



Richmondshire Community Offices

A-Z of Services & Information Signposting



Dear Customer

Welcome to the A - Z of Community Office Services and Information Signposting. There is a wealth of information available at our 5 Community Offices and 2 Access Points that can be found across the Richmondshire area. Due to our increasing partnership working you can now access many **North Yorkshire County Council** and **North Yorkshire Police** services via certain Community Offices. We also host regular surgeries for **Citizens Advice Bureau**, **HARP**: Housing Advice and Resource Project and *nextstep* : advice on learning and work.

We hope that this booklet will assist you in accessing services and improving your quality of life in Richmondshire. Should you have any comments on this booklet or require it in alternative formats such as large print please contact me, details below.

Many thanks

Carole Dew

Carole Dew
Head of Customer Services
01748 828711
carole.dew@richmondshire.gov.uk

Colburn Community Office

A

Advice and Assistance – on Council and Partner services
Appointments – with Officers and Partners

B

Benefits – advice and applications
Bus Passes National Bus Pass applications, checking and forwarding
Business Link – access via Library PC's

C

Car Parking Fines - payments
Car Park Permits – issue and exchange
Citizens Advice Bureaux – appointments
Council Tax – payments and queries

D

Direct Debits – forms, checking of details
Debt Advice – With CAB by appointment

E

Environmental Services – Environmental and Commercial Health
Excess Refuse – payments, collection requests

H

Highways – enquiries via NYCC
Home Swap – registration and info
Housing Applications – completion assistance and information
Housing Repairs - reporting
Housing – advice, assistance and info

I

Invoices – payments and queries
Internet – access via Library PC's

J

Job Vacancies – RDC posts

L

Library – Community Office situated within library
Leaflets - on Council and Partner services
Liaising – with partner organisations
Licensing – licensed premises, events, taxis, street collections
Lifeline –warden service, payments

M

Meeting Room
Mutual Exchange – register available for RDC tenants

N

Non Domestic Rates – payments
NYCC – working in partnership

P

Pest Control - reporting and appointments
Photocopying – facility available
Planning – applications and advice
Postal Service – for internal mail

R

Recycling – advice, blue bags, sale of green bags and eco bags
Rents – payments and queries

S

Social Services – signposting and referrals
Street Lighting – fault reporting
Sundry Debtors - invoice payments and queries

T

Telephone – to contact Officers
Travel Vouchers – application and encashment facility for service providers

V

Verification – of documents for Benefit/Licensing purposes

W

Waste Management – street cleansing, bin collection

Y

Yorkshire Water –contact details and assistance with problem reporting

What day are my bins emptied?



Call our helpline on 01748 828777
or go to richmondshire.gov.uk

Upper Wensleydale Community Office

- A**
Advice and Assistance – on Council and Partner services
Appointments – with Officers and Partners
- B**
Benefits – advice and applications
Business Link – PC and information access
- C**
Car Parking Fines - payments
Car Park Permits – issue and exchange
Citizens Advice Bureaux – appointments
Council Tax - payments and queries
- D**
Direct Debits – forms, checking of details
Debt Advice – With CAB by appointment
- E**
Environmental Services – Environmental and Commercial Health
Excess Refuse – payments, collection requests
- F**
Fax - facility
- H**
Hague, William MP - Surgery
Highways – enquiries via NYCC
Home Swap – registration and info
Housing Applications – completion assistance and information
Housing Repairs - reporting
- I**
Invoices – payments and queries
Internet – access facility
- J**
Job Vacancies – RDC and Job Centre Plus
- L**
Laminating - service available
Laptop computers – loan service
Library – Community Office situated with in library
Leaflets - on Council and Partner services
- Liaising** – with partner organisations
Licensing – licensed premises, events, taxis, street collections
Lifeline – warden services, payments
- M**
Meeting Room - facility
Mutual Exchange – register available for RDC tenants
- N**
Non Domestic Rates – payments
NYCC – working in partnership
North Yorkshire Police – See “Police”
- P**
Pay Point – electric keys, telephone top-ups, TV licence, water rates, Sanctuary Housing rents
Pest Control - reporting and appointments
Photocopying – facility available
Police – telephone, lost and found, document production, general enquiries and sign posting
Postal Service – for internal mail
Projector – loan service
- R**
Recycling – advice, blue bags, sale of green bags and eco bags
Rents – payments and queries
- S**
Social Services – signposting and referrals
Street Lighting – fault reporting
Sundry Debtors - invoice payments and queries
- T**
Telephone – to contact Officers
Travel Vouchers – application and encashment facility for service providers
- V**
Verification – of documents for Benefit/Licensing purposes
- W**
Waste Management – street cleansing, bin collection
- Y**
Yorkshire Water – contact details and assistance with problem reporting
-
-
-

Leyburn Community Office

A

Advice and Assistance – on Council and Partner services

Appointments – with Officers and Partners

B

Benefits – advice and applications

Bus Passes National Bus Pass applications, checking and forwarding

Business Link – network and information access

C

Car Parking Fines - payments

Car Park Permits – issue and exchange

Citizens Advice Bureaux- appointments

Council Tax – payments and queries

D

Direct Debits – forms, checking of details

Debt Advice – With CAB by appointment

Where can I take my plastic bottles for recycling?

E

Environmental Services –

Environmental and Commercial Health

Excess Refuse – payments, collection requests

F

Fax – service facility

H

Hague, William MP - Surgery

Highways – enquiries via NYCC

Home Swap – registration and info

Housing Applications – completion assistance and information

Housing Repairs - reporting

I

Invoices – payments and queries

Internet - access facility

J

Job Vacancies –RDC and Job Centre Plus

L

Leaflets - on Council and Partner services

Liaising – with partner organisations

Licensing – licensed premises, events, taxis, street collections

Lifeline – warden service, payments

M

Meeting Room - facility

Mutual Exchange – register available for RDC tenants

N

Next Step -signposting

Non Domestic Rates – payments

NYCC – working in partnership

North Yorkshire Police – see “Police”

P

Pest Control - reporting and appointments

Photocopying – facility available

Police – telephone, lost and found, document production, general enquiries and sign posting

Planning - applications, viewing by appointment

Postal Service – for internal mail

R

Recycling – advice, blue bags, sale of green bags and eco bags

Rents – payments and queries

S

Social Services – signposting and referrals

Street Lighting – fault reporting

Sundry Debtors - invoice payments and queries

T

Telephone – to contact Officers

Travel Vouchers – application and encashment facility for service providers

V

Verification – of documents for Benefit/Licensing purposes

W

Waste Management – street cleansing, bin collection

Y

Yorkshire Water – contact details and assistance with problem reporting



Golden Lion Car Park and Moor Road Car Park in Leyburn

Richmond Community Office

A

Advice and Assistance – on Council and Partner services
Appointments – with Officers and Partners

B

Benefits – advice and applications
Bus Passes – National Bus Pass applications and issue
Business Link – access and information

C

Car Parking Fines - payments
Car Park Permits – issue and exchange
Citizens Advice Bureaux - appointments
Council Tax – payments and queries

D

Direct Debits – forms, checking of details
Debt Advice – With CAB by appointment

E

Environmental Services – Environmental and Commercial Health
Excess Refuse – payments, collection requests

H

Highways – enquiries via NYCC
Home Swap – registration and info
Housing Applications – completion assistance and information
Housing Repairs - reporting

I

Invoices – payments and queries
Internet – access facility

J

Job Vacancies – RDC and Job Centre Plus

L

Leaflets - on Council and Partner services
Liaising – with partner organisations
Licensing – licensed premises, events, taxis, street collections
Lifeline – warden service, payments

M

Meeting Room - facility
Mutual Exchange – register available for RDC tenants

N

Non Domestic Rates – payments
NYCC – working in partnership
North Yorkshire Police – see “Police”

P

Pest Control reporting and appointments
Photocopying – facility available
Planning - applications, advice and appointments, Duty Officer on site
Postal Service – for internal mail
Police – document production, lost and found, signposting, general enquiries

R

Recycling – advice, blue bags, sale of green bags and eco bags
Rents – payments and queries

S

Social Services – signposting and referrals
Street Lighting – fault reporting
Sundry Debtors - invoice payments and queries

T

Telephone – to contact Officers
Travel Vouchers – application and encashment facility for service providers

V

Verification – of documents for Benefit/Licensing purposes

W

Waste Management – street cleansing, bin collection

Y

Yorkshire Water – contact details and assistance with problem reporting

Who should I contact if I have a wasps nest in my garden?



Call 01748 828777 and ask for a Pest Control Officer to visit

Reeth Community Office

A

Advice and Assistance – on Council and Partner services
Appointments – with Officers and Partners

B

Benefits – advice and applications
Bus Passes - National Bus Pass application
Business Link – access and information

C

Car Parking Fines - payments
Car Park Permits – issue and exchange
Citizens Advice Bureaux - appointments
Community Transport - service
Council Tax – payments and queries

D

Direct Debits – forms, checking of details
Debt Advice – With CAB by appointment

E

Environmental Services – Environmental and Commercial Health
Excess Refuse – payments, collection requests

H

Heating - payments
Highways – enquiries via NYCC
Home Swap – registration and info
Housing Applications – completion assistance and information
Housing Repairs - reporting

I

Invoices – payments and queries
Internet – access facility

J

Job Vacancies – RDC and Job Centre Plus

L

Leaflets - on Council and Partner services
Liaising – with partner organisations
Licensing – licensed premises, events, taxis, street collections
Lifeline – warden service, payments

M

Meeting Room - facility
Mutual Exchange – register available for RDC tenants

N

Non Domestic Rates – payments
NYCC – working in partnership
North Yorkshire Police – see “Police”

P

Pest Control - reporting and appointments
Photocopying – facility available
Police – document production, lost and found, signposting
Postal Service – for internal mail

R

Rents – payments and queries
Recycling – advice, blue bags, sale of green bags and eco bags

S

Social Services – signposting and referrals
Street Lighting – fault reporting
Sundry Debtors - invoice payments and queries
Swaledale Festival – information and ticketing

T

Telephone – to contact Officers
Travel Vouchers – application and encashment facility for service providers

V

Verification – of documents for Benefit/Licensing purposes

W

Waste Management – street cleansing, bin collection

Y

Yorkshire Dales – working in partnership with YDNPA
Yorkshire Water – contact details and assistance with problem reporting

I am over 60 and live in North Yorkshire. Am I entitled to free travel in the district?

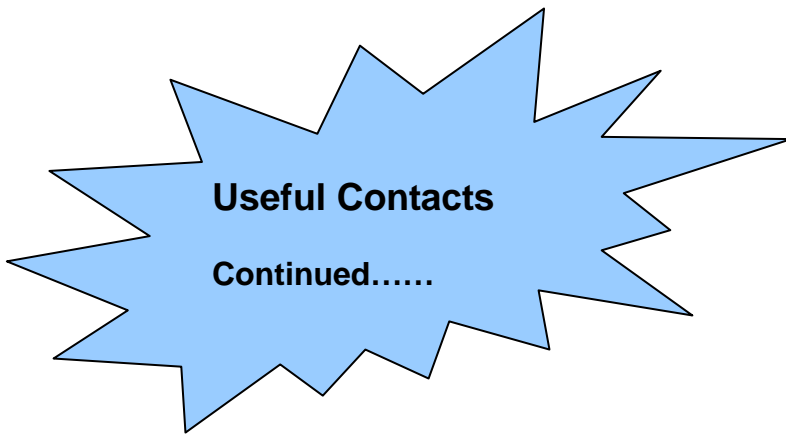


Yes you are!
Contact a Community Office for details.



**Useful Contacts
At a glance....**

- **Richmond Community Office** 01748 829100
- **Colburn Community Office** 01748 828738
- **Hawes Community Office** 01748 828739
- **Leyburn Community Office** 01748 828740
- **Reeth Community Office** 01748 828741
- **Automated Payment Line for RDC Services** 0845 078 1191
- **Richmond Tourist Information Centre** 01748 828742
- **Leyburn Tourist Information Centre** 01748 828745
- **The Hive, Catterick Garrison** 01748 872944
- **A1 Community Office, Catterick Village** 01748 810050
- **General Enquiries** 01748 829100
- **Benefits Enquiries** 01748 829100
- **Local Taxation Enquiries** 01748 828777
- **Waste Collection & Recycling Enquiries** 01748 828777



- **To report littering, graffiti, dog fouling or noise pollution** **01748 828777**
- **Richmond Community Safety Partnership** **01748 829118**
- **Highways Enquiries (NYCC)** **08458 727374**
- **Street Lighting Enquiries (NYCC)** **08458 727374**
- **Email for general enquiries**
enquiries@richmondshire.gov.uk
- **Council Tax/Business Rates enquiries**
localtaxation@richmondshire.gov.uk
- **Waste Collection/Recycling**
recycling@richmondshire.gov.uk
- **North Yorkshire County Council**
customer.services@northyorks.gov.uk

Contact Details...



Richmond Community Office
Zetland Square, Dundas Street,
Richmond, North Yorkshire,
DL10 7BP

Tel: 01748 828777
Fax: 01748 828750
enquiries@richmondshire.gov.uk

Opening Times
Monday to Thursday 8.45am – 5.15pm
Friday 8.45am - 4.45pm

Leyburn Community Office
Central Chambers, Market Place,
Leyburn, North Yorkshire, DL8 5BB

Tel: 01748 828740
Fax: 01969 622833
enquiries@richmondshire.gov.uk

Opening Times
Monday to Thursday
8.45am – 5.15pm
Friday 8.45am – 4.45pm

Colburn Community Office
Colburn Library and Information Centre
The Broadway, Colburn,
Catterick Garrison, North Yorkshire,
DL9 4RF

Tel: 01748 828738
enquiries@richmondshire.gov.uk

Opening Times
Monday 2.00pm - 5.00pm
Tuesday 2.00pm - 5.00pm
Thursday 10.00am - 5.15pm
Friday 10.00am - 4.45pm

Catterick Hive and Information Centre
Hipswell Lodge, Smuts Road, Catterick,
DL9 3AX

Tel: 01748 872944

catterick@hivegb.co.uk

Opening Times
Monday to Thursday 9.00am – 4.00pm
Friday 9.00am - 3.30pm

A1 Community Works
16a High Street, Catterick Village,
North Yorkshire, DL10 7LJ

Tel: 01748 810050
info@a1communityworks.com

Opening Times
Monday to Tuesday 9.00am – 1.00pm
Wednesday 9.00am – 4.00pm (Closed
for lunch from 1.00pm – 2.00pm)
Thursday 1.00pm – 5.00pm
Friday – Closed

Upper Wensleydale Community Office
The Neukin, Market Place,
Hawes, North Yorkshire, DL8 3RA

Tel: 01748 828739
Fax: 01969 667930
uwco@btconnect.com

Opening Times
Monday to Friday
9.30am - 4.30pm

Reeth Community Office
Hudson House, Anvil Square, Reeth,
Richmond, North Yorkshire, DL11 6TB

Tel: 01748 828741
enquiries@richmondshire.gov.uk

Opening Times
Monday to Friday
10.00am – 3.30pm

My Notepad.....





Produced by:
Customer Services at Richmondshire District Council
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This document is also available in other formats such as large print.
Please call 01748 828711 for more information.