



Getting in touch

To contact us by phone, please call:

01442 228000 and ask for the person or service you need.

Why are you contacting us	Who to ask for
<ul style="list-style-type: none">• The grass has not been cut or the hedge or shrubs in your shared area need cutting back• You have a tree that is causing problems.	Clean, Safe and Green or email cleansafegreen@dacorum.gov.uk
<ul style="list-style-type: none">• Your bins have not been collected.• Rubbish or furniture has been dumped in the bin area.• You want to arrange to have old furniture or household items collected.	Waste Services Or report this online at www.dacorum.gov.uk/waste
<ul style="list-style-type: none">• You want to pay an invoice and you have all the details you need.	Payments Phone: 08453 70 60 70 (24 hours)
<ul style="list-style-type: none">• You want to pay an invoice but:• you don't have your account number or invoice number;• you don't know how much you need to pay; or• you need to discuss paying by instalments.	Customer Accounts Email customer.accounts@dacorum.gov.uk Direct line: 01442 228315
<ul style="list-style-type: none">• You are not happy with the cleaning of the shared areas at your block.	Cleaning Department Or email housingcleaning@dacorum.gov.uk
<ul style="list-style-type: none">• You want a copy of our pet policy.• You are having problems with your neighbours due to:• antisocial behaviour;• other residents not putting their rubbish in the bins;• other residents not picking up after their dog or allowing it to bark for long periods; or• excessive, unreasonable noise.	Housing Email housing@dacorum.gov.uk or Leasehold Services Email servicecharges@dacorum.gov.uk Direct line: 01442 228 799

Why are you contacting us	Who to ask for
<ul style="list-style-type: none"> You want to request a repair. <p>Please read section 6 of this handbook to check who is responsible for the repair.</p> <ul style="list-style-type: none"> You want to check on a repair that has already been reported. The repair has not worked and you need it to be done again. 	<p>Call Freephone 0800 0186050</p> <p>The quickest, easiest way to report a non urgent repair is by using our website: www.dacorum.gov.uk/repairs</p>
<p>You want to ask our permission to make a change to your property.</p>	<p>Please write to: Property and Place, Dacorum Borough Council, The Forum, Marlowes, Hemel Hempstead HP1 1DN</p>
<p>You want to find out if you need planning permission for an alteration.</p>	<p>Planning</p>
<p>You'd like to get involved with our Housing Service.</p>	<p>Tenant Involvement Or email talk-to-us@dacorum.gov.uk</p>
<p>You want to find out more about our Supported Housing Service and how to apply.</p>	<p>Supported Housing Or email supportedhousing@dacorum.gov.uk</p>
<p>You want us to look into:</p> <ul style="list-style-type: none"> the standard of cleaning; the standard of landscaping; the standard of a repair; the standard of redecoration in shared areas or major work (planned, in progress or recently completed); or your service charge bill because it includes items that you don't think you should have to pay for. <p>You want some general advice about leaseholder issues.</p>	<p>Leasehold Services Direct lines: 01442 228 799</p> <p>Or email servicecharges@dacorum.gov.uk</p>

Why are you contacting us	Who to ask for
<p>You want to:</p> <ul style="list-style-type: none"> • find out if you are insured; or • make a claim <p>on your Dacorum Borough Council buildings insurance policy.</p>	<p>Insurance Department Direct lines: 01442 228320 01442 228150</p>
<p>You want to:</p> <ul style="list-style-type: none"> • rent a garage; or • give notice to give up a garage. 	<p>Housing (Lettings team) Or email housing@dacorum.gov.uk</p>
<p>You want to rent out your leasehold flat through our Help to Rent scheme.</p>	<p>Help to Rent Or email pshousing@dacorum.gov.uk</p>
<p>You rent your leasehold property out and you want to tell us about a change of tenants.</p>	<p>Council Tax or Leasehold Services</p>
<p>You have a question about the council tax for your property</p>	<p>Council Tax Or email counciltax@dacorum.gov.uk</p>
<p>There is a wasp nest or rats in a shared roof space or other shared area.</p>	<p>Housing Or email environmental.health@dacorum.gov.uk</p>
<p>You want to make a formal complaint.</p>	<p>Complaints Or email complaints@dacorum.gov.uk Or go to www.dacorum.gov.uk/complaints</p>

If you prefer to contact us online, please visit our website **www.dacorum.gov.uk**

You can report a wide range of issues on our website, including repairs, fly-tipping and missed bin collections. You can also make a payment or make a complaint.

Postal address

Dacorum Borough Council

The Forum,
 Marlowes,
 Hemel Hempstead.
 HP1 1DN

Contacting other agencies

What you want advice about	Who to contact
Where to get rid of unwanted items	Waste Aware Phone: 0300 1234 051 Online advice: www.wasteaware.org.uk/hwrc.cfm
Debt, benefits, employment, housing, discrimination, legal and many more issues.	Citizens Advice Bureau Phone: 08444 111 444 Online advice: www.adviceguide.org.uk
The Leasehold Advisory Service is funded by the Government to provide free advice on the law affecting residential leasehold properties in England and Wales.	Leasehold Advisory Service (LEASE) Phone: 020 7383 9800 Online advice: www.lease-advice.org Follow the links on the website to the First-Tier Tribunal (Property Chamber)
Up-to-date information about moving decision-making power from central government to local councils. This helps put communities in charge of planning, makes councils more responsible for their own decisions and helps people see how their money is being spent.	Department for Communities and Local Government Phone: 030 3444 0000 Online advice: www.gov.uk/government/organisations/department-for-communities-and-local-government
<ul style="list-style-type: none"> • Getting help in the home • Having your home adapted to help you live independently • Equipment to make life easier • Applying for a Blue Badge (free parking for disabled people) 	Adult Care Services (HCC) Phone: 0300 123 4042 Online advice: www.hertsdirect.org/services/healthsoc/
Support for older people Age UK Hertfordshire is an independent charity which helps older people get the best out of later life. 'Age Matters' magazine is available at libraries, doctors' surgeries, Age UK shops or Age Concern shops.	Age UK Countywide Information and Advice Line Phone: 0845 601 3446 Email: info@ageukherts.org.uk Age UK Hertfordshire Phone: 01707 323272
Health care information, advice and services	NHS Direct: 111 Online advice: www.nhsdirect.nhs.uk
You want to rent out your leasehold flat through Dacorum Rent Aid	Phone: 01442 251213 Email: dra@dacorumrentaid.org.uk