



# A guide to accessing local services



Authority	Contacts	
Thame Town Council	<a href="https://www.thametowncouncil.gov.uk">https://www.thametowncouncil.gov.uk</a>	01844 212 833
South Oxford District Council	<a href="http://Homepage - South Oxfordshire District Council (southoxon.gov.uk)">Homepage - South Oxfordshire District Council (southoxon.gov.uk)</a>	01235 422422
Oxfordshire County Council	<a href="http://Home   Oxfordshire County Council">Home   Oxfordshire County Council</a>	01865 793422
Police <i>non emergency</i>	<a href="http://www.thamesvalley.police.uk/yournh-tvp-pol-area-n380">www.thamesvalley.police.uk/yournh-tvp-pol-area-n380</a>	101
Fix My Street <i>report road &amp; street problems</i>	<a href="http://FixMyStreet (oxfordshire.gov.uk)">FixMyStreet (oxfordshire.gov.uk)</a>	01865 793422
Thames Water	<a href="http://Thames Water - The UK's largest water and wastewater company">Thames Water - The UK's largest water and wastewater company</a>	0800 3169800
Environment Agency <i>Floodline</i>	<a href="http://Environment Agency - GOV.UK (www.gov.uk)">Environment Agency - GOV.UK (www.gov.uk)</a>	0345 9881188
Citizens Advice	<a href="http://Contact us - Citizens Advice Thame">Contact us - Citizens Advice Thame</a>	0808 2787907

Issue / Responsible authority	Contact	Contacts
<b>Litter and autumn leaves</b> Outer town area litter bins are emptied once a week Biffa will clear accumulations of leaves within 48 hours if alerted.	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	03000 610610
<b>Fly tipping</b> If you report a fly-tipping site, please provide the following information: its location, type and quantity of waste dumped.	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	03000 610610 <a href="http://FixMyStreet (oxfordshire.gov.uk)">FixMyStreet (oxfordshire.gov.uk)</a> 01865 793422
<b>Pest control</b> SODC provides a chargeable pest control service at domestic premises.	<a href="mailto:env.health@southandvale.gov.uk">env.health@southandvale.gov.uk</a>	01235 422403
<b>Dog fouling and full dog bin</b> Quote road name and the bin reference number (can be found on a sticker on the bin).	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	01235 422146
<b>Graffiti</b> SODC properties (e.g. public toilets, rubbish bins, street name plates, leisure centres) For private housing, business premises contact the owner. Housing association property, contact the local housing officer.	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	03000 610610 <a href="http://FixMyStreet (oxfordshire.gov.uk)">FixMyStreet (oxfordshire.gov.uk)</a> 01865 793422
<b>Neighbour noise</b> Local authorities have a duty to take reasonable practicable steps to investigate	<a href="mailto:env.health@southandvale.gov.uk">env.health@southandvale.gov.uk</a>	01235 422403
<b>Overhanging vegetation</b> Includes unkept domestic hedge to a spreading wood. If a neighbour's tree starts to overhang your garden, you have every right to cut it back to the boundary fence. However, the branches or any fruit on them which you may have cut down on your side still belong to the owners.	<a href="mailto:highwayenquiries@oxfordshire.gov.uk">highwayenquiries@oxfordshire.gov.uk</a>	0845 3101111
<b>Pot holes</b> Potholes that may need urgent attention if they are more than 40 millimetres in depth and/or 150 millimetres in width should be reported by telephone. If a pothole has been outlined with paint it has already been inspected by OCC team and programmed to be fixed, so doesn't need to be reported.	<a href="https://www.oxfordshire.gov.uk/cms/content/potholes">https://www.oxfordshire.gov.uk/cms/content/potholes</a>	0845 3101111 <a href="http://FixMyStreet (oxfordshire.gov.uk)">FixMyStreet (oxfordshire.gov.uk)</a> 01865 793422
<b>Street cleaning</b> Outer town areas like Tythrop Way are supposed to be cleaned once a week and the roads on the estate every 8 weeks. If in <b>doubt please</b> report it.	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	03000 610610
<b>Street lights not working</b> When reporting include details of road, the number of the unit (normally found on the street side of the column approximately two to three metres up)	<a href="http://www.oxfordshire.gov.uk/cms/content/street-lighting">www.oxfordshire.gov.uk/cms/content/street-lighting</a>	0800 317802 <a href="http://FixMyStreet (oxfordshire.gov.uk)">FixMyStreet (oxfordshire.gov.uk)</a> 01865 793422
<b>Abandoned vehicles</b> Vehicles that have no registered keeper, or are abandoned.	<a href="mailto:waste.team@southandvale.gov.uk">waste.team@southandvale.gov.uk</a>	01235 547640
<b>Dead Animals on the highway</b> Will be removed within 24 hours or sooner if causing an obstruction on the highway.	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	03000 610610
<b>Waste and Recycling</b> Missed bin collection, damaged or missing bin	<a href="mailto:admin.southoxford@biffa.co.uk">admin.southoxford@biffa.co.uk</a>	03000 610610



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## Thame Town Council ([www.thametowncouncil.gov.uk](http://www.thametowncouncil.gov.uk))

Allotments Annual Events Bus Shelters & Street Furniture Fair Management Good Neighbour Scheme Grants Green & Open Space	Information Centre Markets Memorials & Gardens Neighbourhood Plan Planning Application recommendations Town Guide Recreation & Play Areas Town Council Facility Hire
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## South Oxfordshire District Council

Business Support – 01235 422208 Car Parks (Cattle Market car park and Southern Road car park) – 01235 470118 CCTV – 01865 309417 Council Tax & Benefits – 0345 302 2313 Dogs Bins & Fouling – 01235 422146 Electoral Services (e.g. register to vote) – 01235 422528 Environmental Services (e.g. contaminated land) – 01235 422403 Fly Tipping – 03000 610 610 Health, Food & Safety Inspections – 01235 422403 Housing – 01235 422436 Noise & Nuisance Complaints – 01235 422403	Pest Control – 01235 422403 Planning – 01235 422600 Public Toilets (Healthmatic) – 01249 822063 (9am-5pm weekdays) or 01249 823143 (out of hours) Recycling & Waste Assisted Collection – 01235 422406 Bulky Household Waste – 01235 422406 Garden Waste – 01749 341247 Missed Bin Collection – 03000 610 610 Replacement Bin – 03000 610 610 Sports, & Activities – 01235 422240 Street Cleaning – 03000 610 610
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## Oxfordshire County Council

Births, Deaths & Ceremonies – 0345 241 2489 Blue Badges – 0345 050 7666 (option 5) Bus Passes – 0345 310 1111 Car Parks (High Street and Upper High Street) and Civil Parking Enforcement Children Services Education & Families Fire & Public Safety History & Heritage	Libraries – 01865 810240 Museums – 01993 814106 Potholes & Street Maintenance – 0345 310 1111 Public Rights of Way Roads, Travel & Parking – 0345 310 1111 Social & Health Care – 0345 050 7666 Street Lighting – 0800 317802 (24hrs) Trading Standards -03454 04 05 06 (Consumer Advice) or 01865 815000 (Business or Farming Advice)
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