

# MY COUNCIL'S SERVICES

Our A-Z listing of City Council Services



**CARLISLE**  
CITY COUNCIL



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

The following pages give an alphabetical list of Carlisle City Council services. If you can't find the service you need, please call us on **01228 817000** or visit our website at **[www.carlisle.gov.uk](http://www.carlisle.gov.uk)**

A copy of this guide can also be found on our website.

## How to get in touch with us

### Online

Many of our services are available online at **[www.carlisle.gov.uk](http://www.carlisle.gov.uk)**

### In person

Visit our Customer Contact Centre at the Civic Centre, Monday to Thursday 9am to 5pm and Friday 9am to 4pm

### On the phone

**01228 817200**

### Write to us

Carlisle City Council  
Civic Centre  
Carlisle  
CA3 8QG

**[customerservices@carlisle.gov.uk](mailto:customerservices@carlisle.gov.uk)**



# A

**Abandoned vehicles**  
**01228 817200**

To report an abandoned vehicle.

**Access for disabled people**  
**01228 817000**

Enquiries about access to public buildings within the Carlisle area.

**Allotments**  
**01228 817200**

To apply to rent an allotment plot.

# B

**Benefit Advice Service**  
**01228 817400**

Free confidential advice on all aspects of the benefits system. Monday to Thursday, 2pm to 4pm.

**Benefits claims**  
**01228 817200**

For all enquiries about Housing and Council Tax benefits.

**Benefit fraud hotline**  
**0800 783 9120**

Free, confidential hotline.

**Bereavement Services**  
**01228 817000**

Advice and help on all aspects of planning a funeral.

**Bitts Park**  
**01228 817000**

Carlisle's largest park has a Green Flag and includes an interactive water feature, tennis and formal gardens.

**Brampton Tourist Information Centre**  
**016977 3433**

Open Easter to September, Monday to Saturday, 10am to 5pm. October, Monday to Saturday, 10am to 4pm.

**Building control & Building Regulations**  
**01228 817000**

For advice and information to ensure building work satisfies National Building Regulations.

**Bus passes**  
**01228 817200**

For information about our Concessionary Fares scheme.

**Business rates**  
**01228 817000**

For more information about National Non-Domestic Rates or business rates.

# C

**Carlisle Conference Group**  
**01228 817155**

Free venue location service for conferences, meetings and gatherings.

**Carlisle Tourist Information Centre**  
**01228 625600**

### **Cemeteries and Crematorium**

**01228 817000**

We manage three cemeteries at Richardson Street (including Woodland Burial), Upperby and Stanwix, as well as the crematorium.

### **Children & Young People**

**01228 817000**

We offer a range of activities including holiday play schemes, play activity clubs and an annual youth exchange.

### **City Council Committee Meetings**

**01228 817000**

Enquiries about meeting dates, minutes and agendas.

### **Community Centres**

Belah Community Centre  
**01228 548748**

Botcherby Community Centre  
**01228 596992**

Brampton Community Centre  
**016977 45023**

Currock Community Centre  
**01228 591868**

Denton Holme Community Centre  
**01228 528692**

Downagate Community Centre  
**01228 561550**

Greystone Community Centre  
**01228 558602**

Harraby Community Centre  
**01228 537831**

Longtown Community Centre  
**01228 791876**

Morton Community Centre  
**01228 531105**

Petteril Bank Community Centre  
**01228 530190**

Raffles Community House  
**01228 510611**

Yewdale Community Centre  
**01228 591270**

### **Community events**

**01228 817000**  
We organise many events including the Spring Show, Upperby Gala, Festival of Nations and the Fireshow.

### **Complaints about City Council services**

**01228 817200**

### **Concessionary Fares scheme**

**01228 817200**  
Residents aged 60 or over and disabled pass holders travelling within the Carlisle district will have free bus travel at all times. Also, free off-peak travel on local buses in England.

### **Contaminated land**

**01228 817000**  
Investigating, recording and dealing with historical and current polluted sites.

### **Conservation areas**

**01228 817000**  
There are 19 conservation areas in the Carlisle district and the City Council works in partnership to preserve and enhance these areas.

### **Council Tax**

**01228 817200**  
For all enquiries about your Council Tax, including discounts, exemptions and payment methods.

### **Customer Contact Centre**

**01228 817200**  
For enquiries about any City Council services.  
Monday to Thursday 9am to 5pm, Friday, 9am to 4pm.



# D

**Dangerous structures**  
**01 228 817000**

We operate a 24-hour service.

**Disc parking**  
**01 228 817200**

**Drains & Blockages**  
**01 228 817000**

**Dustbin emptying**  
**01 228 817200**

**Dog Fouling and Dog Control Orders**  
**01 228 817200**

If you fail to clean up your dog's mess, you'll be picking up a fine.

**Dog collection**  
**01 228 560082**

For collection of stray dogs, contact the Animal Refuge on 01 228 560082.

# E

**Elections/Electoral Registration**  
**01 228 817000**

To check if you are registered to vote or to register to vote by post.

**Emergency Planning**  
Advice on preparing for and responding to emergencies is available at [www.cumbria.gov.uk/emergency](http://www.cumbria.gov.uk/emergency)

**Enterprise Centre**  
**01 228 625700**  
Provides managed workspace for more than 40 small businesses in a range of workshop, studio and office units.

# F

**Fly posting**  
**01 228 817200**  
We are responsible for removing illegally posted advertisements, leaflets etc. on highway land only.

**Fly tipping**  
**01 228 817200**  
We will respond to reports of fly tipping, on highway land only, to remove the waste and to locate and prosecute the offenders.

**Flooding on roads (Highways Hotline)**  
**0845 609 6609**

**Food safety**  
**01 228 817000**  
For advice and support about food safety.

**Freedom of Information requests**  
**01 228 817200**

# G

**Graffiti**  
**01 228 817200**  
Priority will be given to removing graffiti which is racist or offensive.

**Guildhall Museum**  
**01 228 534781**  
One of the oldest buildings in Carlisle, this medieval house charts the history of the tradesmen guilds.

**Gully emptying**  
**01 228 817200**  
For maintenance, including blocked gullies.

# H

## **Hammond's Pond** **01228 817000**

Open every day  
8am to dusk.

## **Health and Safety at work** **01228 817000**

Enforcement of Health,  
Safety & Welfare and  
smokefree legislation in  
all relevant businesses.

## **High hedges** **01228 817000**

For complaints relating  
to high hedges.

## **Historic Building Grants** **01228 817000**

We offer small grants  
towards the cost of  
repairs to the owners  
of listed buildings.

## **Hostels 01228 817000**

We own two hostels  
providing temporary  
accommodation – John  
Street Hostel and London  
Road Hostel.

## **Housing and Homelessness** **01228 817000**

Advice and information  
for homeless people or  
those threatened with  
homelessness. Out of  
hours emergencies  
**01228 511061**

# I

## **Industrial estates/units** **01228 817000**

Enquiries regarding the  
rental of industrial units  
and development of sites.

# J

## **Job vacancies at Carlisle City Council** **01228 817080**

To find out about current  
vacancies please  
visit [www.carlisle.gov.uk](http://www.carlisle.gov.uk)

# K

## **Kingmoor Nature Reserve** **01228 817000**



# L

**Land charges**  
**01228 817000**

Local land and property searches.

**Licensing**  
**01228 817000**

We issue a variety of licences including taxi, liquor, entertainment and gambling licences.

We also carry out regular checks and inspections.

**Listed buildings**  
**01228 817000**

Advice on repairs, alterations and grants for listed buildings matters relating to conservation areas.

**Littering**  
**01228 817200**

Littering is illegal. If you drop litter, you'll be picking up a fine.

**Local Plans**  
**01228 817000**

For information about local plans and conservation.

# M

**Mayor's Office**  
**01228 817007**

# N

**Noise nuisance**  
**01228 817000**

From factories, commercial sites, construction sites, dogs and noisy neighbours.

# O

**Old Town Hall (Visitor Centre)**  
**01228 625600**

# P

**Parking permits**  
**01228 817200**

To apply for residents' parking or a contract parking permit.

**Parking fines**  
**01228 817200**

For payments or more information.

**Parks and Countryside**  
**01228 817200**

For information about the City Council's parks and green open spaces.

**Pest control**  
**01228 817000**

We offer a free pest control service for rats in domestic premises and chargeable treatments for mice, insects and other pests. Services are free for pensioners and anyone in receipt of disability allowance.

**Planning applications**  
**01228 817000**

For information about making an application.

**Play areas**  
**01228 817200**

We provide and maintain 70 play areas and the city's skateboard park.

**Pollution****01228 817000**

Monitoring and assessment of local air quality, industrial processes and Public Health nuisances.

**Potholes in roads  
(Highways Hotline)****0845 609 6609**

We are responsible for maintaining some of the minor roads and footpaths in Carlisle. Visit [www.cumbriahighways.org.uk](http://www.cumbriahighways.org.uk)

**R****Recycling****01228 817200**

We provide kerbside recycling to the majority of households in the Carlisle district. For information about recycling your glass, card, tins, plastics and garden waste visit [www.carlisle.gov.uk](http://www.carlisle.gov.uk)

**Refuse and special  
waste collections****01228 817200**

For information about dustbin emptying and special waste collections.

**Road  
maintenance/flooding  
(Highways Hotline)**  
**0845 609 6609****S****Sands Centre****01228 625222**[www.thesandscentre.co.uk](http://www.thesandscentre.co.uk)**Sheepmount Stadium****01228 625599**

Home to Carlisle's eight lane athletics track, all weather pitch and football pitches.

**Shopmobility****01228 625950**

Provides powered scooters and wheelchairs, free of charge, in the city centre for people with mobility difficulties.



**Special waste collections  
01228 817200**

To arrange a special collection or to remove bulky items.

**Stony Holme Golf Course  
01228 625511**

Pay as you play 18-hole golf course.

**Street cleaning  
01228 817200**

We provide a frequent street cleaning programme which also includes gullies, car parks and other public areas.

**Street lighting  
01228 817200**

We maintain and repair streetlights including illuminated bollards, signs and beacons.

**Swifts 9-Hole  
Golf Course and  
Driving Range  
01228 625530**

**Swimming Pool  
(The Pools)  
01228 625777**

Three pools offering recreational and lane swimming as well as learn to swim programmes.

**T**

**Talkin Tarn Country Park  
016977 3129**

Facilities include 1.3 mile walk around the Tarn, a children's play area, woodland trails, gift shop and bird observation site. The Boathouse Tearoom at Talkin Tarn  
**016977 41050**

**Taxi licensing  
01228 817000**

To make an application or for more information.

**Tree Preservation Orders  
01228 817000**

To find out if a tree is protected or for information about applying for a Tree Preservation Order.

**Tullie House  
Museum & Art Gallery  
01228 618700**

From the Border Reivers to the Pre-Raphaelites, the museum and art gallery has Roman, Victorian and present day exhibitions illustrating Carlisle's history. For more information, visit [www.tulliehouse.co.uk](http://www.tulliehouse.co.uk)

**V**

**Voting  
01228 817000**

Enquiries about electoral registration and elections.

**W**

**Workshops for  
business use  
01228 817000**

We currently offer more than 97 small, well-designed workshops, office and studio premises at six locations within the Carlisle district.



## English

If you would like a copy of this document in another format such as large print, Braille, audio or in a different language please call **01228 817200** or email **customerservices@carlisle.gov.uk**

## Bengali

আপনি যদি এই নথির একটি কপি অন্য কোন মাধ্যমে যেমন, বড় ছাপা, ব্রেইল, ওডিও বা অন্য কোন ভাষায় চান তবে দয়া করে **01228 817200** এ নাম্বারে ফোন করুন অথবা ইমেইল করুন এ ঠিকানাঃ **customerservices@carlisle.gov.uk**

## Lithuanian

Norėdami gauti vertimą kuria nors kita kalba ar kitu formatu (pvz. audio), Brailio ar dideliu šriftu, prašau susisiekti su mumis telefonu **01228 817200** ar elektoriniu paštu - **customerservices@carlisle.gov.uk**

## Polish

Jeśli życzą sobie Państwo kopię tego dokumentu w odmiennym formacie takim jak pisany dużym drukiem, brajlem, jako audio albo w innym języku proszę zadzwonić pod numer **01228 817200** albo e-mail **customerservices@carlisle.gov.uk**

## Portuguese

Se desejar uma cópia deste documento num outro formato, tal como em letras grandes, Braille, áudio ou num idioma diferente, contacte-nos pelo telefone **01228 817200** ou pelo endereço de correio electrónico **customerservices@carlisle.gov.uk**

## Turkish

Eğer bu belgeyi başka bir biçimde, örneğin büyük punto baskı, kabartma yazı, ses kaseti ya da başka bir dilde istiyorsanız lütfen **01228 817200**'ı arayın ya da **customerservices@carlisle.gov.uk** adresine e-posta gönderin.

## Cantonese

如果您需要这个文件用其他格式，比如大印刷字体，盲人识字系统，音像或用另外一种语言，请联系我们：电话：**01228 817200**

电子邮件地址：**customerservices@carlisle.gov.uk**

**CARLISLE**  
CITY COUNCIL



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

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on 100% recycled paper