

# **Below please will find links and telephone contacts for reporting common problems and other useful services**

## **Emergency and other urgent issues**

Call 999 for Police / Fire / Ambulance (Chest pain or serious: Blood loss/Breathing difficulties/Injury)

- **Gas** leaks and carbon monoxide emergencies – call 0800 111 999
- **Water** leaks – call 0333 000 002 or out of hours call 0333 000 0365
- **Environment Agency** - Incident Hotline: call 0800 80 70 60
- **Highways** issues that may cause an accident call 03000 418181 between 9am and 5pm Monday to Friday or on 03000 419191 at all other times

The Kent Resilience Forum's [Kent Prepared](#) has plenty of helpful advice for households and businesses on different types of emergency such as severe weather or utility outages, how to be prepared if they happen and who to contact if they do.

The elderly and other vulnerable group can ask to be put on a Priority Service Register to receive extra help during interruptions to water gas or electricity supplies. This is not an integrated register, you have to arrange each one separately. In the relevant selections below the contact details have been provided. Some telephone companies offer a similar service, contact you have to contact your own telephone provider to see if they do offer the service and to register if they do.

## **Emergency services – other contact details**

- Kent Police non-Emergencies –call 101 or visit [Kent Police Contact Us](#). This includes details of how to contact the them if you are in danger and ways of reporting online and anonymously
- Fire and Rescue – call 01622 692121 or visit [Kent Fire and Rescue Contact Us](#). Their website has plenty of safety advice and details of free house safety visits for elderly and venerable residents
- NHS – call 111 or visit [the NHS website](#)

## **KCC Highways**

Road & pavement problems including potholes/street light faults/drainage/traffic signal faults/salt bins/dangerous paths should be reported to KCC Highways, other than emergencies (see above) use the [KCC Highways online reporting tool](#)

Or for problems relating to public footpaths use [KCC-Highways Public Rights of Way \(PROW\)](#)

## **Maidstone Borough Council**

For: Dog fouling / Fly tipping / Litter problem / Noise nuisance / Missed bin collection / Abandoned vehicles / Anti-social behaviour / Graffiti / Needles / Flyposting / Pest problem / Dead animal - go to [MBC Street Care and Cleaning](#) and select the appropriate service button

Or for a planning breach use [MBC Planning Enforcement](#)

## **East Farleigh Parish Council**

Problems about: this website, our Facebook page or Noticeboards / Recreation Ground & Car Park / Defibrillators should be reported to the Parish Clerk on 07999 414712 or by using the contact form

If you wish to raise a complaint about the Parish Council please see our Complaints Policy

## **Water**

- South East Water supply water to the village - for leaks see above / for other helpful advice on being Waterwise or for vulnerable residents to register for Priority Service (for instance extra help during water outages) call 0333 000 0002 or visit [Get help from South East Water](#)
- Southern Water deal with waste water call 0330 303 0368 or visit [Southern Water - contact us](#)

## **Electricity /Gas**

- In case of power cuts / for elderly and vulnerable people to register for Priority services such as extra help during a power cut call 105
- In case of power cuts or for elderly and vulnerable people to register for Priority services such as extra help during a power cut call 105
- Or see KentPrepared above

## **Environment Agency**

- Flooding – see the village Flood Plan or see KentPrepared above
- To register to receive Flood Warnings go to <https://www.gov.uk/sign-up-for-flood-warnings> or call the Floodline on 0345 988 11888
- For river level information go to [River Medway at East Farleigh](#)
- For other matters go to [Environment Agency Contact Us](#)

## **KCC Trading Standards/Citizens Advice**

- You can report consumer problems like rogue traders, fraud and scams via the [Citizens Advice](#) website which explains the type of problems their services cover.