

Customer Services Centre

Our commitment to customers

- We will tell you our name.
- We will treat everyone equally.
- We will be friendly and helpful.
- We will tell you how we use your data.
- We will make facilities available to enable confidential conversations.
- We aim to deal with all customer contact promptly via any available access channel.
- We will use plain language in all our letters.
- Your feedback is always welcome.

Anyone can access information on a range of council services via our website, contact centre or, by appointment only, face-to-face.

We can help with:

- * Benefits advice & information
- * Bin collection timetables
- * Cemetery maintenance
- * Council parks & public open spaces
- * Council tax
- * Disposal of bulky items
- * Environmental protection issues
- * Food & health safety information
- * Licensing applications & renewals
- * Housing advice & information
- * Planning & development enquiries
- * Reports of fly-tipping
- * Reports of broken glass, needles or syringes on public land and other street cleansing issues
- * Stray dog & fouling Issues

Report, pay and apply online at www.fenland.gov.uk

Or call us on 01354 654321

Mon - Fri 9am to 4pm (excluding bank holidays). Sat 9am to 12noon