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The Editor
Sudbury Mercury

Dear Sir

Since the beginning of the month, Babergh District Council has offered extended opening hours, on a trial basis, for its Housing Benefit, Council Tax, Housing Rents and Business Rates services.

Telephone lines are now open longer each weekday with staff on duty from 8.00 a.m. through to 7.00 p.m. The aim of the service is to give working residents the flexibility of contacting us either before or after work.

Early indications already suggest that the extended hours are useful to some residents. Callers are finding the 5.00 p.m. to 7.00 p.m. period really helpful rather than having to write or leave a message on our answerphone. People can get through to a real voice on the end of the line when they get home from work. Everybody we have spoken to appreciates the changes Babergh has made.

However, we would like to see even more people using the service to allow us to properly evaluate whether such a scheme should continue in the longer term. The early morning (before 9am) or evening (5pm to 7pm) telephone numbers are (01473)825798 or (01473) 825898.

So, come on and give us a call – at a time that suits you!

Yours faithfully

Bob Southgate
Head of Revenues