

All numbers, unless otherwise stated, begin with the STD code - 01449. Some services have been transferred to **Customer Service Direct** (CSD), and that is reflected in the contact number.

For any services which have transferred to CSD, whose number is 0845 606 6067, they can be emailed at **customerservice@csduk.com**.

<b>Contact Details</b>		
<b>Contact</b>	<b>Telephone</b>	<b>Email</b>
<b>General Enquiries</b> Council Offices 131 High Street Needham Market Ipswich Suffolk IP6 8DL		Tel 0845 606 6067 Fax: 01449 721946
<b>Webmaster</b>		<b><u>webinfo@midsuffolk.gov.uk</u></b>
<b>Leader of The Council</b> - Tim Passmore	01449 767131	<b><u>tim.passmore@midsuffolk.gov.uk</u></b>
<b>Members Secretary</b>	01449 724674	<b><u>members@midsuffolk.gov.uk</u></b>
<b>Chief Executive</b> - Andrew Good	01449 724802	<b><u>andrew.good@midsuffolk.gov.uk</u></b>
<b>Complaints</b>	01449 724689	<b><u>complaints@midsuffolk.gov.uk</u></b>

**You can contact specific sections at any of the following phone numbers or email addresses.**

<b>Section</b>	<b>Telephone</b>	<b>Email</b>
<b>A</b>		
Abandoned Vehicles	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Access for Disabled People	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Accountancy	01473 265658	<b><u>accountancy@midsuffolk.gov.uk</u></b>
Air Pollution	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Air Quality Monitoring	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Animal Boarding Establishments Licensing	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Arts	01449 724638	Countryside and Arts: <b><u>countryside@midsuffolk.gov.uk</u></b>
<b>B</b>		
Banks (Bottle/Can/Book/Textile)	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Benefits (Housing and Council Tax)	0845 606 6067	<b><u>customerservice@csduk.com</u></b> or <b><u>benefits@midsuffolk.gov.uk</u></b>
Benefit Fraud	0800 085 7214	<b><u>benefits@midsuffolk.gov.uk</u></b>
Building Regulations (General Enquiries)	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Building Control Services	0845 606 6067	<b><u>customerservice@csduk.com</u></b> or <b><u>buildingcontrol@midsuffolk.gov.uk</u></b>
Bulky Collections	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Bus Passes	0845 606 6067	<b><u>customerservice@csduk.com</u></b>
Business Rates	0845 606 6067	<b><u>customerservice@csduk.com</u></b>

<b>C</b>		
Car Parking	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Caravan Site Licensing	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Committees / Meetings	01449 724673	
Community Projects	01449 724647	
Community Safety	01449 724646	
Concessionary Travel (Suffolk Saver Bus Pass and Travel Vouchers)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Contaminated Land	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Councillor's Details	01449 724674	
Council Tax	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a> or <a href="mailto:ctax@midsuffolk.gov.uk">ctax@midsuffolk.gov.uk</a>
Countryside Events and Activities	01449 724633	Countryside and Arts: <a href="mailto:countryside@midsuffolk.gov.uk">countryside@midsuffolk.gov.uk</a>
<b>D</b>		
Dangerous Buildings	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Demolition Control	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Dog Breeders and Fouling	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Drainage Fault Investigation	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
<b>E</b>		
Economic Development	01449 724635	
Elections enquiries	01449 724672	
Environmental Control		<a href="mailto:envcontrol@midsuffolk.gov.uk">envcontrol@midsuffolk.gov.uk</a>
<b>F</b>		
Filthy and Verminous Premises	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Flooding	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Food Hygiene/Complaints	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a> or <a href="mailto:foodsafety@midsuffolk.gov.uk">foodsafety@midsuffolk.gov.uk</a>
<b>G</b>		
Grass cutting	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Grants	01449 724647	
Grants - House Renovation/Disabled Facilities	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Grants - Lottery Grants	01449 724647	
Gypsies/Travellers	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Grounds and Amenities	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>

<b>H</b>		
Health and Safety - Advice / Complaints	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a> or <a href="mailto:foodsafety@midsuffolk.gov.uk">foodsafety@midsuffolk.gov.uk</a>
Housing - Allocations	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Housing - Caretaker Scheme (Handyperson)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Housing - Community Alarms	01449 724752	
Housing - Council House Sales	01449 724765	Housing Services (Public Sector): <a href="mailto:councilhousing@midsuffolk.gov.uk">councilhousing@midsuffolk.gov.uk</a>
Housing - General Advice	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Housing - Complaints (Private)	01449 724717	Housing Services (Private Sector): <a href="mailto:privsechousing@midsuffolk.gov.uk">privsechousing@midsuffolk.gov.uk</a>
Housing - Neighbour Problems	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Housing - Rent Arrears/Queries	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Housing - Repairs and Maintenance	0845 600 1135	Housing Services (Maintenance and Improvement): <a href="mailto:housingmaint@midsuffolk.gov.uk">housingmaint@midsuffolk.gov.uk</a>
Housing - Safe and Secure Scheme (Security measures for private homes)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a> or Housing Services (Private Sector): <a href="mailto:privsechousing@midsuffolk.gov.uk">privsechousing@midsuffolk.gov.uk</a>
Housing - Sheltered Accommodation	01449 724767	
Human Resources – Recruitment	0845 605 3000	
<b>I</b>		
Infectious Disease Control	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Internal Audit	01449 724566	<a href="mailto:audit@midsuffolk.gov.uk">audit@midsuffolk.gov.uk</a>
<b>L</b>		
Land and Premises	01449 724635	
Land Charges (legal searches)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Legal Services		<a href="mailto:legal@midsuffolk.gov.uk">legal@midsuffolk.gov.uk</a>
Licensing - House to House and street Collections	01449 724683	<a href="mailto:licensing@midsuffolk.gov.uk">licensing@midsuffolk.gov.uk</a>
Licensing – Alcohol and Gambling	01449 724685	
Licensing - Private Hire Cars and Taxis	01449 724683	
Licensing - Private Hire Cars and Taxis	01449 724683	
Licensing - Society Lotteries	01449 724683	
Litter	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Local Plan	01449 724844	<a href="mailto:planningpolicy@midsuffolk.gov.uk">planningpolicy@midsuffolk.gov.uk</a>
<b>M</b>		
Mid Suffolk Leisure Centre	01449 674980	
Missed Bins – Black bags only	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
<b>N</b>		
Needham Lake	01449 724639	
Noise and Nuisance Complaints	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>

<b>P</b>		
Parish Advice	01449 724674	
Pest Control	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Planning	01449 724612	<a href="mailto:Planningadmin@midsuffolk.gov.uk">Planningadmin@midsuffolk.gov.uk</a>
Pollution (noise, water, air)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Press and Public Relations	01449 724850	<a href="mailto:Infoweb@midsuffolk.gov.uk">Infoweb@midsuffolk.gov.uk</a>
Premises	01449 724635	
<b>R</b>		
Recycling Schemes	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a> or <a href="mailto:recycling@midsuffolk.gov.uk">recycling@midsuffolk.gov.uk</a>
Refuse Collection	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Regeneration - Economic	01449 724634	<a href="mailto:regeneration@midsuffolk.gov.uk">regeneration@midsuffolk.gov.uk</a>
<b>S</b>		
Senior Citizen Rail Cards	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Smoky Vehicles	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Sports Development	01449 724641	
Stray Dogs	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Streetcare	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a> or Streetcare (Creting Road Department): <a href="mailto:streetcare@midsuffolk.gov.uk">streetcare@midsuffolk.gov.uk</a>
Street Cleansing/Sweeping	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Street Naming and Numbering	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
<b>T</b>		
Thornham Walks	01379 788345	
Tourist Information Centre	01449 676800	
Tree (Advice/Preservation Orders)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Twin Bin Support	0845 606 6045	
<b>U</b>		
Upper Waveney Valley Project	01379 788008	
<b>V</b>		
Village Information	01449 724647	
<b>W</b>		
Waste Minimisation	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>
Water Quality (Drinking Water)	0845 606 6067	<a href="mailto:customerservice@csduk.com">customerservice@csduk.com</a>