

A TO Z OF OUR SERVICES

The Council has changed its telephone system and all our phone numbers have changed. We have included the new numbers, however if you are unable to connect please contact the main switchboard on 01449 724500 and we will put you through to the relevant department/person. In emergencies, out of hours, please telephone 01449 724500 where a recorded message will give you further detailed information.

All telephone numbers are prefixed with (01449) except where shown

A

Abandoned Vehicles	0845 606 6045
Access for Disabled People	0845 606 6067
Accountancy	01473 265658
Accounts Receivable (Debtors)	01473 265570
Accounts Payable (Creditors)	01473 265570
Air Pollution	0845 606 6067
Air Quality Monitoring	0845 606 6067
Animal Boarding Establishments Licensing	0845 606 6067
Arts	724638

B

Banks (Bottle/Can/Book/Textile)	0845 606 6067
Benefits (Housing and Council Tax)	0845 606 6067
Benefit Fraud	0800 085 7214
Bridleways	724634
Building Regulations (General Enquiries)	0845 606 6067
Building Control Services	0845 606 6067
Bulky Collections	0845 606 6045
Bus Passes	0845 606 6067
Business Advice Agencies	724635
Business Rates	0845 606 6067
Byelaws	724634

C

Car Parking	0845 606 6067
Caravan Site Licensing	0845 606 6067
Chairman's Secretary	724674
Citizenship	724694
Commercial Land & Property	724635
Committees / Meetings	724670 or 724673
Commons / Village Greens	724634
Community Achievement Awards	724644
Community Projects	724647
Community Safety	724646
Concessionary Bus Fares	0845 606 6067
Contaminated Land	0845 606 6067
Councillor's Details	724674
Council House Sales	724765
Council Land	724585
Council Tax	0845 603 4713
Countryside Events & Activities	724633
Crime Reduction	724646

D	
Dangerous Buildings	0845 606 6067
Demolition Control	0845 606 6067
Development Control (see planning)	
Dog Breeders	0845 606 6067
Dog Fouling	0845 606 6067
Drainage Fault Investigation	0845 606 6067
E	
Economic Development	724635
Elections (enquiries)	724672
Elections Postal Votes	724672
Electoral Registration	724672
F	
Filthy and Verminous Premises	0845 606 6067
Flooding	0845 606 6067
Food Hygiene/Complaints	0845 606 6067
Footpaths	724634
G	
Grass cutting	0845 606 6067
Grants:	
Arts & Museums	724647
Businesses	724635
Community Facilities	724647
Countryside Schemes	724647
Deprivation Grants	724647
Energy Efficiency	724716
European	724647
Historic Building	724647
House Renovation/Disabled Facilities	0845 606 6067
Lottery Grants	724647
Play Equipment	724647
Redundant Buildings Re-use	724635
Sports Facilities	724647
Voluntary Organisations & Community Support	724647
Gypsies/Travellers	0845 606 6067
Grounds & Amenities	0845 606 6067
H	
Health Promotion	724646
Health & Safety - Advice / Complaints	0845 606 6067
Housing :	
Allocations	0845 606 6067
Caretaker Scheme (Handyperson)	0845 606 6067
Community Alarms	724752
Council House Sales	724765
General Advice	0845 606 6067
Housing Complaints (Private)	724717
Neighbour Problems	0845 606 6067
Rent Arrears/Queries	0845 606 6067

H (continued)	
Rent Deposit Scheme	724758
Repairs Planned Maintenance and Improvement.	0845 600 1135
Safe and Secure Scheme (Security measures for private homes)	0845 606 6067
Sheltered Accommodation	724767
Housing Land Availability	724585
Human Resources – Recruitment	0845 605 3000
I	
Infectious Disease Control	0845 606 6067
Industrial Development	724635
Internal Audit	724566
L	
Land Acquisitions and Disposals	724585
Land and Premises	724635
Land Charges (legal searches)	0845 606 6067
Land Management	724585
Leases, Licences and Use of Council Land	724585
Leisure Centre - see Mid Suffolk Leisure Centre	
Licensing:	
Amusements with Prizes	724683
House to House Collections	724683
Justices	724683
Private Hire Cars	724683
Society Lotteries	724683
Street Collections	724683
Litter	0845 606 6067
Local Plan	724844
Lorry Park, Stowmarket	724587
M	
Mid Suffolk Leisure Centre	674980
Missed Bins	0845 606 6045
N	
Nature Conservation	724639
Needham Lake	724639
Noise and Nuisance Complaints	0845 606 6067
O	
Out of Hours Emergencies	0845 601 3390
P	
Parish Advice	724674
Parish Clerk's Details	724674
Parish Council Vacancies	724694
Pest Control	0845 606 6067
Pet Shop Licensing	0845 606 6067
Picnic Sites	724640
Planning: Duty Officer	724611 or 724612
General Enquiries	724546 or 724550
Local Plans	724844
Play Areas	724940

P (continued)	
Pollution (noise, water, air)	0845 606 6067
Press & Public Relations	724850
Premises	724635
Project Funding	724647
Public Entertainment Licensing	724683
R	
Recycling Schemes	0845 606 6045
Refuse Collection	0845 606 6045
Regeneration:	
Economic	724649
Rights of Way	724634
S	
Senior Citizen Rail Cards	0845 606 6067
Smoky Vehicles	0845 606 6067
Sports Development	724641
Stradbroke Pool	(01379) 384376
Stray Dogs	0845 606 6067
Streetcare	0845 606 6067
Street Cleansing/Sweeping	0845 606 6045
Street Closures (Street Parties etc)	724683
Street Naming and Numbering	0845 606 6067
T	
Thornham Walks	(01379) 788345
Tourist Information Centre	676800
Tourism Promotion	724636 / 724637
Traffic Calming	724841
Transport	724841
Tree (Advice/Preservation Orders)	0845 606 6067
Twin Bin Support	0845 606 6045
U	
Upper Waveney Valley Project	(01379) 788008
V	
Village Appraisal	724647
Village Design	724587
Village of the Year Competition	724673
Voluntary Sector Partnership	724645
Voluntary Surrender of End of Life Vehicles	0845 606 6067
W	
Waste Minimisation	0845 606 6067
Water Quality (Drinking Water)	0845 606 6067
Watersports Permits	724639
Z	
Zoo Licensing	0845 606 6067