

Tameside Council

Useful Numbers and Services



Bringing energy to your door

Service	Description	Contact Details
Call Centre	Main Council Switchboard	0161 342 8355
Customer Service Centre	In depth specialist advice on Housing Benefit and Council Tax issues plus help with Disability Living Allowance and Personal Independence Payment application forms. An appointment will be required for any Disability Living Allowance or Personal Independence Payment application but there is no need to make an appointment for any other enquiry.	Clarence Arcade Stamford Street Ashton-under-Lyne OL6 7PT To make an appointment you can call into Clarence Arcade or telephone 0161 342 8355.
Bereavement Services		The Register Office Dukinfield Town Hall King Street Dukinfield SK16 4LA 0161 342 5032
Waste and Recycling	Any issues relating to waste and recycling	www.tameside.gov.uk/refuseandrecycling 0161 342 8355
Pest Control	Pest Removal Service - There is a charge for this service	http://www.tameside.gov.uk/pestcontrol/appointment 0161 342 8355
Private Rented Properties	Complaints about disrepair	0161 342 8355
Children's social care		Monday to Friday during office hours - 0161 342 4101 Monday to Friday outside office hours and weekends and public holidays - 0161 342 2222





Service	Description	Contact Details
Adult social care		Monday to Friday during office hours 0161 342 2400 Monday to Friday outside office hours and weekends and public holidays - 0161 342 2222
Approved Traders List	Tameside Council Buy With Confidence Scheme	http://web.tameside.gov.uk/forms/buywithconfidence (traders directory)
Domestic Abuse		In an emergency 999 The Bridges Service is there to help with all levels of abuse. 0161 331 2552 Help and advice (9am-5pm) 24 Hour Help Telephone Number 0800 328 0967 Advice, Support and Emergency refuge placements for all genders.
Ring and Ride	Ring & Ride provides short, local trips to eligible residents of Greater Manchester. If you are a registered user you may travel to any location within 6 miles of your home address within Greater Manchester.	If you do not currently hold a concessionary pass, you can check if you are eligible for one by: Visiting the TfGM Travel Concessions page Writing to: Travel Concessions, Customer Services, PO Box 429, Manchester M60 1HX Phoning TfGM on: 0161 244 1000 Once you have registered, you'll be able to book trips by calling 0161 200 6011 or 0845 688 3989.
Community Groups		For an up to date list of community groups in the area - http://whatson.tameside.gov.uk/CommunityGroup/Index
New Charter Housing Association	Social Landlord	Phone: 0161 331 2000 (Please use this number out-of-office hours if you have an emergency repair). For non-urgent enquiries please email customerinsight@newcharter.co.uk and label email as "Groundwork AW Query" and include confirmation of the customer's permission for them to share info with us – permission not necessary for repairs or them advising us of their concerns about the residents/property, but needed if giving us financial information about customer etc. The email account is only checked a minimum of once every working day, so any urgent concerns need to be phoned through our main number 0161 331 2000 – this is available 24/7 for emergency repairs and other urgent issues (e.g. safeguarding).

Service	Description	Contact Details
Peak Valley Housing Association	Social Landlord	Telephone: 0345 270 3501 mail@pvha.co.uk
Ashton Pioneer Homes	Social Landlord	Open every day between 9am and 5pm except on Wednesdays when close at 3pm Telephone: 0161 343 8128 Emergency Out Of Hours: Telephone: 0161 339 9377 aph@ashtonpioneerhomes.co.uk
Regenda Housing	Social Landlord	Customer Service: 0344 7360066 (open 8am-7pm Monday to Friday; staffed 24 hours for emergency repairs)
Irwell Valley Housing	Social Landlord	Telephone: 01204 451 000 comments@irwellvalleyha.co.uk
Contour Homes	Social Landlord	Email: mail@contourhomes.co.uk Telephone: 0345 602 1120
West Pennine Housing Association	Social Landlord	0161 308 4388
Fire Service	Free fire safety advice fit, free of charge, state of the art smoke detectors in.	0800 555 815 Book online: http://www.fireservice.co.uk/safety