

Birchwood Town Council (BTC) has been informed by Warrington Borough Council (WBC) that rather than reporting issues on our residents' behalf, we have to ask you to contact WBC directly, by creating an account (free) on the Warrington Borough Council website:

*WBC is operating within a new customer enquiry system which is reliant upon creating accurate records for each individual enquiry / resident. A number of enquiries have been received whereby BTC has been acting as an intermediary between Birchwood residents and WBC; this arrangement will compromise our records in relation to individual enquiries received from the Birchwood Ward and the wider borough.*

*If the Town Council makes enquiries on behalf of a resident, this means we cannot communicate directly with the resident and when the enquiry is closed the auto notification will be received by BTC and not the resident, this introduces unnecessary and unproductive additional steps in communications. The resident may believe that BTC are responsible for service delivery and issue resolution and may make further enquiries via the Town Council further compounding the problem.*

*To avoid these issues please direct residents to My Warrington where they can log into their existing account or create a new account. If residents have accessibility issues an account could be created using their credentials or they should be redirected to telephone Contact Warrington (01925 443322).*

*Please see the link below to the page from where you can register for an account and below that, a link to report various issues - these links can easily be forwarded to residents if they raise issues with BTC:-*

*My Warrington Link*

<https://my.warrington.gov.uk/en>

*Report Issues*

<https://www.warrington.gov.uk/report-and-apply>”

Any reports about issues on Borough Council land should now be made using these links.