

Useful Numbers

Anti-Social Behaviour, contact your Housing Officer
01530 454545

Centre for Deaf People
0116 257 480 (voice)
0116 257 4850 (text)
0116 257 4856 (fax)
0116 257 4900 (videofax)

Citizens Advice Bureau
01530 835500

Cruse Bereavement Care
0870 167 1677

CVS Marlene Reid Centre
01530 510515

Electricity
New tenants – do not know your supplier 0845 603 0618

Problems with meters – contact your own supplier

Gas

New tenants – do not know your supplier 08706 081 524

Problems with meters – contact your own supplier

Jobcentre Plus 01530 503800

Leicestershire County Council
Street Lighting, potholes, damaged footways, road signs and road works (24 hours) 0800 62 6203

Local Government Ombudsman 0845 6021983

Police 0116 2222222

Pride Alarms 0116 2483061

RNIB 0845 766 9999

Samaritans 08457 909090

Severn Trent Water
General enquiries 08457 500500

Emergency sewer problems
0800 783 4444

Social Services 01530 275200

Adult Social Care Services
01530 275200

Child Care Services
01530 275200

Victim Support 01530 830708

Your Neighbourhood

Contact your Housing Officer
01530 454545

Dog Warden 01530 454563

Noise Nuisance 01530 454488

Tenant Participation
01530 454605

This leaflet gives you all the telephone numbers and contact points mentioned in the other inserts in this handbook.

CAN WE HELP?

North West Leicestershire District Council is committed to a quality service. That means that we will do our best to help with any enquiry, problem or request for service. So if you need help, or are experiencing problems with a service, don't just put up with it – talk to us about it.

North West Leicestershire District Council

Telephone: 01530 454545

Fax: 01530 454506

Website: <http://www.nwleics.gov.uk>

Minicom: 01530 454542

E-Mail: web@nwleicestershire.gov.uk

All written correspondence and reception

Housing Department
North West Leicestershire District Council
Council Offices, Whitwick Road, Coalville
Leicestershire LE67 3FJ

Reception opening hours

Monday to Friday 8.45 a.m. to 5.00 p.m.



INTERPRETERS

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance or information in another language, then please let us know.

EQUALITY STATEMENT:

INCLUSION OF AVAILABILITY:

This leaflet is available in other languages, formats, on computer disc on request.

Please contact the Business Support Team on 01530 454545 or e-mail: Housing@nwleicestershire.gov.uk

It will also be posted on the council's website at: www.nwleics.gov.uk

ALPHABETICALLY LISTED

Benefits

Housing and Council Tax
01530 454800/454803

Coalville Jobcentre Plus
01530 503800

Buying a Home

Right to Buy 01530 454508

Shared Ownership (see Housing
Advice & Homelessness)

Complaints, Comments and Compliments

Council Offices 01530 454545

Garages

Applying for a Garage 01530 454811

Rent Arrears (see Housing Officers)

Repairs 01530 454635/454637

Housing Advice & Homelessness

Housing Advice 01530 454813

Homelessness 01530 454688

Housing Officers

01530 454493 or 454660

Insurance for Contents

01530 454798

Main Council Offices

North West Leicestershire District
Council

Tel: 01530 454545

Fax: 01530 454506

Website: <http://www.nwleics.gov.uk>

Minicom: 01530 454542

E-Mail: web@nwleicestershire.gov.uk

Noise Problems

For neighbour noise nuisance contact
your Housing Officer (see Housing
Officers)

Environmental Health Officer
01530 454580

Other Council Services

**Bus Shelter problems/street
name plates** 01530 454679

Car Park enquiries
01530 454613

**Collection of bulky
household items** 01530 454618

Council tax enquiries
01530 454499

Dog Warden 01530 454563

Environmental Health –
problems or advice with rats, mice,
wasps, insects etc. 01530 454641

**General Highway
Maintenance** 0800 626203

Grass cutting (parks and open
spaces) 01530 454652

**Highways and car park
emergencies** 0800 626203

**Out of hours (emergency
contact number)** 01530 454789

Refuse collection – i.e. missed
bins 01530 454572

Planning

(Subject to written permission from
Housing)

Applications to:

Planning Department
North West Leicestershire District
Council
Council Offices
Leicestershire LE67 3FJ

Planning Office

01530 454665 or 454666

Building Control Office

01530 454692

Racial Harassment

The Main Council office
01530 454545

Repairs

To Report a Repair during office
hours 01530 454635

To report an emergency repair out of
office hours 01530 454789

Rent

Payments

By post or in person to:-

Payments Office
North West Leicestershire District
Council
Council Offices
Leicestershire LE67 3FJ

On-line –

www.nwleics.gov.uk/payments

By telephone

01530 454730 or 454729

You can make payments over the
telephone using a credit or debit card
and you will need your rent account
reference number.

Direct Debit or Standing Order

01530 454798

At a Post Office

You can pay your rent at the Post
Office although there will be a charge
for this service.

Problems with Paying your Rent

Central Coalville, Thringstone, Castle
Donington, Kegworth, Diseworth,
Long Whatton, Tonge, Breedon,
Belton 01530 454484

Greenhill Estate, Worthington,
Sharpley 01530 454809

Ellistown, Ibstock, Heather, Newton
Burgoland 01530 454483

Whitwick, Ashby 01530 454810

Moira, Measham, Donisthorpe
01530 454807

Independent Money Advice

Citizen's Advice Bureau
01530 835500

County Debt Line
0870 9000 939

CVS Marlene Reid Centre
01530 510515

**National Debt Line
(freephone)** 0808 808 4000

Services for the Elderly or Disabled People

Age Concern 01530 833000

Central Control/Lifeline
01530 813756

**Department for Works &
Pensions** 01509 831000

Adaptations to help you in your home

Social Services 01530 275200