

## Children's Services

### Education

- Apply for free school meals
- Apply for a school bus pass
- Hand in your school admission form and make an appeal if your child has not been given a place at the school of your choice
- Pick up a student-loan application form

### Children's Social Care

- Get information on adoption and fostering

## Other services we provide

- Get resident, visitor, business or disabled person's parking permit.
- Freephones to council-wide services.
- Advice from a range of external agency partners.
- A community room available for use by local groups at some of our centres.
- Get photographs suitable for use on LeisurePlus memberships and disabled person's parking permits.
- Speak to your local councillor at regular surgeries at some of our centres.
- View and apply to be added to the Electoral Register (we will send you a letter to say that you have been added to the register).
- Pick up a corporate complaints form and arrange to discuss your complaint with our Corporate Complaints Manager.
- View and get copies of council committee meeting agendas and minutes.
- Get access to our Job Shop to look at jobs, pick up application forms and apply for a job. You can also return your completed job application form to a centre.
- View a wide range of city-wide council proposals.
- Access to language interpretation services.
- Accessible toilets and baby-changing facilities in all of our centres.
- Children's play equipment.
- Help if you have hearing problems.
- Access to the Internet using our computers.

If you would like this leaflet in large print, Braille, on audio tape or in another language, please call 0191 277 7215

You can find out more about our Customer Service Centres on our website at [www.newcastle.gov.uk/customers](http://www.newcastle.gov.uk/customers)

# Customer Service Centres

## What can we offer you?



### ● Your Customer Service Centres

- 1 Kenton, Hillsview Avenue
- 2 Outer West, West Denton Way
- 3 Civic Centre, Sandyford Road
- 4 East End, Shields Road
- 5 Gosforth, Regent Farm Road
- 6 West End, Condercum Road



Newcastle  
City Council

## Your Homes Newcastle

Our staff can help you:

- register for the Your Choice Homes property scheme
- arrange to see a housing officer
- register to say you are interested in a property available through the Your Choice Homes scheme
- apply to purchase your council property through the Right to Buy scheme
- apply for contents insurance if you are a council tenant
- report repairs to council properties through the Repairs Centre
- contact the Community Care Alarm Service to find out more information about them and join the scheme

## Housing and Council Tax Benefits

Our staff can help you:

- speak privately to a Benefit Officer to discuss Housing and Council Tax Benefit and find out if you can get help with paying your rent or Council Tax
- get help from a Benefit Officer to fill in your Housing and Council Tax Benefit claim form
- hand in the documents needed to support your claim for Housing and Council Tax Benefit
- access a computer to look at Council Tax and benefits websites

## Environmental and Public Health

Our staff can help you:

- ask for bulky items of rubbish to be taken away
- report problems with street lighting and pavement repairs
- report pest control issues
- report transport issues (problems with roads, road signs and traffic lights in the city)
- arrange for an immigration inspection to be carried out on your property
- get information about renting a shop unit and ask about properties we own
- carry out land fee, personal searches
- report properties in Newcastle that badly need repair
- report noise nuisance

## Leisure

Our staff can help you:

- apply for and renew your LeisurePlus Card
- book a venue for a conference or a private function
- use computers with access to the Internet
- contact Play and Youth services to get information on activities running during the school holidays

## Council Tax and Rent Enquires

Our staff can help you:

- with any questions you might have about your rent
- pay your council tax and rent
- get help with your Council Tax (such as applying for discounts and exemptions)
- set up a direct debit or order a swipe card to make payments – with a PayPoint swipe card (you can pay your bills at over 130 local places and 15,000 outlets nationwide)
- tell us about a change in your circumstances (for example, you have moved house)
- answer any questions you have about paying your bills
- change the way you pay your rent, bills and Council Tax

## Adult Social Service

Our staff can help you:

- get help with equipment and adaptations for your home if you have a disability
- apply for a disabled person's bus pass and rail card
- find out about residential or nursing care in Newcastle
- find out about services to help you live independently in your own home

## Payments

Our staff can help you:

- pay your utility bills and top up your mobile phone using PayPoint
- make payments for or appeal against parking fines
- contact an officer in legal services to get advice if you owe us money
- pay for our services using your credit or debit card, with cash or by cheque