

It's never been easier to get your query answered:

## Website: [www.babergh.gov.uk](http://www.babergh.gov.uk)

For access to all Babergh District Council services please visit our website and reach the service you require 24-hours-a-day, seven-days-a-week.

Please note that this issue of *Babergh Matters!* can be made available on audio tape, Braille or large print upon request. Please telephone (01473) 826622. Your copy of *Babergh Matters!* is wrapped in a bag which is made from a vegetable starch that naturally bio-degrades when home composted. Therefore, please do not put it in your blue recycling bin. However, *Babergh Matters!* itself - which is made from 100% recovered fibre - can be placed in your blue bin after you've finished with it! The cost of this bag has been part funded by Viridor Waste Management.



Cover photography courtesy of Eastern Light Photography (01394) 450448

Published by Babergh District Council's Communications Team and printed by Kingfisher Press, Bury St Edmunds

## By phone: Customer Service Teams

Our busiest times are all day Monday and each morning between 9am and 11am. You may wish to call at an alternative time convenient to you.

### Money Matters 01473 825798

Open: 8am to 6pm Monday to Friday

Council Tax, Benefits, Business Rates and Housing Rents. To pay a bill please use the Payment Hotline 01473 829024, 24 hours, seven days

### General Enquiries 01473 826622

Open: 9am to 5pm Monday to Friday

Bus Passes and Travel Vouchers, pest control, sport & leisure, car parks & other general enquiries (including job vacancies)

### Council Housing 01473 825757

Open: 9am to 5pm Monday to Friday

Tenancy information and enquiries, repairs, home alterations and disabled adaptations in council accommodation.

### Planning 01473 825858

Open: 9am to 5pm Monday to Friday

Planning permission, planning enquiries, Development Control

### Emergency Out of Hours 0845 601 3390 (Flagship Response)

For emergency access to council services when the council offices are closed

#### Other useful numbers

##### Refuse Hotline

0845 6066045 (local rate call)

Open: 8:30am to 6pm Monday to Friday  
9am to 1pm Saturday

##### For payment:

Payment Hotline 01473 829024

Open: 24 hours, 7 days.

#### Minicom 01473 825878 and email [customer.services@babergh.gov.uk](mailto:customer.services@babergh.gov.uk)

Minicom phone for the deaf or speech impaired, for access to all council services.

#### In person :

Babergh District Council, Corks Lane, Hadleigh, IP7 6SJ: open 9am-5pm (Mon-Thurs) and 9am-4.30pm (Fri). If you intend to visit the Council Offices in person to resolve an enquiry, please ring the relevant team to book an appointment. In doing this you will avoid having to wait or an unnecessary journey.

Many Babergh services, advice and guidance can also be accessed at the Sudbury Advice Centre, Town Hall, Market Hill, Sudbury, CO10 1TL.

## Twitter is a Babergh first

Babergh District Council has become the first in Suffolk to start using micro-blogging site Twitter.

Residents, councillors and staff can now use Babergh's Twitter feed to get up-to-the-minute information on important news, events, upcoming committee meetings and even job vacancies.

Twitter is also being used by Babergh in addition to its web updates, media releases, blogs and social networking sites, audio streaming and twice-yearly publication *Babergh Matters!* to publicise its services.

Emma Morton, Babergh's Communications and PR Officer, said: "Babergh is always looking for new and innovative ways in which to communicate.

"With new technologies, we evaluate whether it adds any value to the way in which we communicate with people - and how they can communicate with us - and after looking at Twitter closely, we believe it does.

"By using Twitter not only is Babergh notching up a first for Suffolk councils in this area it is also making the services we provide more accessible to more people."

Residents can join Twitter for free but will have to register with a valid email address. Check out Babergh's Twitter at: [www.twitter.com/baberghdistrict](http://www.twitter.com/baberghdistrict)



#### Customer Charter and Service Standards

Babergh is committed to ensuring that customers wishing to access the services of the Council can do so easily and effectively. So that there is clarity on how to contact Babergh to request services, what to expect from us and how Babergh will meet those expectations, we have now published our Customer Charter and Service Standards.

These can be seen on our website [www.babergh.gov.uk/babergh/customer](http://www.babergh.gov.uk/babergh/customer) and is also published in leaflet form, available on display at Babergh District Council offices, Corks Lane, Hadleigh, IP7 6SJ or at the Sudbury Advice Centre, Town Hall, Market Hill, Sudbury, CO10 1TL.