

Area North Committee - 22 August 2012

## 9. Area North Community Office Service

*Strategic Director:* Rina Singh, Place and Performance  
*Assistant Directors:* Helen Rutter / Kim Close, Communities  
*Service Manager:* Charlotte Jones, Area Development Manager 9North)  
*Lead Officer:* Madelaine King-Oakley, Area Support Team Leader (North)  
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The Area Support Team leader (North) will attend the committee to make a brief presentation on the Area North Community Office Service.

Some basic information on the service is shown below.

In Area North there is one community office, based at Langport Information Centre. This follows the ending of the service in Somerton from the end of July. The service is available from 9.00am to 2.30pm Monday to Thursday. The following services are available:

**Housing and Council Tax Benefit** - receipt, verification and scanning of application forms and evidence, general advice and guidance including clarification of additional evidence required and payment amounts and dates.

**Council Tax** - advice and guidance on moving in/out of area, discounts and exemptions and instalment plans, processing of payments (debit cards).

**Housing** - receipt and checking of housing applications and evidence, general advice and guidance.

**Waste and Recycling** - advice on collection days, guidance on what goes in each bin, missed collection reports, ordering of new/replacement bins. Payments for garden waste.

**Streetscene** - report litter, fly tipping, dead animals, discarded needles, dangerous dogs, dog fouling, stray dogs, and graffiti.

**Community Protection** - report pest problems (rats, wasps, insects).

**Horticulture** - report damaged bins/fences/gates/hedges, shrubs/trees/hedge maintenance.

**Planning** - provide public copies of applications for viewing, hand out application forms, general advice and guidance.

**Community Safety** - recording of incidents.