

Wolverhampton Report It

Frequently Asked Questions

Q. Why does the council need an app?

A. The council is committed to making it easy for customers to access its services quickly and directly in ways that are convenient to them. The app is just one of the ways the council is doing this.

Q. Why should I use the app to report a Street Scene problem?

A. There are a number of advantages to using the app:

- you can report issues on the go
- progress updates will be delivered to your phone in real time
- you'll have a record of all your reports with you at all times
- you can keep an eye on your reports – and other people's – on a dedicated website.

Q. Will the app work on all smart phones?

A. The app works on smart phones with the following operating systems: IOS 5+, Windows 7+, Android 2.2 - 4.3, Blackberry 6 to 7

Q. Will I be charged to send a report?

A. The cost of sending a report will be taken from your data allowance so you shouldn't incur any additional costs

Q. Will my report be dealt with quicker than normal if I use the app?

A. All Street Scene issues reported through the app will still be completed within the timescales set out in our service standards.

Q. Will the app work on an iPad?

A. Yes, it will

Q. I've seen the name 'Love Clean Streets' linked to the app, what is this?

A. 'Love Clean Streets' is the original brand name of the app. The app was developed by a company called BBits and is used by a number of councils. Like many councils we have chosen to name and brand the app in line with our own corporate branding.

Q. Will people be able to see my name on the Wolverhampton Report It website?

A. No. The web site just publishes location and status details of the report, not who reported it.

Q. What happens when more than one person reports the same problem?

A. If a number of people report the same problem they will still receive individual updates about their reports

Q. If I don't want to use the app can I still report issues by phone?

A. Yes, you can

Please bear in mind when using the Wolverhampton Report It App our customer services team moderate all reports before they are published on the website. We will delete any inappropriate or offensive images immediately.

