



Guide to Council Services



Welcome to the Tunbridge Wells Borough's A to Z of Council services – brought to you jointly by Tunbridge Wells Borough and Kent County Council. It is packed with information about not only the services we provide, but many of those provided by other organisations.

To make comments or for further information on any of the detail contained within the A to Z guide please call the Communications Team at Tunbridge Wells Borough Council on 01892 554273 or e-mail info@tunbridgewells.gov.uk

How to use this guide

All the entries in this guide are in alphabetical order. Just look up the service you require and you will find the appropriate contact details.



Tunbridge Wells
BOROUGH COUNCIL

www.tunbridgewells.gov.uk

General Information

For general enquiries please contact:

Tunbridge Wells Borough Council

Town Hall
Royal Tunbridge Wells
Kent TN1 1RS

Tel 01892 526121
Fax 01892 534227
Textphone: 01892 545449
SMS Text: 07870 526121
info@tunbridgewells.gov.uk

Kent County Council

08458 247 247
enquiries@kent.gov.uk

If you require this information in large print, Braille, on Audiotape or in any other format please contact us in any of the above ways.

Websites:

www.tunbridgewells.gov.uk
www.kent.gov.uk



Chief Officers

Chief Executive	Sheila Wheeler	01892 554211
Director of Change and Business Support	William Benson	01892 554223
Director of Services to the Community	Richard Powell	01892 554237
Director of Planning and Development	Robert Cottrill	01892 554293
Head of Leisure Services	Nigel Bolton	01892 554264
Head of Housing Services	David Crosby	01892 554192
Head of Revenues	Bill McCafferty	01892 554008
Head of Environment and Street Scene	Gary Stevenson	01892 554014
Head of Community and Corporate Planning	Nazeya Hussain	01892 554158
Head of Planning Services	Jim Kehoe	01892 554102
Head of Economic Development and Regeneration	David Candlin	01892 554038
Head of Building Control Services	John Ager	01892 554123
Head of Internal Audit and Risk Management	Ian Cumberworth	01892 554020
Head of Customer Access and Business Transformation	Andrew Cole	01892 554254
Head of Legal, HR and Democratic Services	Lois Howell	01892 554231
Head of Financial and Property Services	Sean Clark	01892 554257

The information within this guide was correct at the time we went to print. As with any publication of this type, changes will be made and we would suggest that you check our websites – www.tunbridgewells.gov.uk or www.kent.gov.uk – if you have any doubts.

Published by the Communications Team at Tunbridge Wells Borough Council and the Corporate Communications Team July 2007 - If we have missed anything out, please let us know so that we can include it when we update the A to Z.

a

Abandoned Vehicles

To report an abandoned vehicle call 01892 554178 or 01892 554246 or e-mail streetscene@tunbridgewells.gov.uk.

Access for Disabled People

The Council is working with the local Access Group to identify and resolve access problems in the area 01892 526121 ext 3382.

For disabled access in and around the home, see *Disabled Facilities Grant*.

Access to Information

We actively encourage open and accessible local government through our Access to Information Policy. Residents may attend and speak at Council and Committee meetings.

Details and agendas are available from Democratic Services.

Tel 01892 554219 or e-mail committee@tunbridgewells.gov.uk.

Accidents at Work

To report an accident at work call 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

Accommodation for Homeless People

see *Homelessness*

Accommodation (Rented)

see *Housing*

Accounts

finance@tunbridgewells.gov.uk.

Adoption/Fostering

Tel 01732 525000.

Adult Education & Training

Tel 08456 065606.

Aerobics

see *Sports*

Affordable housing

see *Housing*

Air Quality and Monitoring

Tel 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk or www.kentair.org.uk.

Allotments

Tel 01892 554031

Alterations & Extensions to Buildings

see *Building Control* and *Planning*

Amusement Arcades

see *Licensing*

Animal Welfare

All animal boarding and breeding establishments, riding schools and pet shops are inspected and licensed by the Borough Council.

Tel 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

Anti-social Behaviour

Anti-social Behaviour Co-ordinator 01892 554233.

Art Galleries

see *Museums, Trinity*

Arts Development & Strategy

Tel 01892 554230 or e-mail arts@tunbridgewells.gov.uk.

A variety of events and exhibitions are held in the Mobile Arts Unit/Bus, which can be hired for community events. For hiring details or information about forthcoming exhibits call the Kent County Council Resources Assistant on 01622 696434.

Arts & Sports Directory

Tel 01892 554108.

Arts Venues

Royal Victoria Hall, Southborough: 01892 533739

Queen's Hall Theatre, Cranbrook: 01580 711814.

There are numerous venues throughout the borough that can be hired. A list of these is available on our website at www.twbc-apps.co.uk/halls or call 01892 526121.

See also *Assembly Hall Theatre, The Forum, Trinity* for venues in Royal Tunbridge Wells.

Asbestos

In commercial premises tel 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

In Housing – call the Private Sector Housing and Initiatives Team on 01892 554241 or e-mail housing@tunbridgewells.gov.uk.

Advice on removal tel 01892 554234, or e-mail foodandcomm@tunbridgewells.gov.uk.

Advice on disposal – call Kent County Council Waste Helpline 0845 345 0210.

Assembly Hall Theatre

For general administration enquiries or to hire the venue, call 01892 554103.

For ticket sales or show enquiries, telephone the box office on 01892 530613 or 01892 532072 or visit the website at www.assemblyhalltheatre.co.uk.

b

Badminton

see *Sports*

Bed & Breakfast Accommodation

see *Tourist Information Centre*

For bed & breakfast accommodation for the homeless, see *Homelessness*.

Bedsits

Tel 01892 526121 ext 2523.

For information on standards and licensing which applies to certain bedsit accommodation, contact the Private Sector Housing and Initiatives Team on 01892 554241 or e-mail housing@tunbridgewells.gov.uk.

Benefits

Tel 01892 526121 and ask for the Revenues Customer Services Team.

You can get more information on Housing Benefit and Council Tax Benefit on the Department for Works and Pensions (DWP) website www.dwp.gov.uk. The DWP website gives information on all social security benefits available.

www.taxcredits.inlandrevenue.gov.uk gives information and online calculation facilities on tax credits.

Benefit Fraud

Call the Anti-Fraud Hotline on 01892 554107 or complete our online report form at www.tunbridgewells.gov.uk.

Bins

see *Refuse*

Blocked Road Gullies

Tel 08458 247800.

Blue Badge Parking Scheme

Tel 08458 247247 or 01622 605020.

Boating

Seasonal boating facilities are provided on the lake in Dunorlan Park, Royal Tunbridge Wells. For information call Lee on 07740 720132.

Bonfires

Tel.01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Bottle Banks

see *Recycling*

Bowling Greens

see *Sports*

Bridleways

see *Public Footpaths*

Brown Bin Scheme

Tel 01892 554246 or recycling@tunbridgewells.gov.uk.

Budgets

Tel 01892 554194.

Building Contractors

see *Care and Repair*

Building Control and Regulations

Tel 01892 554124 or e-mail buildingcontrol@tunbridgewells.gov.uk.

Building Conservation

see *Conservation*

Bulky Household Waste Collection

see *Refuse*

Business Rates

Non-Domestic Rates tel 01892 526121 and ask for Revenues Customer Services, or Valuation Office Agency website www.voa.gov.uk.

Bus Permits

Tel 01892 526121 ext 2613.

Bus Shelters

Tel 01892 526121 ext 2042.

Enquiries about bus shelters in the rural areas should be made to the relevant Town or Parish Councils.

Bus Stops

Tel 08458 247247.

Business Directory

Tel 01892 554128 for hard copy or e-mail business@tunbridgewells.gov.uk. See also www.tunbridgewells.gov.uk.

Business Link Kent

Tel 0845 600 9006 or e-mail info@businesslinkkent.co.uk.

Business Support

see *Economic Development* or *Business Link Kent*

Bylaws

Copies of the Tunbridge Wells Borough Council bylaws can be found in the libraries across the borough.

Alternatively contact Legal Services on 01892 554006.

C

Camden Centre

Tel 01892 521384 or e-mail thecamdencentre@yahoo.co.uk.

Can Banks

see *Recycling*

Caravan Sites

Contact the Private Sector Housing and Initiatives Team on 01892 554241 or e-mail housing@tunbridgewells.gov.uk.

Car Parks

Tel 01892 554091 or e-mail carparks@tunbridgewells.gov.uk.

Car Park Season Tickets

Tel 01892 554091 or e-mail seasontickets@tunbridgewells.gov.uk.

CCTV

Tel 01892 554120.

Census Information

Tel 01892 526121 ext 2602 or e-mail research@tunbridgewells.gov.uk. National Statistics website www.statistics.gov.uk.

Cemeteries

Tel 01892 523894 or e-mail bereavement@tunbridgewells.gov.uk.

For enquiries regarding other cemeteries in the borough please call the appropriate Town or Parish Council.

Cesspools

Report an overflowing cesspool on 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Chalybeate Spring

Tel 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk.

Chemical Pollution

see *Pollution Control*

Chamber of Commerce

Tel 01732 366653 or e-mail info@wkcci.com. www.wkcci.com.

Chief Executive's Department

Tel 01892 554211 or e-mail sheila.wheeler@tunbridgewells.gov.uk.

Child Minders

CIS (Childcare Information Service) 08000 323230.

Children's Play Areas

Tel 01892 554031 or e-mail parks@tunbridgewells.gov.uk, or for areas outside Royal Tunbridge Wells and Rusthall please contact the local Parish or Town Council.

Churches

Call the Tourist Information Centre for a list of churches in the borough on 01892 515675.

Citizens Advice Bureau

Located at:

31 Monson Road, Royal Tunbridge Wells, Kent

Council Offices, High Street, Cranbrook, Kent

Wesley Centre, Commercial Road, Paddock Wood, Tonbridge, Kent

Advice line: 0870 1264856

Club Licences

see *Licensing*

Cockroaches

see *Pest Control*

Commercial Premises

see *Licensing*

Commercial Property

A register of vacant industrial and commercial properties in the borough is produced quarterly. Tel 01892 554065 or e-mail strategy@tunbridgewells.gov.uk.

Commercial Waste

For information on your responsibilities as a business call 01892 554178 or 01892 554246.

Committees and Council Meetings

see *Access to Information*

Commons Conservators

Warden to the Commons Conservators 01892 554250.

Community Strategy/Plan

see *Sustainable Community Plan*

Community Safety

Tel 01892 554224 or e-mail communitysafety@tunbridgewells.gov.uk.

Complaints, Comments and Compliments

If you have a complaint you should initially contact the service concerned. You can get further information about Tunbridge Wells Borough Council's Complaints Procedure on freephone 0800 032 3222, or from the Council's website at www.tunbridgewells.gov.uk.

Composting

Tel 01892 554178 or 01892 554246 or e-mail recycling@tunbridgewells.gov.uk.

Concession Card – Sports

see *Go! Card*

Concessionary Fares

see *Bus Permits*

Conservation

Tel 01892 526121 ext 3298.

Consumer Protection and Advice

Trading Standards 08454 040506.

Council Meetings

For Kent: Details of Council meetings can be found on the Council's website at www.kent.gov.uk.

For Tunbridge Wells: Tel 01892 554219. A full list also appears on the Council's website at www.tunbridgewells.gov.uk.

Councillors

There are eighty-four County Councillors representing the whole of Kent, with six representing the local Tunbridge Wells area. Details about your Councillor can be found on the Council's website at www.kent.gov.uk.

Council Land and Property

Tel 01892 554147.

Council Tax

Tel 01892 526121 and ask for Revenues Customer Services.

Cranbrook Office

see *Weald Information Centre*

Crematorium

Tel 01892 523894, e-mail bereavement@tunbridgewells.gov.uk.

Cricket

Tel 01892 554031 or e-mail parks@tunbridgewells.gov.uk.

For all other areas call the appropriate Town or Parish Council.

Crime Reporting and Prevention

In an emergency call 999.

If you wish to report a crime other than an emergency, call West Kent Police on 01892 502025.

Croquet

Royal Tunbridge Wells Croquet Club tel 01892 520128 or e-mail secretary@tunbridgewellscroquet.org.uk.

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Dangerous Buildings/ Structures

see *Building Control*

Data Protection

Tel 01892 554254 or e-mail andrew.cole@tunbridgewells.gov.uk.

Dead Animal Removal from the Highway

Tel 01892 554178 or 01892 554246.

Deafness/Hearing Loss

Tel 01732 362442. Hi-Kent will assess and provide equipment for those over 65 with hearing impairment. For further information call 01622 691151.

Demolitions

see *Building Control and Development Control*

Development Control (Planning)

see *Planning Applications*

Digital TV

If you subscribe to Sky or Virgin you can access Council Services through your TV.

For Sky users: Press Interactive/ Choose Direct Gov/Choose Local Info/Choose Looking Local/Choose Southern England/ Choose South East/Choose Kent/ Choose Tunbridge Wells

For Virgin users: Press Interactive/Virgin Interactive/ Choose Local+Govt/Choose Looking Local/Choose Southern England/Choose South East/ Choose Kent/Choose Tunbridge Wells

Direct Debit

Pay your Council Tax or Non-Domestic Rates by direct debit by calling 01892 526121, or visit the payments webpage on the website www.tunbridgewells.gov.uk.

Disabled Facilities Grant

Private Sector Housing and Initiatives Team tel 01892 554241 or e-mail: housing@tunbridgewells.gov.uk for more information.

Disability Advice

Access Officer 01892 526121 ext 3382.

Textphone – for people with hearing difficulties – 01892 545449.

see also *Home Improvements*

Disabled Drivers' Parking

Tel 01892 554091 or e-mail parking@tunbridgewells.gov.uk. Blue badge scheme 01622 605020.

Doctors & Dentists

A complete list of doctors and dentists can be obtained from NHS Direct on 0845 46 47 or at www.nhsdirect.org.uk.

Dog Barking

see *Noise*

Dogs – Stray, Lost, Dangerous

Tel 01892 554178 or 01892 554246.

Drains/Sewers

For advice on private drainage contact 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

To report a blocked public sewer call Southern Water on 01634 830655.

Drinking Water

For information or advice about the quality of public or private drinking water contact 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Dumped Rubbish

see *Fly-Tipping*

Dustbins

see *Refuse*

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Economic Development

Tel 01892 554229 or e-mail business@tunbridgewells.gov.uk.

Education

Tel 08458 247247 www.kent.gov.uk.

Elderly Advice/Care

Tel 01892 515045; out of hours 08457 626777.

see also *Home Improvements, Care and Repair*

Elections

Tel 01892 554106 or e-mail electoralregistrations@tunbridgewells.gov.uk.

Electoral Register

Tel 01892 554106 or e-mail electoralregistrations@tunbridgewells.gov.uk.

Emergency Out-of-Hours Contact

Tel 08458 247 247 (KCC) 01892 515392 (TWBC).

Emergency Planning

Tel 01892 526121.

Emergency Planning Public Statement

Tunbridge Wells Borough Council's Emergency Planning Public Statement appears on the Council's website at www.tunbridgewells.gov.uk.

Empty Properties

Empty Homes Hotline 01892 554275.

Energy Efficiency

Tel 01892 554275 or e-mail energy@tunbridgewells.gov.uk.

Enforcement (Planning)

Tel 01892 554037

(see also *Planning Enforcement*)

Entertainments (Licensing)

Tel 01892 554236.

Environment Strategy

Tel 01892 554177.

Kent County Council's Environment Unit 08458 247247.

Events

See Tourist Information Centre or visit www.visittunbridgewells.com. and www.visitheartofkent.com.

Evictions

Tel 01892 554140 or e-mail housingadvice@tunbridgewells.gov.uk.

Excess Charges

see *Parking*

Extensions to Buildings

see *Building Control and Development Control*

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Farm Animal Welfare

Trading Standards 08454 040506.

Farmers' Markets

Tel 01892 554244 or e-mail barbara.simmons@tunbridgewells.gov.uk.

Finance

see *Accounts*

Fire

In an emergency call 999.

For fire safety advice call the Kent Fire Brigade Fire Safety Officer on 01892 546840.

Fire Precautions

For advice on installing fire detection in converted properties/flats/bedsits and shared houses,

please contact the Private Sector Housing and Initiatives Team on 01892 554241 or e-mail housing@tunbridgewells.gov.uk.

Fitness Studio

see *Sports*

Fleas

see *Pest Control*

Flooding

Flood warnings are issued by the Environment Agency. To report flooding, or to get advice about flood precautions, call Highways on 08458 247800.

Fly Posting

Tel 01892 554060 or e-mail planningcomments@tunbridgewells.gov.uk.

Fly-Tipping

Call the Fly Tipping hotline on 01892 548154.

Food Hygiene/Safety

Tel 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

Football

Tel 01892 554031 or e-mail parks@tunbridgewells.gov.uk.

For all other areas call the appropriate Town or Parish Council.

Footway Maintenance/

Footpaths

see *Highways*

The Forum

Tel 08712 777101.

Fraud

Fraud Hotline 0800 3286340 or 01892 554107.

Freedom of Information

Tel 01892 526121 ext 3110.

Fridges and Freezers

Collection of old fridges and freezers call 01892 554178 or 01892 554246.

Fumes

Tel 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Furniture Recycling

The Bridge Trust 01892 526308.

Further Education Grants/Awards

Education Office Awards Department 01622 696565.

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Gardens

Gardens and stately homes open to the public, contact the Tourist Information Centre on 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk.

Gas Safety

If you smell gas call Transco on 0800 111 999 (24 hour service).

Good Hygiene Awards

Tel 01892 526121 ext 3349.

Go! Card

Tel 01892 554292.

Graffiti

Graffiti Hotline 01892 554159.

Grantnet

Visit www.tunbridgewells.gov.uk.

Grants and Loans

Grants and loan schemes are available towards housing repairs and disabled adaptations in the home. Please contact the Private Sector Housing and Initiatives Team on 01892 554241 or e-mail housing@tunbridgewells.gov.uk for more information on our policy.

Grass Cutting

Tel 01892 554068 or e-mail parks@tunbridgewells.gov.uk.

For other parts of the borough call the appropriate Town or Parish Council.

Green Box Recycling

Tel 01892 554246 or e-mail recycling@tunbridgewells.gov.uk.

Green Waste

see *Brown Bin Scheme*

'Green' Issues

Tel 01892 554177.

see also *Recycling*

Gritting

Kent Highways call 08458 247800 or e-mail kent.highwayservices@kent.gov.uk.

Gypsy Sites

Tel 08458 242247.

Gully Emptying

Tel 08458 247800 or e-mail kent.highwayservices@kent.gov.uk.

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Halls for Hire

Tel 01892 554108.

Harassment/Illegal Evictions

see *Evictions*

Health Coordination

Tel 01892 554070.

Healthy Eating Award

Tel 01892 526121 ext 3349.

Health & Safety at Work

Tel 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

Health & Safety in the Home

see *Private Sector Housing Information*, and products may also be purchased from RoSPA, at www.rosipa.org.uk.

Heating in the home

see *Private Sector Housing*

Heart of Kent

Tel 01892 554229 or e-mail tourism@tunbridgewells.gov.uk or visit www.visitheartofkent.com.

Heritage

see *Conservation*

Highways

Tel 08458 247800.

A21 – InterRoute 08456 122888.

Highways Trees

see *Trees*

High Weald Area of Outstanding Natural Beauty

Tel 01580 879500.

Hoarding

Tel 01892 554060 or e-mail planningcomments@tunbridgewells.gov.uk.

Hockey

Tel 01892 554031 or e-mail parks@tunbridgewells.gov.uk.

For all other areas call the appropriate Town or Parish Council.

Holiday Accommodation

See *Tourist Information Centre* or check websites www.visittunbridgewells.com and www.visitheartofkent.com.

Home Improvements

Tel 01892 554241.

Home Improvement Agency

The *In Touch* agency can be contacted on 01892 536650.

Homelessness

Tel 01892 526121

Homophobic Incident Reporting Line

Tel 0800 328 9162.

Hotels and Guest Houses

see *Holiday Accommodation*

Household Waste Site

Tel 01892 530262.

House Numbers

Tel 01892 526121 ext 3445.

Houses in Multiple Occupation

For information on the Council's licensing scheme and standards call 01892 554241.

Housing

Tel 01892 554140 or e-mail housingadvice@tunbridgewells.gov.uk.

For any advice on housing conditions call 01892 554241

Housing Grants

see *Grants and Loans*

Housing Needs

Tel 01892 554140 or e-mail housingadvice@tunbridgewells.gov.uk.

Housing Repairs

see *Private Sector Housing*

Social housing tenants should in the first instance contact their landlord. If they fail to carry out repairs, please contact the Private Sector Housing and Initiatives Team on 01892 554241.

Housing Research, Strategy, Policy and Initiatives

Tel 01892 554042.

Private Sector Housing tel 01892 554241 or e-mail housing@tunbridgewells.gov.uk.

House-to-House Charity Collections

Call the Licensing Team on 01892 554236.

Human Resources

Tel 01892 554180.

I

Ice Roads

see *Gritting*

iLocal

Tel 01892 554270.

Infectious Diseases

Tel 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

Information

see *Access to Information and Freedom of Information*

Information Technology

Tel 01892 554254.

Insects

see *Pest Control*

Insulation

see *Energy Efficiency*

Investors in People

Call Business Link Kent on 08457 226655.

Inward Investment

see *Economic Development*, or visit www.tunbridgewells.gov.uk or www.locateinkent.com.

J

Jobcentres

Jobcentre 01892 796800.

Job Vacancies

For vacancies at Tunbridge Wells Borough Council, contact HR on 01892 554180 or e-mail personnel@tunbridgewells.gov.uk or visit www.tunbridgewells.gov.uk.

For information about vacancies at Kent County Council, contact, KCC on 08458 247 247 or visit www.kent.gov.uk.

K

Kent County Council

For all Kent County Council enquiries call 08458 247 247, Minicom 08458 247 905, e-mail: county.hall@kent.gov.uk or visit the website at www.kent.gov.uk.

Kent High Weald Project (KHWP)

Tel 01580 212972, or visit www.khwp.org.uk.

L

Land Charges/Local Authority Searches

Tel 01892 554125.

Landscape

Tel 01892 554072.

Leisure Centres

Tunbridge Wells Sports Centre 01892 540744.

Putlands Sports & Leisure Centre, Paddock Wood 01892 838290.

Weald Sports Centre, Cranbrook 01580 710720.

Libraries

To contact the borough's libraries call:

Cranbrook 01580 712463

Hawkhurst 01580 752064

Horsmonden 01892 723767

Paddock Wood 01892 832006

Pembury 01892 822278

Rusthall 01892 521667

Sherwood (TN2) 01892 537639

Showfields 01892 532620

Southborough 01892 529808

Tunbridge Wells 01892 522352

For details of opening times of any library call 01892 522352.

Licensing

Licensing Team 01892 554236. For property licensing, please contact the Private Sector Housing and Initiatives Team on 01892 554241 or e-mail housing@tunbridgewells.gov.uk.

Listed Buildings

Tel 01892 526121 ext 3298.

Litter and Litter Bins

Tel 01892 554286.

Local Boards

Kent County Council's Tunbridge Wells Local Board is one of 12 in Kent. It meets about four times a year. It provides a forum for the elected members of the county council in the Tunbridge Wells borough area to discuss key issues and engage with local residents.

The Local Board can:

- assess services delivered by KCC and make recommendations for change and improvement
- give local perspective to consultations on major issues
- raise concern in regard to local issues and services with KCC's Cabinet
- make spending recommendations for the Small Community Capital Projects Fund.

Tel 01622 696897 or e-mail localboards@kent.gov.uk.

Local Development Framework

Tel 01892 554056.

see also *Statement of Community Involvement*

Local Government Ombudsman

Local Government Ombudsman for Kent 020 7217 4620.

Local Plan

see *Local Development Framework*

Loft Conversions

see *Building Control and Development Control (Planning)*

Lost/Found Property

For advice call West Kent Police on 01732 771055.

Lotteries

To find out about getting a licence for a fundraising draw/raffle call 01892 554236.

M

Maps

Maps of the town are for sale at the Tourist Information Centre in the Pantiles. Tel 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk.

Maps of Cranbrook are available at the Weald Information Centre. Tel 01580 715686 or e-mail info@tunbridgewells.gov.uk.

View a scaled-down borough map and download a town map free of charge from the Council's website at www.tunbridgewells.gov.uk.

Markets

see *Farmers' Markets*

Means of Escape (in case of fire)

see *Private Sector Housing*

Members of Parliament

Greg Clark, MP for Tunbridge Wells Conservative Association 84 London Road, Royal Tunbridge Wells, Kent TN1 1EA

Tel 01892 522581 or e-mail greg@gregclark.co.uk.

Website

www.twconservatives.com

Anne Widdecombe, MP for Maidstone and the Weald 3 Albion Place, Maidstone, Kent ME14 5DY

Tel 01622 752463 or e-mail mwca.maidstone@virgin.net.

Website <http://freespace.virgin.net/mwca.maidstone>

Memorials & Monuments

For any information contact the appropriate Town or Parish Council.

Mice

see *Pest Control*

Minicom

see *Textphone*

Minutes of Council Meetings

Tel 01892 554219 or visit the website at www.tunbridgewells.gov.uk.

Museums

Tunbridge Wells Museum & Art Gallery tel 01892 554171 or e-mail museum@tunbridgewells.gov.uk.

Cranbrook Museum visit www.cranbrookmuseum.org or call 01580 712020.

N

Nature Conservation

Tel 01892 554060 or e-mail planningcomments@tunbridgewells.gov.uk.

Neighbourhood Watch

West Kent Police 01732 771055.

Netball

see *Sports*

New Buildings, Extensions & Alterations

see *Building Control & Development Control*

Newspaper Banks

see *Recycling*

Noise

Tel 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Non-Domestic Rates

see *Business Rates*

Nurseries/Playschools

Tel 08000 323230.

O

Occupational Therapy

Kent Social Services 08458 247 247, Minicom 08458 247 905, or e-mail social.services@kent.gov.uk.

Odour

see *Fumes*

Ombudsmen

see *Local Government Ombudsman*

Open Spaces

see *Parks & Woodland*

Orienteering

see *Sports*

Overhanging Trees

see *Highways*

Overview and Scrutiny

For information about Overview and Scrutiny or to raise an issue of local concern for review, please contact the Scrutiny Team on 01892 554085.

P

Paper Banks

see *Recycling*

Parish and Town Councils

Contact numbers for Parish and

Town Councils in the borough:

Benenden tel 01580 240371 or e-mail

clerkbenenden@waitrose.com

Bidborough tel 01732 457541

Brenchley tel 01892 723586 or e-mail clerk@brenchleypc.org.uk

Capel tel 01892 837524 or e-mail clerk@capelpc.co.uk

Cranbrook tel 01580 713112 or e-mail coral@cranbrookpc.freerve.co.uk

Frittenden tel 01580 761101 or e-mail frittenden.pc@virgin.net

Goudhurst tel 01580 212552 or e-mail clerk@goudhurst.co.uk

Hawkhurst tel 01580 752058 or e-mail hawkhurstpc@btconnect.com

Horsmonden tel 01892 724989 or e-mail

clerk@horsmonden-pc.gov.uk

Lamberhurst tel 01892 891595 or e-mail parishclerk@lamberhurstvillage.co.uk

Paddock Wood tel 01892 837373 or e-mail

paddockwoodtc@btconnect.com

Pembury tel 01892 823193

or e-mail clerk@pemburypc.kentparishes.gov.uk

Sandhurst tel 01580 850295 or e-mail clerk@sandhurstparish.co.uk

Southborough tel 01892 529176 or e-mail

info@southboroughcouncil.co.uk

Speldhurst tel 01892 610201 or e-mail

clerk.speldhurst@btinternet.com

Parish Charter

Tel 01892 554270.

Parish Paths Partnership

Parish Paths Officer 01622 671411.

Park Home Sites

see *Caravan Sites*

Parking

Tel 01892 554091.

Residents' parking

Tel 01892 554091 or e-mail residentspermits@tunbridgewells.gov.uk.

see also *Disabled Drivers' Parking*

Parking Appeals

All penalty charge notice appeals must be made in writing to the Parking Manager, Town Hall, Royal Tunbridge Wells, Kent TN1 1RS or e-mail parkingappeals@tunbridgewells.gov.uk.

Parks & Woodland

Tel 01892 554031 or e-mail parks@tunbridgewells.gov.uk.

Pavement Repairs

see *Highways*

Payments

Council Tax Auto Payment Line 01892 554094. Alternatively set up a direct debit. To find out more please visit the payments webpage on the website at www.tunbridgewells.gov.uk or call 01892 526121.

Pedestrian Crossings

see *Highways*

Performance Indicators

Tel 01892 554203.

Personal Licences

see *Licensing*

Pest Control

Tel 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Places of Interest

Tourist Information Centre tel 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk. See also www.visitkent.com and visitheartofkent.com.

Planning/Planning Applications

Tel 01892 526121 ext 2118.

For enquiries e-mail planningcomments@tunbridgewells.gov.uk or visit the website at www.tunbridgewells.gov.uk.

see also *Local Development Framework*

Planning Enforcement

see *Enforcement*

Planning Policy

see *Local Development Framework*

Playing Fields/Playgrounds

Tel 01892 554031 or e-mail parks@tunbridgewells.gov.uk.

Police

In an emergency call 999.

West Kent Police 01732 771055.

Pollution Control

Tel 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Postal/Proxy Votes

Tel 01892 554106 for an application form, or e-mail electoralregistrations@tunbridgewells.gov.uk.

Potholes

see *Highways*

Press

see *Public Relations*

Private Hire Vehicles

see *Licensing*

Private Landlords

see *Private Sector Housing*.

Information can also be found at Shelter's free housing advice pages at www.shelter.org.uk or telephone hotline 0808 800 4444.

Private Sector Housing

Tel 01892 554241 for details on the full range of services provided to improve private housing and reduce fuel poverty.

Private Tenants

see *Private Sector Housing*.

Information can also be found on Shelter's free housing advice pages at www.shelter.org.uk or telephone hotline 0808 800 4444.

Public Conveniences

Tel 01892 554286.

Public Footpaths

see *Highways*

Public Health

Tel 01892 554235.

Public Relations

Tel 01892 554270.

Public Transport

Tel 08457 696996.

Putlands Sports Centre

see *Sports*

Putting

see *Sports*

R

Racial Incident Reporting Line

Tel 0800 1381624

Racketball

see *Sports*

Radiation

Tel 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

Rail Vouchers

see *Concessionary Travel*

Rats

see *Pest Control*

Rates

see *Council Tax and Business Rates*

Rebates

see *Benefits*

Recruitment

see *Job Vacancies*

Recycling

Tel 01892 554246 or 01892 554178 or e-mail recycling@tunbridgewells.gov.uk. see also *Furniture Recycling*

Refuse

Tel 01892 554246 or 01892 554178 or e-mail recycling@tunbridgewells.gov.uk

Regeneration

see *Economic Development*

Register of Members' Interests

Tel 01892 554006

Registrar of Births, Marriages & Deaths

Tel 01892 527332

Renewable Energy Installations – Grants and Discount Schemes

see *Energy Efficiency*

Residents' Parking Permits

see *Parking*

Residents' Newsletters

Each Council publishes quarterly newsletters for residents: iLocal is published by Tunbridge Wells Borough Council and is distributed to all households within the Tunbridge Wells borough. Please call Communications on 01892 554270 for details and copies. Around Kent is published by Kent County Council and is distributed to every household in Kent. Please call 08458 247247 for details and copies.

Rights of Way

see *Public Footpaths*

Roads and Roadworks

see *Highways*

Rodents

see *Pest Control*

Royal Tunbridge Wells Town Forum - www.townforum.org.uk

Tel 01892 554219 or e-mail sam.timms@tunbridgewells.gov.uk.

Rugby

see *Sports*

S

Safety at Work

see *Health & Safety*

Safety in the home

see *Health & Safety in the Home*

Scaffold and Skip Permits

see *Highways*

Schools

Tel 08458 247247.

Searches

see *Land Charges*

Season Tickets

see *Car Park Season Tickets*

Septic Tanks

see *Cesspools*

Sewers

see *Drains/Sewers*

Shopmobility

Tel 01892 544355.

Shops and Commercial Property

see *Commercial Property*

Signage

see *Highways*

Skip Permits

see *Highways*

Skate Parks

Tel 01892 55410.

Smells and Smoke

see *Pollution Control*

South West Kent Primary Care Trust

Tel 01892 616351.

Sports

Tel 01892 554108.

Sports & Arts Directory

Tel 01892 554108.

Sports Centres

see *Leisure Centres*

Sports Development

Tel 01892 554201 or e-mail sports@tunbridgewells.gov.uk.

Kent Sports Development Unit
01622 605054.

Squash

see *Sports*

Statement of Community Involvement

Tel 01892 554062.

Stray Dogs

see *Dogs*

Street Cleansing

Tel 01892 554178 or 01892 554246 or e-mail streetscene@tunbridgewells.gov.uk.

Street Collections (Charity)

For information about street collections contact the Licensing Team on 01892 554236.

Street Lighting/Illuminated Signs

To make enquiries or report faults with street lights and illuminated signs call 0800 212571.

Street Nameplates

Tel 01892 554200.

Street Trading

see *Licensing*

Sunday Trading

Tel 01892 554234 or e-mail foodandcomm@tunbridgewells.gov.uk.

Summer Sports and Arts Activities for Children

Tel 01892 554245.

Sustainable Community Plan

Tel 01892 554064 or e-mail communityplan@tunbridgewells.gov.uk.

Swimming Pools

see *Sports*

t

Taxis

see *Licensing*

Tennis

see *Sports*

Textphone

01892 545449.

Theatres

see *Arts Venues*

Tips (Refuse)

see *Household Waste and Recycling Site*

TN2 Community Centre

Tel 01892 530230.

Toilets

see *Public Conveniences*

Tourism

Tel 01892 554229 or e-mail tourism@tunbridgewells.gov.uk, or contact the Tourist Information Centre on 01892 515675 touristinformationcentre@tunbridgewells.gov.uk.

Tourism Website

www.visittunbridgewells.com and www.visitcranbrook.com.

Tourist Information Centre

Tel 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk or visit www.visittunbridgewells.com.

Town Forum

see *Royal Tunbridge Wells Town Forum - www.townforum.org.uk*

Town Twinning

Royal Tunbridge Wells is twinned with Wiesbaden in Germany 01892 554211.

Southborough is twinned with Lambertsart in France 01892 529176.

Trees

Protected trees, trees in conservation areas and general tree enquiries 01892 526121 ext 3298.

Highways trees 08458 247 800.

Trinity

Tel 01892 678678 or 01892 678670.

Tunbridge Wells Sports Centre

see *Sports*

TV

see *Digital TV*

U

Unauthorised Encampments

see *Enforcement (Planning)*

V

Vacant Premises

see *Commercial Property*

Verges

see *Highways*

Vermin

see *Pest Control*

Visa Entry Applicants

Tel 01892 554241 or see *Private Sector Housing*

Voluntary and Community Sector Grants Scheme

Tel 01892 523121 ext 3382.

Voluntary Services

Tel 01892 530330.

Voting

see *Electoral Register*

W

Walks

Guided walking tours of Royal Tunbridge Wells take place every Thursday and Saturday at 11.30am. Tel 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk.

Guides to walks both in the borough and the surrounding area are available from the Tourist Information Centre or Weald Information Centre.

Tourist Information Centre
tel 01892 515675 or e-mail touristinformationcentre@tunbridgewells.gov.uk.

Weald Information Centre tel 01580 715686 or e-mail info@tunbridgewells.gov.uk.

Wards (Electoral)

Electoral Registration Office tel.01892 554106 or e-mail electoralregistrations@tunbridgewells.gov.uk.

Wasps

see *Pest Control*

Water

To enquire about the supply of water (including burst pipes) call your local supply company:
South East Water: Enquiries 0845 301 0845, Leakline 0800 028 3399.

Mid-Kent Water 01634 873111

If you are concerned about water quality and fail to gain reassurance from the water company, call 01892 554235 or e-mail envprotection@tunbridgewells.gov.uk.

For information about the quality or level of river water call the Environment Agency on 08708 506506.

Weald Information Centre

Weald Information Centre, The Old Fire Station, Stone Street, Cranbrook TN17 3HF Tel 01580 715686 or e-mail info@tunbridgewells.gov.uk.

West Kent Partnership

Tel 01732 227000 or e-mail west.kent.partnership@sevenoaks.gov.uk. See also www.westkentpartnership.org.uk.

Wheelie Bins

see *Refuse*

Wildlife

Tel 01892 554072 or Kent Wildlife Trust 01622 662012, www.kentwildlife.org.uk. English Nature 01233 812525.

For Kent Biodiversity Action Plan visit www.kentbap.org.uk.

see also *Kent High Weald Project*

Woodland Management

see *Parks*

Work Experience Placements

Contact HR for details on 01892 526121 or e-mail personnel@tunbridgewells.gov.uk.

y

Youth Council

Tel 01892 526121 ext 3382.

Youth Website

Contact the Website Officer on 01892 554079.

Youth Services

Tel 01732 225044.