

How can we help?

Who to Call...

We hope you have found this information useful and your problem is resolved quickly.

Details and a copy of the Customer Complaints Procedure can be obtained from reception or downloaded at www.gosport.gov.uk

Gosport Borough Council is committed to equal opportunities for all.

If you need this document in large print, on CD or tape, in Braille or in another language, please ask.

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GOSPORT
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We all experience problems, most of which can be sorted out quickly and simply with a bit of help or advice. If you're unhappy about a service provided by the Council, perhaps the grass cutting, a missed bin, or even a parking fine but you don't know who to speak to, then we hope this leaflet will help.

Any problem or complaint should first be directed to the Unit responsible for providing the service as they are best placed to answer your query or rectify the problem. Here is a list containing the Units and many of the services they provide, along with a contact number to call. We hope this will result in a positive outcome for you.



Services provided by the Council & Contact Numbers

Housing Services Unit

Gas Central Heating & other Repairs
Tel: 0800 028 0835
gosport.repairs@kier.co.uk
Housing Options Tel: (023) 9254 5476
e-mail housing.options.team@gosport.gov.uk
Tenancy Management
Tel (023) 9254 5448/5257
e-mail HousingOfficersGroup@gosport.gov.uk
Resident Involvement Tel: 0800 328 6958
e-mail rit@gosport.uk
Housing Rents Team (023) 9254 5233
e-mail HousingRentsTeam@gosport.gov.uk
Lettings Tel: (023) 9254 5682
e-mail lettings.team@gosport.gov.uk
Temp Accommodation Tel (023) 9254 5641
e-mail tempaccteam@gosport.gov.uk
Supporting People Tel (023) 9254 5602
e-mail supportingpeopleteam@gosport.gov.uk
Older Persons Services (023) 9254 5453

Environmental Health Section

Pest Control, Food Safety & Hygiene, Health & Safety at Work, Licensing, Pollution Control, Noise Nuisance, Dog Control and Private Sector Housing
Tel: 023 9254 5609.
Head of Section: Ian Rickman
023 9254 5509
e-mail ehs@Gosport.gov.uk
Service Unit Manager: Corinne Waterfield
Tel: (023) 9254 5351

Legal, Democratic & Planning Services Unit

Council Meetings Tel: (023) 9254 5651, Electoral Registration Tel: (023) 9254 5227,
Mayors Personal Assistant Tel: (023) 9254 5202
Land Charges Tel: (023) 9254 5221,
Freedom of Information Tel: (023) 9254 5401
Planning Applications, Building Regulations, Dangerous Structures, Demolitions, Heritage Issues. Tel: (023) 9254 5382/5483/5408 or
e-mail planning@gosport.gov.uk
Customer Complaints Tel: (023) 9254 5288,
Service Unit Manager: Linda Edwards
Tel: (023) 9254 5401

Financial Services Unit

Housing & Council Tax Benefits
Tel (023) 9254 5325,
e-mail benefits@gosport.gov.uk
Council Tax & Business Rates
Tel (023) 9254 5470.
e-mail counciltax@gosport.gov.uk
Customer Services
Reception, Switchboard, Cashiers,
Tel: (023) 9258 4242.
e-mail enquiries@gosport.gov.uk
Service Unit Manager: Julian Bowcher
Tel: (023) 9254 5301

Chief Executive's Unit

Personnel Tel: (023) 9254 5262, Press & Public Relations Tel: (023) 9254 5255,
Corporate Policy Tel: (023) 9254 5695.
e-mail CorpPolCommSafety@gosport.gov.uk
Community Safety Tel: (023) 9254 5241
e-mail communitysafety@gosport.gov.uk
Economic Prosperity, Tourism & Culture
Tel: (023) 9254 5425/5692.
e-mail EconomicProsperity@gosport.gov.uk

Streetscene Section

Play Areas, Sports Facilities, Allotments, Ann's Hill Cemetery, Parks & Open Spaces, Countryside, Refuse & Recycling Collections, Grass Cutting, Trees, Car Parks, Street Cleansing, Litter, Abandoned Vehicles, Graffiti, Notice Boards
Tel: Freephone 08000 198598 or
Tel: (023) 9254 5343/5395/5406/5631
Coastal Defences and Seafront, Pontoons
Tel: (023) 9254 5639/5303/5353/5605.
Head of Section: Stevyn Ricketts
Tel: (023) 9254 5282
e-mail streetscene@gosport.gov.uk
Chief Executive: Ian Lycett
Tel: (023) 9254 5201