borough Council - [environmental.protection@tmbc.gov.uk](mailto:environmental.protection@tmbc.gov.uk)

Ann Kemp, Tonbridge & Malling Borough Councillor - [ann.kemp@tmbc.gov.uk](mailto:ann.kemp@tmbc.gov.uk)

Piers Montague, Tonbridge & Malling Borough Councillor - [piers.montague@tmbc.gov.uk](mailto:piers.montague@tmbc.gov.uk)

- Offham Parish Council – [clerk@offham-pc.gov.uk](mailto:clerk@offham-pc.gov.uk)

Please do not copy all emails to KCC, TMBC and the EA, but contact the sites in the first instance. For the waste sites it may not be clear which plant is responsible for the issues you are concerned about, so it is suggested that you report to both the IVC Site and the AD Site who will be able to identify which is responsible.