

Central Bedfordshire Council Customer Services

Situated within **Houghton Regis Library - Bedford Square**

Monday to Thursday 9.00 - 5.30

Friday 9.00 - 4.30



We can help with all types of council enquiries, such as:

Council tenants enquiries:

- Rent payments (we do not except cash), balances, payment methods and arrangements
- Housing repairs, arrange for a surveyor to inspect your property
- Housing improvements and adaptations
- Home exchange - Homeswapper
- Tenant participation

Council tax enquiries:

- Annual notifications, appeals, band reductions, change of circumstances, charges, discounts, exemptions and methods of payments

Environmental waste enquiries:

- Reporting bin requests, how to get bulky items collected, bin collection dates, pest control, reporting of abandoned vehicles, sharps box and clinical collections, grass cutting, street cleaning and fly tipping

General enquiries:

- National concessionary travel permits application forms and processing of permits
- Issuing of RADAR key and forms

Highways enquiries:

- Reporting of road and street maintenance, street lights, road signs, blue badge applications and renewals, disabled parking bays, parking permits and car parks

Housing and council tax benefit enquiries:

- Housing and council tax applications, Local Housing Allowance information, and change of circumstances

Housing register enquiries:

- Housing register applications, summary booklets, Bedfordshire Home Finder assistance
- Homelessness advice and support and renting privately with benefit support

Private sector housing enquiries:

- Illegal evictions, assessment of housing conditions, safety inspections for houses in multiple occupation, private rented sector accreditation scheme, home improvements and adaptations

Central Bedfordshire Council

Houghton Regis Customer Services

Bedford Square

Houghton Regis

Bedfordshire

LU5 5ES

Telephone 0300 300 8000

Email customer.services@centralbedfordshire.gov.uk

www.centralbedfordshire.gov.uk