

Date Provided: 18 July 2018

My Account

Ref: FOI / 7174

Information Request and Response by Lewes District Council and Eastbourne Borough Council

1. *Does your Local Authority have an online customer account (My Account)?* **Yes**
2. *If yes to question 1, the number of households in your borough?*

Eastbourne – 48776. Lewes 48776. There will be more that are unbanded, that may have been rendered uninhabitable, or are undergoing extensive works and cannot be banded.
3. *If yes to question 1, how many people in total have registered (to date) for a My Account?* **30,322**
4. *If yes to question 1, a full list of services within My Account and the percentage take up of those services (or number of registered users).*
5. **Please see below.**

Customer Journey	Registered Users
Application to the Mayor's poor fund	9
Apply for a change of vehicle licence	54
Apply for a garage, bike shed, or parking space in Eastbourne	262
Apply for a scrap metal licence in Eastbourne Borough Council	21
Apply for a single person discount in the Lewes district	390
Apply for a taxi driver vehicle licence renewal in Eastbourne Borough Council	38
Apply for a transfer of a designated premises supervisor licence in Eastbourne	66
Apply for an animal boarding licence	19
Apply for pre-application planning advice in Lewes	145
Apply for trade waste collections in Lewes district	34

Apply for trade waste transfer note in Lewes District Council	321
Change my voting method at Lewes District Council	48
Change of address Lewes district	326
Landlords advising of a change of occupants	86
Landlords advising us of a property sale	8
Make a complaint to Eastbourne Borough Council	603
Moving in to Eastbourne	36
Moving out of Eastbourne	51
Moving within Eastbourne	36
Renew housing application in Eastbourne or tell us about a change	8693
Report a bonfire in Lewes	21
Report a dead animal in green spaces or a park in Eastbourne	79
Report a dead animal in the Lewes district	12
Report a dead animal on a street or beach in Eastbourne	106
Report a missed bin collection	2325
Report a street cleaning issue	50
Report a website fault	741
Report an abandoned bicycle, boat or other obstruction	0
Report an accident in your taxi	6
Report an issue on a path or walkway	37
Report an issue with a dog bin	21
Report an issue with a litter bin	22
Report an issue with public toilets, changing rooms and conveniences in Eastbourne	66
Noise, nuisance and anti social behaviour (ASB)	305
Report an odour or smell in Lewes District	87
Report an ongoing issue with a dog in Eastbourne	207
Report broken glass or other hazards in Eastbourne	266
Report broken glass or other hazards in Lewes	41
Report graffiti or vandalism	99
Report littering on public land	49
Report noise, nuisance and anti social behaviour	305
Report overgrown hedges and vegetation in Eastbourne borough	178
Report overgrown hedges and vegetation in Lewes district	17

Report Points, Cautions and Convictions on Taxi Driver Licence in Eastbourne Borough Council	7
Report untidy flower beds in Eastbourne borough	25
Report untidy flower beds in Lewes district	0
Request a sharps box collection in Lewes district	199
Request Advice on HMO Licensing	15
Request new and replacement bins and containers	1844
Request, change or end an assisted collection in Lewes district	219
Sign up and pay for a garden waste collection	6197
Start, stop or change a clinical waste collection	59
Suggest an area panel project	10
Tell us about an additional property purchase	4