

Tenants' telephone directory

15. Tenants' telephone directory



Housing Services

Repairs Freephone	08082 306500
Out of hours emergency repairs.....	668000
Annual gas servicing	304692
Asbestos	306454
Housing Benefit	304889

Housing offices:

Devonport	304323
Efford	304802
Ernesettle.....	306270
Estover	306548/9
Honicknowle.....	304804
North Prospect.....	306436
Southway	304806
Whitleigh	304810

Home contents insurance scheme	307106
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Tenant groups:

Tenant Participation	306281
Petra	254440
Allocations	305496
Complaints	307198
Caretaking	224821

Other Plymouth City Council Services

A to Z

A

Abandoned vehicles	304715
Allotments	606034
Anti-Social Behaviour Unit	0845 605 2222
Archives	305940

B

Bins / bulky waste.....	304750
Births, deaths and marriages	268331
Building Control	304343
Business information	304885
(For information on business setup advice and premises)	
Business rates Payment/liability and change of address	304966
Rateable value/valuation	304451
Bus and travel information.....	*0870 608 2 608

C

Car parking:

Parking permits and season tickets.....	306767
Blue badges	306900
General advice.....	305561
Care Direct	0800 444 000
Cemeteries and crematoria:	
Efford	306104
Weston Mill	304837
Committees (information on council meetings)	304867
Conservation	304229

Council tax:

General enquiries	304924
Benefits	304889
Valuation	614123
24 hour payment line	262243

D

Dogs	304147
Drains and sewers:	
Blockages on the highway	304910
Out of hours	267776
Public sewerage.....	0800 169 1144

E

Education and Lifelong Learning	307400
Adult education	660713
Primary school admissions	307166
Secondary school admissions	307469
Electoral Services	304866/304936
Environmental Services	304147

F

Ferries:

Cremyl	822105
Torpoint	812233
First stop.....	304043
(information and advice on Council services)	
Fly tipping	304147
(to report illegal tipping of household waste)	
Food hygiene	304141

G	
General enquiries	668000
Graffiti	304750

H	
Halls hire.....	307053
(Plymouth City Council has halls available for hire)	
Highway Maintenance	304910
Home Safe	720506

I	
Internal Audit.....	306723
(anti-fraud reporting of the Council and its affiliates)	

L	
Leisure centres and swimming pools	*0870 300 00+
Central Park	10
Mayflower.....	40
Mount Wise	42
Plympton pool	20
Tinside lido.....	42
Libraries	305923
Book renewals	305913
Business information	305906
Children's services.....	305916
Housebound/residential homes	305920
Local and naval studies	305909
Music, drama	305914
Reference	305907
Schools library	780713
Video and DVD hire.....	305912

Licences:

Hackney carriage	307982
Public entertainment	307981
Boat licences	304304
Catering	304141
Late licences	307983
Local land charges	304478

M

Museums and art galleries	304774
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N

Needles and syringes (discarded)	668000
Noise pollution	304147
Non-domestic rates:	
Payment/liability/change of address	304966
Rateable value/valuation	304451

P

Parks and open spaces	606034
Parking tickets	0845 3000 600
Pavilions	0845 146 1460
Pest control.....	304147
Planning	304366
Playgroup and nursery enquiries	307450
Playgroup and nursery placements.....	0800 7834259
Plymcard.....	307001
Property (council owned property)	304474
Public transport	*0870 608 2 608

R	
Recycling advice.....	408408
Refuse collection	304750
Refuse sites:	
Chelson Meadow	408408
Weston Mill	366928
Registrars office	268331
Resident's parking permits	304021
Ring and Ride.....	600633
(Transport for people with mobility impairments)	
Road safety	307730
Road signs repairs	304910

S	
Schools.....	307400
Appeals	307469
Crossing patrols.....	307397
Governors	307483
Library service	780713
Meals	307410
Transport	307412
Social Services.....	306900
Street cleansing	304750
Street lighting enquiries	304911
Street lighting fault reporting	209473
Street name plates	304232
Student support	253290
Switchboard (general enquiries).....	668000

T

Tamar Bridge	361577
Theatre Royal	668282
Trade waste	304698
Trading standards.....	304580
Traffic light repairs	305555
Trees:	
Obstructions on roads and footpaths.....	304910
Any other areas	606034
Tree protection and preservation orders	304362

W

Wheelie bins	304750
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Z

Zebra / pelican crossing repairs	305555
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Helpful Organisations

Age Concern.....	665424
Aids Line.....	257077
Alcoholics Anonymous	0845 7697555
Alzheimer's Society	255399
Benefit enquiry line	0800 882200
Care Direct	0800 444 000
Carers UK.....	345534
Childline	0800 1111
Children and Lone Parents.....	201243
Citizens Advice Bureau	207088
Connexions.....	207700
Cruse Bereavement	408134
Cumberland Centre	314600
Devon and Cornwall Refugee Support Council	265952
Dental Access Centre.....	314151
Derriford Hospital	0845 155 8155
Department of Work and Pensions (Durley House).....	272000
DIAC (Disability Information and Advice Centre)	201065
Domestic violence public support information line	720501
Eating Disorder Support	228027
Family planning	314633
Frank (drug advice).....	0800 77 66 00
Gay and Lesbian Helpline	020 7837 7324
Gingerbread (lone parents support group).....	0800 018 4318

Guild of Voluntary Service	201766
Harbour drug and alcohol advice line	314201/314202
Harbour drug and alcohol services	314222
Hearing and Sight Centre.....	768573
Home Safe	720506
Jan Cutting Healthy Living Centre	203670
Male (domestic violence support for men).....	0845 064 6800
Medicine information line	763405
Mencap	0808 808 1111
Mind	0845 766 0163
Minor Injuries Unit	567999
Money Advice Plymouth	208128/6
NSPCC	235120
National dental helpline	0800 458 5813
(for a recorded message on availability of NHS dentists)	
Neighbourhood Watch	720414
NHS Direct	0845 46 47
No Panic (help with panic attacks)	0808 8080545
PALS (Patient Advice and Liaison Service)	
Derriford Hospital	517657/83
In the community	211818
PATH – Plymouth Access to Housing.....	251160
PDSA	0800 731 2502
Personal Relationship (counselling).....	266000
Petals	308713
(support group for victims of anti-social behaviour)	

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Plymouth children info service (cash and benefit advice)	0800 7834259
Plymouth Eddystone Trust (HIV and Hepatitis C support)	251666
Plymouth Family Support Services	668686
Plymouth Mediation Project	312121
Plymouth Mobility Centre	306630
Plymouth Social Services.....	307329
Police:	
Anti – terrorist	0800 789 321
Crimestoppers	0800 555 111
Domestic Violence Unit	720501
Non emergency	0845 2777 444
Minicom users.....	01392 452935
Neighbourhood Watch – Police Liaison Officer	751322
Race Equality Council	312640
Rape Crisis Line	223584
Refugee Action	519860
Refugee First	242162
Relate	213131
Resettlement Agency	217046
(charitable furniture recycling project)	
Rethink - mental illness help	253231
Routeways - one stop job shop	300237
Royal Eye Infirmary	315125
RSPCA - emergency cruelty line	*0870 555 5999
RSPCA	*0870 333 5999

Saifline (sexual abuse in the family)	600599
Salvation Army	562170
Samaritans	0845 7909090
Saneline.....	0845 7678000
Shelter.....	221187
Shelter – housing advice line (24-hour)	0808 800 4444
Shopmobility scheme	600633
SureStart: (help with children under 5 and pregnant women)	
Barne Barton	516089
Ernesettle.....	366795
Keyham	208345
North Prospect.....	313293
Victim Support	777118
Women’s Aid Domestic Violence Helpline	0808 2000 247
Women’s Refuge	562286
Work and Pensions	272000
Working links	0800 9179262
(for help with long term unemployment)	
Youth Enquiry Service	206626

Local services

Emergency Services.....999

Health services:

NHS Direct.....0845 46 47

Derriford Hospital.....0845 155 8155

Cumberland Centre (Minor Injuries Unit).....567999

Energywatch08459 060708
(information on gas and electricity services)

Electricity services:

Western Power (emergencies)0800 365 900

Western Power (enquiries)0845 601 2989

EDF (SWEB) (enquiries and connection)0800 365 000

Gas services:

Wales and West Utilities (gas leaks)0800 111 999

For deaf and hard of hearing (textphone)0800 371 787

British Gas (connection)0845 609 1133

British Gas (enquiries).....0845 760 0200

Traveline*0870 608 2 608
(for timetable and information on buses and trains)

Water services:

South West Water (leaks)0800 169 1144

South West Water (connection).....0800 169 1133

Please note you have the right to choose your electricity and gas service provider. Alternatives are available.

Please see home energy section, consult your local telephone directory or contact Energywatch, who can provide a leaflet with the current deals within your area.

- * Indicates Special Services Higher Rate Numbers (0870) - calls charged at National rate from a BT landline; other networks and mobiles vary.

Plymouth City Council

Civic Centre

Plymouth

PL1 2AA

Tel: 01752 668000

www.plymouth.gov.uk

Repairs Freephone 08082 306500

Area Offices

Devonport Office

Granby Way

Devonport

Plymouth

PL1 4AB

Tel: 01752 304323

North Prospect Office

91/93 North Prospect Rd

North Prospect

Plymouth

PL2 2NA

Tel: 01752 306436

Estover Office

Leypark Walk

Estover

Plymouth

PL6 8UE

Tel: 01752 306548

Whitleigh Office

101 Whitleigh Green

Whitleigh

Plymouth

PL5 4DE

Tel: 01752 304810