

Customer Services Centre

Our Charter

- We will tell you our first name.
- We will treat everyone equally.
- We will be friendly and helpful.
- We will tell you how we use your data.
- Private rooms are available for 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 face to face by appointment only

- * 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 including on behalf of Clarion Housing Group
- * Planning & development enquiries
- * Rapid Response Service - Report fly-tipping
- * Revenues advice & information
- * Stray dog & fouling Issues
- * Tourist information

Contact Centre - 01354 654321

Mon - Fri 9.00am - 4.00pm, Sat 9.00am - 12noon

www.fenland.gov.uk