

# Customer Services Centre

## Our Charter

- 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.
- 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](http://www.fenland.gov.uk)**