

LOCAL GOVERNMENT SERVICES

Many other local government services are listed under the relevant subject heading e.g. Trading Standards appears under Consumer Advice.

Essex County Council General Enquiries

The Helplines are open 8am to 8pm Monday to Friday and from 9am to 12 noon on Saturdays.

Essex County Council, County Hall, Market Road, Chelmsford CM1 1LX

0845 7 430 430 08457 585 592 Textphone

Email: Follow the links from the website

Website: www.essexcc.gov.uk

Harlow Council

The initial contact point is through Contact Harlow which is open from 8.30am to 5pm weekdays and 9am to 12 noon Saturdays.

Civic Centre, The Water Gardens, Harlow CM20 1WG

(01279) 446655

Fax (01279) 446844

Email: contact@harlow.gov.uk

Website: www.harlow.gov.uk – click on “Contact Harlow”

Reporting a problem

- Abandoned vehicles (including chasing progress)
- Council property e.g. lifts, door-entry systems, playgrounds, lighting
- Dumped rubbish, missed bins, litter, graffiti etc.
- Environmental health - pest control, noise complaints, food hygiene, health and safety at work in offices and shops
- Environmental issues - trees and shrubs, green waste, fridge freezers, heavy squad bookings
- Highways - roads, pavements, street lighting, disabled parking, traffic signals, drainage

Payment services

- Automated Bill Paying Service
- Cash, cheque, credit card and telephone payment facilities
- Checking and verifying Housing Benefit and Council Tax claim forms

Booking and ordering

- Heavy squad bookings and white goods
- Leisure cards and bus passes
- Pest control (removal of wasps, ants etc.)
- Residents' car parking permits

Housing

- Accepting keys from tenants leaving Council homes
- Garage applications
- Housing Register and Transfer Register Applications
- Mutual exchanges
- Rent account enquiries
- Advice on housing matters for Council tenants

Information

- A range of leaflets for a variety of services e.g. leisure, housing and local information

The main contact for Harlow Council Services is through the Contact Centre as above.

Other services from Harlow Council

Benefits (specialist advice)	446633
Careline	446361
Civic Centre Switchboard	446611
Community Services	446118
Council Tax (specialist advice)	446688
Crematorium and cemetery	446199
Culture and Sport Service	446405
Housing Repairs (Council tenants and leaseholders)	446666
Latton Bush Centre Reception	446080
Leah Manning Centre	446117
Museum of Harlow	454959
One Stop Shop (formerly YPIC)	0800 587 6013
Planning and Building Control	446034
Playhouse	446760

Registrar of Births, Deaths and Marriages

The office is open 10.00am to 4.00pm weekdays but staff see people only by appointment.

If you need a duplicate birth certificate for official purposes, staff are happy to take telephone enquiries about current charges and which office you should contact, depending on where you were born.

Registrar of Births, Deaths and Marriages, Water Gardens, College Square, Harlow CM20 1AG
(01279) 445641 Fax: (01279) 444594

Social Services

Essex County Council Social Services gives support and advice on a wide range of services including:

Adult Social Care

For carers and older people, people with physical disabilities, learning disabilities, impaired sight or hearing, mental health or substance misuse difficulties.

0845 603 7630

Children and Young People

For children and young people's social care, education, special needs early years, youth service and Connexions.

0845 603 7627

Protection of Children and Vulnerable Adults

Call when you have an **immediate** concern that a child or vulnerable adult is suffering abuse or harm that needs urgent attention.

0845 603 7634

Out of Hours

0845 606 1212