

# CUSTOMER SERVICE CENTRES

**Customer Service Centres aim to make council services more accessible to you by bringing services out of the Civic Centre into your community. All centres are purpose built with modern spacious facilities managed by highly trained staff that can assist you with a range of different queries.**

**Here's a quick look at what a Customer Service Centre will bring to an area.**

## YOUR HOMES NEWCASTLE

- Register for the Your Choice Homes property scheme
- Arrange to see a housing officer
- Register an expression of interest in a property available through the Your Choice Homes scheme
- Apply to purchase your council property through the Right to Buy scheme
- Apply for contents insurance if you are a council tenant
- Report repairs to council properties through Repaircall
- Contact Community Care Alarms Service to find out more information and join the scheme

## LEISURE

- Apply for and renew your Leisureplus Card
- Book venues for conferences and private functions through hospitality services
- Use PC's with Internet access
- Contact play and youth services to get information on activities running during the school holidays

## SOCIAL SERVICES

- Get information on adoption
- Get help with obtaining mobility equipment for the home
- Apply for a disabled bus pass and rail card
- Apply for meals at home
- Find out about home, residential or nursing care available in Newcastle

## EDUCATION

- Apply for free school meals
- Apply for a school bus pass
- Hand in your school admission form and make an appeal if your child has not been admitted to the school of your choice
- Pick up student loan application forms

## HOUSING AND COUNCIL TAX BENEFITS

- Speak privately to a Housing Benefit Officer to discuss housing and council tax benefit enquiries and find out if you can get help with your rent or council tax
- Get help from a Benefit Officer to complete your benefit claim forms
- Hand in original documents to support your claim for housing and council tax benefit
- Access PCs to visit council tax and benefits websites

## COUNCIL TAX AND RENT ENQUIRIES

- Make rent enquiries, balance requests and payments
- Pay your council tax
- Get help with council tax enquiries such as applying for discount and exemptions
- Set up a direct debit or order a swipe card to make payments - with a PayPoint swipe card you can pay your bills at over 150 outlets locally and 15,000 nationwide
- Advise of a change in your circumstances such as a change of address or change of occupancy
- Get help with billing enquiries
- Change your method of payment or payment arrangements

## ENVIRONMENTAL & PUBLIC HEALTH

- Request bulky rubbish collection
- Report street lighting problems and pavement repairs
- Report pest control issues
- Report transportation issues about roads, road signs and traffic lights in the City
- Arrange for an immigration inspection to be carried out on your property
- Get property information regarding shop units vacant for let, and make enquiries regarding properties owned by the City Council
- Conduct land fee personal searches
- Report neighbours properties that are in disrepair or where neighbours are causing a nuisance due to noise etc

## PAYMENTS

- Pay your utility bills and top up your mobile phone using PayPoint
- Make payments and appeals for parking fines
- Contact an officer in legal services for advice on an outstanding debt owed to the council
- Get authorisation of benefit cheques where no identification is available
- Pay for all council services using your credit or debit card, or by cash or cheque

## OTHER SERVICES WE PROVIDE

- Get resident, visitor, business and blue badge disabled parking permits
- Freephones to council wide services
- Advice from a range of external agency partners, agencies who provide services from our Customer Service Centres include Job Centre Plus, Workfinder and the Citizens Advice Bureau
- A community room available for use by local groups
- Photograph service for memberships and / or permits issued at our centres
- Speak to your local councillor at regular surgeries
- View and apply to be added to the Electoral Register, and receive a confirmation letter to say you have been added to the register
- Pick up a corporate complaints form and arrange to discuss your complaint with the councils Corporate Complaint Manager
- Get access to the City Council Job Shop where you can look at jobs, pick up application forms and apply for current vacancies. You can also return your application form to a centre
- Get copies of agendas and minutes from council committee meetings
- View a wide range of citywide council proposals
- Get access to language interpretation services
- Accessible toilets and baby changing facilities
- Children's play equipment
- Help for hearing impaired customers