

# The Council Offices are not currently open to walk-in visitors



Spelthorne Borough Council is focussing on maintaining essential services for our residents.

Due to Covid-19 outbreak and in line with Government guidance on the restriction of 'non-essential' contact, the Council Offices are not currently open to walk-in visitors.

The Council has closed our main reception, Housing Benefits reception and the Housing Options Reception until further notice.

With immediate effect, we will be replacing all of our office appointments with a telephone appointment system.

**Please do not attend the Council Office as you will not be seen in person.**

For all non-emergency information please visit [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)

## Our core opening times are:

**Monday – Thursday 8.45am-5pm**

**Friday 8.45am – 4.45pm**

Individual service opening hours are available on our website

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

Some services will be reduced during the outbreak and you may experience longer than usual wait times.

## Customer Services

The quickest way to contact us is by emailing directly or phone us Monday to Thursday 8.30am to 5.00pm and to 4.45pm on Friday. Please contact;

[customer.services@spelthorne.gov.uk](mailto:customer.services@spelthorne.gov.uk)

**01784 451499**

## Housing Options

For queries regarding Housing Register Applications, Allocations and Homelessness please contact;

[housingadvice@spelthorne.gov.uk](mailto:housingadvice@spelthorne.gov.uk)

**01784 446380**

Alternatively, please directly email your caseworker.

## Housing Benefits and Council Tax support

For queries regarding Housing Benefit claims and Council Tax support please contact;

[benefits@spelthorne.gov.uk](mailto:benefits@spelthorne.gov.uk)

**01784 446374**

## Rough Sleepers

If you are sleeping rough, please contact our Rough Sleeper Coordinator directly on this number. (Please note this service may change depending on staffing levels)

**01784 448572**

## Emergency homelessness outside of office hours

For emergency homelessness queries outside of office hours, please contact;

**01784 451499**

## Rent Assure property tenant

If you are in a Rent Assure property and fall into difficulties as a result of Covid-19, please contact;

**01784 448611**

[sra@spelthorne.gov.uk](mailto:sra@spelthorne.gov.uk)

## DFG (Disabled Facilities Grant)

Grants for adaptations to residential properties to enable disabled people to live independently. For further information please contact;

[dfg@spelthorne.gov.uk](mailto:dfg@spelthorne.gov.uk)

**01784 448607**

## Meals on Wheels

People of all ages, who find it difficult or impossible to prepare a daily meal can benefit from Meals on Wheels. At least one hot, nutritious meal a day is very important for healthy living. Meals can be provided for short periods of time (e.g. in the event of illness or when somebody who normally provides a meal is on holiday) or can be provided on a long term basis. For further information please contact;

[m.wheels@spelthorne.gov.uk](mailto:m.wheels@spelthorne.gov.uk)

**01784 444265**

## SPAN (Spelthorne Personal Alarm Network)

SPAN (Spelthorne Personal Alarm Network) is an alarm system aimed to help older or disabled people to live independently in their own homes. Individuals are linked to our Care Centre which can provide help 24 hours a day, 365 days of the year. For further information please contact;

[span@spelthorne.gov.uk](mailto:span@spelthorne.gov.uk)

**01784 444277**

## Leisure Services

For queries on Council run sporting and leisure activities please contact;

[leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk)

**01784 446433**

## Planning Duty

For queries relating to general planning advice please contact;

[planningdm@spelthorne.gov.uk](mailto:planningdm@spelthorne.gov.uk)

**01784 446282**

## Environmental Health and Licensing

For queries relating to general environmental health and licensing please contact;

[eh.commercial@spelthorne.gov.uk](mailto:eh.commercial@spelthorne.gov.uk)

**01784 446291**

## Overseas Pension

For queries in regards to proof of life for an overseas pension please contact;

**01784 446241**

## Building Control

For any queries regarding building regulations, applications and dangerous structures please contact;

[building.control@spelthorne.gov.uk](mailto:building.control@spelthorne.gov.uk)

**01784 446359**

## Food waste bins

For delivery of food waste bins or further queries relating to our Neighbourhood Services team please contact;

[neighbourhoodservices@spelthorne.gov.uk](mailto:neighbourhoodservices@spelthorne.gov.uk)

**01784 446411**

**We are sorry for any inconvenience caused.**

Keep up to date with all Council news signing up to our e-newsletter or register for My Alerts at [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)

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