



**Gloucestershire**  
Housing Association

A MEMBER OF THE GUINNESS PARTNERSHIP

## SECTION 10

Useful telephone numbers

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### Emergency Services

**Police - Emergency:** **999**

**Police - Non-emergency calls:**

|                 |               |
|-----------------|---------------|
| Gloucestershire | 0845 0901 234 |
| Thames Valley   | 0845 8505 505 |
| Warwickshire    | 01926 415 000 |
| West Mercia     | 0300 333 3000 |
| Wiltshire       | 0845 408 7000 |

**Crimestoppers:** **0800 555 111**

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

**Fire Service - Emergency:** **999**

**Fire Safety Advice:**

|                      |               |
|----------------------|---------------|
| Buckinghamshire      | 01296 424 666 |
| Gloucestershire      | 01452 753 333 |
| Hereford & Worcester | 08451 224 454 |
| Oxfordshire          | 01865 842 999 |
| Warwickshire         | 01926 423 231 |
| Wiltshire            | 01380 723 601 |

[www.firekills.gov.uk](http://www.firekills.gov.uk)



|                                    |  |
|------------------------------------|--|
| <b>Floodline:</b>                  | <b>08459 881 188</b><br><a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>                             |
| <b>Gas Leaks – National Grid:</b>  | <b>0800 111 999</b><br><a href="http://www.nationalgrid.com">www.nationalgrid.com</a>  |
| <b>Childline:</b>                  | <b>0800 1111</b><br><a href="http://www.childline.org.uk">www.childline.org.uk</a>   |
| <b>Domestic Violence Helpline:</b> | <b>0808 2000 247</b><br><a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a> |
| <b>Victim Support:</b>             | <b>0845 3030 900</b><br><a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>                                       |

## Local councils

### District Councils deal with:

- Housing advice, homelessness and Housing Benefit
- Refuse collection and recycling
- Bulky items collection
- Abandoned cars
- Environmental Health
- Planning applications
- Building regulations
- Council Tax and Council Tax Benefits

### County Councils deal with:

- Education
- Highways and transport
- Street lighting
- Trading standards
- Social Services
- Occupational Therapist Service
- Youth Service

**Cheltenham Borough Council:** **01242 262 626**  
[www.cheltenham.gov.uk](http://www.cheltenham.gov.uk)

**Cherwell District Council:** **01295 252 535**  
[www.cherwell.gov.uk](http://www.cherwell.gov.uk)

**Cotswold District Council:** **01285 623 000**  
[www.cotswold.gov.uk](http://www.cotswold.gov.uk)

**Forest Of Dean District Council:** **01594 810 000**  
[www.forestofdean.gov.uk](http://www.forestofdean.gov.uk)

**Gloucester City Council:** **01452 522 232**  
**or 01452 396 396**  
[www.gloucester.gov.uk](http://www.gloucester.gov.uk)

**Gloucestershire County Council:** **01452 425 000**  
[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)

**Herefordshire Council:** **01432 260 000**  
[www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

**Milton Keynes Council:** **01908 691 691**  
[www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk)

**Wiltshire Council:** **01249 706 111**  
[www.wilthsire.gov.uk](http://www.wilthsire.gov.uk)

**Stratford-on-Avon District Council:** **01789 267 575**  
[www.stratford.gov.uk](http://www.stratford.gov.uk)

**Stroud District Council:** **01453 766 321**  
[www.stroud.gov.uk](http://www.stroud.gov.uk)

**Tewkesbury Borough Council:** **01684 295 010**  
[www.tewkesbury.gov.uk](http://www.tewkesbury.gov.uk)

## National advisory services

**Alcohol & Drugs Advice:** **08457 626 316**  
[www.apas.org.uk](http://www.apas.org.uk)

**Age Concern Info Line:** **0800 009 966**  
[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**Benefit Enquiry Line for People with Disabilities & Carers:** **0800 882 200**  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

**Child Support Agency:** **08457 133 133**  
[www.csa.gov.uk](http://www.csa.gov.uk)

**Childcare:** <http://childcarefinder.direct.gov.uk/childcarefinder>

**Citizens' Advice Bureaux:**

|                   |                                |
|-------------------|--------------------------------|
| Cheltenham        | 01242 522 491                  |
| Cirencester       | 01285 652 908                  |
| Forest of Dean    | 01594 823 937                  |
| Gloucester        | 01452 528 017 or 01452 527 202 |
| Herefordshire     | 0844 826 9685                  |
| Milton Keynes     | 0844 499 4122                  |
| North Wiltshire   | 0845 1203 707                  |
| Stratford-on-Avon | 01789 293 299                  |
| Stroud            | 01453 762 084                  |

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Connexions:** **08080 013 219**  
[www.connexions-direct.com](http://www.connexions-direct.com)  
*Information and advice for young people*

**Credit Unions:** **01618 323 694**  
[www.abcul.org/page/index.cfm](http://www.abcul.org/page/index.cfm)

**Crown Prosecution Service:** **02077 968 500**  
[www.cps.gov.uk](http://www.cps.gov.uk)

**EMPAS:** *Advice on providers of electricity and gas*

**Electricity** **0845 603 0618**

**Gas** **0870 608 1524**

|                                   |   |
|-----------------------------------|---|
| <b>Energy Saving Trust:</b>       | <b>0800 512012</b><br>(Customer Advice Line)<br>www.est.org.uk                                |
| <b>Housing Ombudsman Service:</b> | <b>0845 712 5973</b><br>www.housing-ombudsman.org.uk  |
| <b>Job Centre Plus:</b>           | <b>0800 055 6688</b><br>www.jobcentreplus.gov.uk  |
| <b>Gloucester Works:</b>          | <b>01452 450064</b><br>www.glosfirst.co.uk<br><i>Help with employment and skills training</i> |
| <b>NHS Direct:</b>                | <b>0845 4647</b><br>www.nhsdirect.nhs.uk  |
| <b>Age Concern:</b>               | <b>0800 009 966</b><br>www.ageconcern.org.uk  |
| <b>The Pension Service:</b>       | <b>0845 6060 265</b><br>www.thepensionservice.gov.uk  |
| <b>Racial Equality Councils:</b>  |   |
| Gloucestershire                   | 01452 301 290   |
| Milton Keynes                     | 01908 606 224   |
| Warwickshire                      | 0844 800 9990   |
| Wiltshire                         | 01225 766 439   |
| <b>Samaritans:</b>                | <b>08457 909 090</b><br>www.samaritans.org.uk   |

|                              |  |
|------------------------------|--|
| <b>Sexual Health Advice:</b> | <b>08453 101 334</b>                           |
| <b>Shelter:</b>              | <b>0808 800 4444</b><br>england.shelter.org.uk |

## Other services

|                                  |   |
|----------------------------------|---|
| <b>Directory Enquiries:</b>      | <b>118500</b><br>www.118500.com               |
| <b>Furniture Reuse Network:</b>  | <b>01179 543 571</b><br>www.reuze.co.uk       |
| <b>HM Revenue &amp; Customs:</b> | www.hmrc.gov.uk                               |
| <b>Travel-Line:</b>              | <b>0871 200 2233</b><br>www.traveline.org.uk  |
| <b>TV licensing:</b>             | <b>08448 006 790</b><br>www.tvlicensing.co.uk |



## Gloucestershire Housing Association

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*Updated March 2010*

2 St Michael's Court  
Brunswick Road  
Gloucester  
GL1 1JB

**T.** 01452 529 255 / 08456 044 529 (local rate)  
**F.** 01452 310 520  
**E.** [info@glosa.co.uk](mailto:info@glosa.co.uk)  
**W.** [www.glosa.co.uk](http://www.glosa.co.uk)