

Dear colleagues,

Download the *Your Ashford* app today!

If you've ever been out in the borough and spotted something that needs tidying up, you can now easily and conveniently report this via the **Your Ashford** app using your mobile device.

But that's not all. You can also use the **Your Ashford** app to:

- Report environmental issues (e.g. fly tipping, dog fouling, etc.)
- Check recycling and refuse services
- Report missed bin collections
- Make payments online (e.g. Council Tax)
- Find your local councillor
- Contact the council (there is the option to create an account, so all correspondence will be in one place and both trackable and accessible 24/7).

We all want to keep our borough beautiful. By encouraging the use of the **Your Ashford** app, you'll enable council officers to deal with residents' concerns more quickly and effectively, as they'll be able to access reported issues while on the move themselves.

We're all very aware of the fast paced technological world in which we now live. As a forward-thinking council, we really do need to look to the future and consider what is and will be most paramount for our residents.

Over 53 per cent of visits to our website in 2018 have come via mobile devices (e.g. smartphones and tablets), with this in mind, we trust that the **Your Ashford** app will not only be beneficial to residents and officers but will assist in future-proofing our service provision.

The **Your Ashford** app can be downloaded now via Google Play (for those with Android phones) and via the App Store (for those with Apple phones).

And it goes without saying - if you're out and about in the borough and spot something, don't ignore it, report it!

Gerry Clarkson CBE, BA (Hons)

Leader - Ashford Borough Council

Distribution: All Members of the Parish or Town Council, and representatives of the Community Forums (Please do not circulate beyond the above recipients)