



## Do it online

Stay in the comfort of your own home and do it online at [www.leeds.gov.uk](http://www.leeds.gov.uk)

You can report faults such as potholes, pay council bills, reserve library books, apply for licences and council jobs, book leisure facilities, and much more.

If you don't have internet access you can book time on a computer at any local library. Our staff will be happy to help you.

If you have any comments or feedback about our website please complete the online form which you can find at the bottom of every page.

## Get involved

Some of you have told us that you would like to get more involved in the work we're doing in your community.

There are many ways to have your say and help us improve the services we provide to the people of Leeds. Your views can make a difference. To find out more, visit [www.leeds.gov.uk/getinvolved](http://www.leeds.gov.uk/getinvolved).

One of the ways you can make a big difference is by volunteering. There are many council and voluntary sector organisations who value the contribution of local volunteers. For more information, go to [www.leeds.gov.uk/getinvolved](http://www.leeds.gov.uk/getinvolved).

You can also talk to someone in person at the volunteer centre in the central library. A drop in session is held every Thursday between 12pm and 5pm.



## Worried about the current economic climate?

The council has a wide range of support services to suit your circumstances, whether it's help with finding the right job or finding out about welfare and benefit entitlements.

You could visit one of the many **jobshops** across Leeds and talk to a qualified advisor in confidence. Get help on job searches, CVs and interview skills.

You could also drop in to one of our 15 **one stop centres** which bring together a number of services under one roof. Our staff can help and advise on council benefits, free school meals, school clothing vouchers, and much more.

The council's **welfare rights** unit runs advice surgeries for people needing help with welfare benefits.

If you are experiencing housing difficulties, including problems associated with staying in your home, you can get help and advice by contacting our **housing options** service.

For advice on **energy saving** and accessing grants to help you reduce bills, contact the Energy Saving Trust Helpline on **0800 512 012** or our own Fuelsavers team on **0113 395 7159**.

For more information on the above, including locations of jobshops and one stop centres, go to [www.leeds.gov.uk](http://www.leeds.gov.uk).

If you need help with this leaflet or would like further copies, please call us on **0113 247 4328** or email [communicationsteam@leeds.gov.uk](mailto:communicationsteam@leeds.gov.uk). You can also download a copy at [www.leeds.gov.uk/atoz](http://www.leeds.gov.uk/atoz).

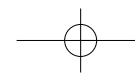
**We value your feedback on this leaflet. Please let us have your comments or suggestions by email to [communicationsteam@leeds.gov.uk](mailto:communicationsteam@leeds.gov.uk)**

This leaflet is printed on recycled paper



**Your handy contact guide**

**A to Z  
of Council  
Services 2009**



You can find information about all council services at [www.leeds.gov.uk](http://www.leeds.gov.uk)

### All contact telephone numbers begin with 0113.

#### A

**Abandoned vehicles** 222 4407

[environmental.action@leeds.gov.uk](mailto:environmental.action@leeds.gov.uk)

**Adult learning** 247 5465

[acls@leeds.gov.uk](mailto:acls@leeds.gov.uk)

**Adult social care** 222 4401

[onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk)

**Allotments** 395 7400

[parks@leeds.gov.uk](mailto:parks@leeds.gov.uk)

**Anti-social behaviour** 222 4402

[asbu@leeds.gov.uk](mailto:asbu@leeds.gov.uk)

**Automated payments line** 395 7100

Pay council bills by phone

#### B

**Blue Badge** 222 4444

Disabled parking and concessionary travel permits  
[onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk)

**Business rates** 247 6983

[business.rates@leeds.gov.uk](mailto:business.rates@leeds.gov.uk)

#### C

**Car parking** 395 0050

[parkingservices@leeds.gov.uk](mailto:parkingservices@leeds.gov.uk)

**Childcare** 247 4386

[family.hub@leeds.gov.uk](mailto:family.hub@leeds.gov.uk)

**Children and young people's social care** 222 4403

[onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk)

#### C

**Council housing** 222 4413

Registration and enquiries  
[leeds.homes@leeds.gov.uk](mailto:leeds.homes@leeds.gov.uk)

**Council housing repairs** 222 4404

Please see your rent book or statement

**Council tax and benefits** 222 4404

Including council tax benefit, housing benefits, benefit fraud, free school meals and school clothing vouchers  
[council.tax@leeds.gov.uk](mailto:council.tax@leeds.gov.uk)  
[lcc.benefits@leeds.gov.uk](mailto:lcc.benefits@leeds.gov.uk)

**Customer relations** 222 4405

Customer feedback, compliments and complaints  
[complaints@leeds.gov.uk](mailto:complaints@leeds.gov.uk)

**Cycle routes** 395 1470

[travelwise@leeds.gov.uk](mailto:travelwise@leeds.gov.uk)

#### D

**Disability services** 222 4401

Adults

Children and young people 222 4403

[onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk)

**Dog wardens** 222 4407

[environmental.action@leeds.gov.uk](mailto:environmental.action@leeds.gov.uk)

#### E

**Education Leeds** 247 5729

School admissions

School transport 224 3585

#### E

**Education Leeds** 395 1030

Special educational needs

General enquiries 247 5590

[education.communications@educationleeds.co.uk](mailto:education.communications@educationleeds.co.uk)

**Electoral services** 222 4411

Including registration and voting  
[electors@leeds.gov.uk](mailto:electors@leeds.gov.uk)

**Emergency out of hours** 376 0499

Highways and building repairs

Noise nuisance 242 5841

Social care and emergency accommodation 240 9536

**Energy saving advice and grants** 395 7159

[fuelsavers@leeds.gov.uk](mailto:fuelsavers@leeds.gov.uk)

**Environmental health** 222 4406

[env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

#### F

**Family information and activities** 247 4386

[family.hub@leeds.gov.uk](mailto:family.hub@leeds.gov.uk)

**Fly-tipping offences** 222 4406

[environmental.action@leeds.gov.uk](mailto:environmental.action@leeds.gov.uk)

**Fostering and adoption** 247 4747

[ss.fostering.and.adoption@leeds.gov.uk](mailto:ss.fostering.and.adoption@leeds.gov.uk)

#### G

**Grass cutting and graffiti** 222 4406

[refusecollection@leeds.gov.uk](mailto:refusecollection@leeds.gov.uk)

#### H

**Highways** 222 4407

Including repairs and lighting  
[highways@leeds.gov.uk](mailto:highways@leeds.gov.uk)

**Housing options** 222 4412

For help and advice on housing related issues  
[housing.options@leeds.gov.uk](mailto:housing.options@leeds.gov.uk)

#### J

**Jobs advice** 247 5465

[jobsandskills@leeds.gov.uk](mailto:jobsandskills@leeds.gov.uk)

#### L

**Libraries** 247 6016

[enquiry.express@leeds.gov.uk](mailto:enquiry.express@leeds.gov.uk)

#### M

**Markets** 214 5162

[markets@leeds.gov.uk](mailto:markets@leeds.gov.uk)

**Museums and galleries** 224 4370

(Monday - Thursday)

#### N

**Noise pollution** 224 4406

[env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

#### P

**Parks and countryside** 395 7400

[parks@leeds.gov.uk](mailto:parks@leeds.gov.uk)

**Pest control** 222 4406

[env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

**Planning services** 222 4409

[dec@leeds.gov.uk](mailto:dec@leeds.gov.uk)

#### R

**Refuse, recycling and waste** 222 4406

[refusecollection@leeds.gov.uk](mailto:refusecollection@leeds.gov.uk)

**Registrars** 222 4408

Including births, deaths, marriages and ceremonies  
[register.office@leeds.gov.uk](mailto:register.office@leeds.gov.uk)

#### S

**Sports and leisure centres** 395 0001

[sport@leeds.gov.uk](mailto:sport@leeds.gov.uk)

**Street cleaning** 222 4406

Including fly-tipping removal  
[refusecollection@leeds.gov.uk](mailto:refusecollection@leeds.gov.uk)

#### T

**Taxi licensing** 214 3366

[taxiprivatehire.licensing@leeds.gov.uk](mailto:taxiprivatehire.licensing@leeds.gov.uk)

**Tourist information** 242 5242

[tourinfo@leeds.gov.uk](mailto:tourinfo@leeds.gov.uk)

#### W

**Welfare rights and benefits** 214 9006

[welfare.rights@leeds.gov.uk](mailto:welfare.rights@leeds.gov.uk)

#### Y

**Youth service** 214 5854

[youthserviceinfo@leeds.gov.uk](mailto:youthserviceinfo@leeds.gov.uk)



If the service you need isn't listed or you're unsure who to contact, please call our NEW memorable number on 0113 222 4444. If you are a Minicom user, please call 0113 222 4410.

