

A to Z

All you need to know about your Council Tax and Services in 2012



Working for a better Mid Sussex



"I hope you find this booklet useful – it is designed to serve two purposes. Firstly, it provides you with an easy guide to all the District Council services, so please keep it handy and use it whenever you need to contact us throughout the year. The second purpose is to show you what happens with the money you pay for Council Tax.

"This booklet comes with your Council Tax bill, so I think it is important that we provide you with information on the Council's financial situation and spending plans. The information on page 7 shows you where we get our income from and how the money you pay in Council Tax is spent. If you would like more detail about the spending, I would recommend looking at the 'Corporate Plan and Budget for 2012/13 Report' that Council has recently approved. The document is can be downloaded at www.midsussex.gov.uk/corporateplan.

"It has always been our objective to protect the frontline services that you have told us are most important to you – these include our refuse and recycling collections, three leisure centres, and working to prevent homelessness. We know that these services, among others, are really appreciated. However, I am sure you are aware of the Coalition Government's actions in cutting public expenditure. This had a huge impact last year and, again, for this year, presents a significant challenge to the Council because our Government grant will be substantially reduced. For a number of years now, we have been very good at reducing costs and making savings, despite already being one of the lowest spending authorities in the country. We have done this by stopping work that is no longer necessary, making sure we bear down on management and back office costs and also trying to reshape how we provide our services. This means making sure the services are as efficient as possible and meet your needs. We have come a long way, but we also know this process must continue if we are to keep delivering the services the District needs with the resources available.

"The other consequence of successfully being able to control our costs is that we can take advantage of the Coalition Government's offer on Council Tax – this will be for the second year running. The Government has agreed to subsidise well run councils, such as ours, so that we can 'freeze' Council Tax levels at 2010/11 rates, as we did previously. This means that the Mid Sussex District Council proportion of your Council Tax bills will not rise in 2012/13 and they remain the third lowest across East and West Sussex.

"Please use this booklet and if you have comments or suggestions about it, or the Council in general, do not hesitate in contacting us with your views, by going to our website at www.midsussex.gov.uk/comments."

Cllr Gary Wall Leader - Mid Sussex District Council

Contact us

Our offices at Oaklands are open - Monday - Thursday - 8.45am - 5.15pm
Friday - 8.45am - 4.15pm

Mid Sussex District Council
Oaklands
Oaklands Road
Haywards Heath
West Sussex RH16 1SS

enquiries@midsussex.gov.uk
www.midsussex.gov.uk
01444 458166

Need help accessing this service?

For information on translation services and publications in a different format, please call 01444 458166.

By phone

If you are unable to find the information you are looking for on our website, or would rather talk with someone at the Council, then please look through the A-Z part of this booklet for the telephone number you need.

Our Customer Contact Centre will be happy to help you with the following services, so you can get answers for a variety of services with just one phone call.

- Building Control 01444 477570
- Concessionary Fares (free bus passes) 01444 477304
- Council Tax (general enquiries, payments or moving house) 01444 477564
- Dog Control (lost and found, dangerous dogs, etc.) 01444 477041
- Elections (general enquiries) 01444 477003
- Flooding and Drainage 01444 477408
- Pest Control (rats, wasps, mice, etc.) 01444 477423
- Refuse and Recycling (bins, green waste, Fixed Penalty Notices, etc.) 01444 477440
- Taxi Licensing 01444 477335
- Our 24-hour payment service is available on 0845 301 0205

Out of Hours Service

For out of hours Council emergency services, please call 01444 446495.

We value your comments

Email comments@midsussex.gov.uk

Write to the Customer Contact Team at the address above

Call 01444 477471

Online - www.midsussex.gov.uk

You can use our website for so many things. It is available all day, every day and allows you to fit making payments, finding information and so on around your daily life. For your convenience, you can use our website to –

- pay it
- apply for it
- report it
- find it
- have your say
- see it

Online – Booking

You can book many things online, from sports pitches and courts to event venues and pavilions. There is also a large range of online forms covering many services, from simple e-forms, such as reporting a missed bin to applying for a licence to run a business. Simply fill in the form, (make a payment, if required), submit and receive a response, all from the comfort of your home. You can see the full list of forms and e-bookings at - www.midsussex.gov.uk/selfservice

Online – My Mid Sussex

Enter your postcode in the 'My Mid Sussex' section on www.midsussex.gov.uk and you will find personalised details for your location, such as when your recycling bin is collected, who your local councillor is and local events. It is easy to use and gives you information specifically for your area.

Online – What's On

You can advertise your events happening across the district, free of charge, for all to see. This free advertising is a great way of letting people know what is happening, when and where. We want to help you to promote the great selection of activities Mid Sussex has to offer and this is just one of the ways we are supporting the community. Just go to www.midsussex.gov.uk/events and enter the details.

Online – Business Directory

Our free Business Directory is available for all to use to advertise a business in Mid Sussex. You can change the information yourself which means that if your business changes name or place, then you can promote it with up to date information. It is easy, just visit www.midsussex.gov.uk/businessdirectory and add the details.

Working for the wellbeing of the community

Recent research showed that Mid Sussex ranked 41 out of 405 areas nationally for its high quality of life. We want to keep it that way, so the Council has three main priorities; to protect the environment, help make people's lives better and improve services. This section sets out some of our key achievements in the past year.

Better Environment

We know that it is very important to local people that Mid Sussex remains an attractive and pleasant place to live. The Council has always campaigned against excessive housing targets imposed on it in the South East Plan. The development of a new District Plan has been a major piece of work this year which aims to ensure future development is sustainable within the district. We have also focused on making physical improvements to the district, including -

- New, or refurbished, playgrounds in seven locations across the district
- Maintaining the high quality Green Flag Award at Beech Hurst Gardens, Haywards Heath
- A new water play area in Victoria Park, Haywards Heath
- Outdoor fitness equipment installed in various parks
- Providing more recycling sites in the district, in addition to continuing to run our kerbside recycling service
- Working hard to attract investment and new businesses into Mid Sussex, with our 'Open 4 Business' event attracting over 200 business representatives
- Securing £600k from West Sussex County Council to invest in starter units at Bridge Road, Haywards Heath

Better Lives

Many of our services are there to support people who may be experiencing difficulties in their lives; through changes in their financial circumstances, housing problems or other issues.

- We are getting people's benefits paid faster, with applications now only taking an average of 10 days to be processed
- We have worked with developers to ensure affordable homes are built to meet local needs across the area
- We have updated and relaunched our Community Connections Directory of Services for Older People
- We have held, for the third year running, our successful Local Global event to celebrate cultural diversity in the district

We work with many organisations, including the police, fire and rescue service, NHS and housing associations, tackling tricky issues in the area, such as crime and anti-social behaviour, health and wellbeing, and helping families in the most need.

- We have maintained crime and anti-social behaviour at very low levels, continuing to be the lowest levels in Sussex
- We have run an alcohol support service for young people
- A new project was launched to support families needing assistance
- Our annual 'The Life Show' was run again, with more than 600 people attending
- We launched our Wellbeing Service, providing information, help and advice on all things that can affect wellbeing
- We held a sustainability conference, attracting over 80 organisations to look at how we can work together to reduce pollution and congestion, save water and energy and increase biodiversity
- Our school holiday Motiv8 programme, run with our partners, continues to engage and inspire a wide range of young people across the district

Better Services

Through careful management, the Council continues to deliver services that provide good value for money. The Audit Commission confirmed this when it audited us last year, noting that we had kept costs low, made significant financial savings and demonstrated effective financial planning over the last 12 months. Despite having to manage with less money coming in, we have managed to keep key frontline services running at the same, or better, standard than in previous years.

- We are paying invoices more quickly, with most businesses now getting payment from the Council in 10 days, or fewer
- Our Land Charges service won an innovation award this year
- The newly introduced national Food Rating Hygiene Scheme has resulted in two thirds of restaurants, and other places preparing food, scoring top marks for cleanliness and hygiene
- Our Building Control Service now processes almost all its applications within 15 days, whereas a year ago, about half the number of applications had been processed in this time
- We continue to be the highest performing Planning Service in West Sussex for speed of processing applications
- Our website has been improved so that now 44 different services can be accessed online, 24 hours a day, seven days a week
- Our Customer Contact Centre has been extended to take in more services, meaning that residents can have answers to queries about different areas with just one call - this saves our residents' time and is more convenient for them

How are we funded?



In addition to the £24,187,000 shown above, there is funding received from Communities and Local Government of £37,619,000 for benefits. Mid Sussex District Council also collects £40,024,000 of Business Rates (NNDR) on behalf of, and which is paid directly to, Central Government.

Where does your Council Tax go to?



How spending has changed

	£000
2011/12	
Net expenditure for the District, including Towns and Parishes	16,572
Service redesign savings, income generation and efficiencies	(887)
Council Tax 'freeze' grant for 2012/13 only	(218)
Increase in pension deficit payment contributions	118
Reduction in Benefits Administration Subsidy	56
Additional contribution to Disabled Facility Grants	50
Other net increases in service budgets	207
Inflation on cost of services	229
Reduced contribution from reserve	22
Increase in investment interest and investment property income	(123)
Increase in Parish and Town Council precepts	93
2012/13	
Net expenditure for the District, including Towns and Parishes	16,119

How the money will be spent in 2012 / 2013

2011/12 Gross Cost £000	2011/12 Income £000	2011/12 Net Cost £000	Service	2012/13 Gross cost £000	2012/13 Income £000	2012/13 Net cost £000
5,385	(428)	4,957	Leisure Centres and Outdoor Facilities	4,943	(439)	4,504
3,111	(1,356)	1,755	Refuse Collection and Recycling	3,183	(1,528)	1,655
3,037	(356)	2,681	Street Cleansing and Environmental Services	2,959	(343)	2,616
3,486	(1,426)	2,060	Planning and Development Services	3,403	(1,429)	1,974
3,589	(2,223)	1,366	Housing	3,513	(2,025)	1,488
35,828	(35,921)	(93)	Housing – Benefit Granted **	37,526	(37,619)	(93)
1,365	(1,991)	(626)	Transport and Parking Services	1,424	(2,241)	(817)
7,032	(1,734)	5,298	Other Services	6,787	(1,618)	5,169
62,833	(45,435)	17,398	Total Services	63,738	(47,242)	16,496
		(2,657)	Reversal of depreciation included in gross cost of service			(2,200)
		(976)	Investment Property Net Income			(1,000)
		(201)	Interest and Investment Income Receivable			(300)
		(144)	Net transfers from reserves			(122)
		13,420	Mid Sussex District Council Net Revenue Spending			12,874
		3,152	Town and Parish Council Precepts			3,245
		16,572	Net Expenditure for the District, including Towns and Parishes			16,119
		(3,676)	Redistributed Business Rates			(4,218)
		(1,136)	Government Grant			(82)
		(26)	(from)/to Collection Fund (Surplus)/Deficit			58
		11,734	Council Tax Payers Requirement			11,877
		(3,152)	for Town and Parish Council Precepts			(3,245)
		8,582	Mid Sussex District Council Tax Requirement			8,632

** Grant from Central Government

Building Control

To achieve a high standard of design and construction in buildings, in accordance with the Building Regulations and associated legislation, please see our website pages at www.midsussex.gov.uk/buildingcontrol and to book a site inspection, please go to www.midsussex.gov.uk/siteinspections. If you would like to speak with us, then call 01444 477570.

Bulky Waste

We can arrange collection of large or bulky waste from your home. This includes items like furniture, DIY waste, white goods (including fridges, freezers and microwaves) and carpet. Please see www.midsussex.gov.uk/recycling or call 01444 477440 for charges.

Garden Waste Service

If you would rather have your garden waste collected, instead of making countless trips to the Household Waste Recycling Sites, and continue to do your bit for the environment, then read about our kerbside collection service at www.midsussex.gov.uk/recycling or call 01444 477440. You can share the green bin with a neighbour, if you think it would be more convenient. Charges apply.

Pest Control

We offer a service with competitive rates for dealing with infestations of rats, mice, wasps, bees, and other harmful insects. To find out more about what this involves, see www.midsussex.gov.uk/pestcontrol or call 01444 477423.

Pre-planning advice site visits

We can help by providing you with advice and information if you are considering making a development proposal. A planning officer can also come and visit the site too, for a small fee. We welcome, and encourage, discussions before you submit an application. For information, please see www.midsussex.gov.uk/planning, call 01444 477019 or email planninginfo@midsussex.gov.uk.

Street Naming and Numbering

We are the main contact for addressing issues, such as naming streets, numbering new properties and changing an existing name or adding a name to your address. Please see www.midsussex.gov.uk/streetnaming or call 01444 477175.

Recycling Service



Items should always be: clean, dry and loose

YES please (in your blue lidded recycling bin)



Plastic bottles



Glass bottles and jars



Foil



Metal cans and aerosoles



Paper and cardboard



Tetra Paks

NO thank you (in your blue lidded recycling bin)



General rubbish and food



Other glass and ceramics



Other plastics



Shredded paper
(you can compost it or put it in the blue paper banks at local recycling bring sites)

Local household waste sites at Burgess Hill and East Grinstead accept a wider variety of material for recycling

No plastic bags please

If in doubt... leave it out

Refuse Service



YES please

(in your grey lidded waste bin)

Rubbish that can't be recycled in your recycle bin including:-

- ✓ **Plastic items – except bottles** (yoghurt/food trays/margarine tubs/punnets)
- ✓ **Kitchen waste** (securely wrapped to avoid smells)
- ✓ **Nappies** (securely wrapped)
- ✓ **Polystyrene**
- ✓ **Pet bedding**, in small quantities

NO thank you

(in your grey lidded waste bin)

- ✗ **Garden waste**
- ✗ **Electrical goods and batteries**
- ✗ **Paint / household chemicals**
- ✗ **Large/bulky household waste items**
- ✗ **Business waste**
- ✗ **Soil/rubble/bricks**

Thank you for recycling

Please ensure that your bin is at the edge of your property, at the point nearest the highway, by 7am on the day of collection.

Bin lids must be fully closed to enable collection.

Any waste not in the wheeled bin will not be collected.

We offer an assisted collection service for those who cannot manage the bins.

Collection calendars are available by entering your postcode into My Mid Sussex on our website at www.midsussex.gov.uk/mymidsussex

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Abandoned Vehicles

01444 477440

abandonedvehicles@midsussex.gov.uk
www.midsussex.gov.uk/streets
We work with Sussex Police on 'Operation Crackdown' to remove abandoned vehicles.

Affinity Sutton

0300 100 0303

www.affinitysutton.com
Affinity Sutton (formerly Downland Housing Association) is the largest affordable housing provider in Mid Sussex and runs the Mid Sussex Common Housing Register for the Council and its housing association partners.

Air Quality

See Environmental Health

Allotments (Cuckfield Glebe Road and Poynings)

01444 477379

bookings@midsussex.gov.uk
www.midsussex.gov.uk/openspaces
We are responsible for the above allotment sites, with the remainder managed by the local Town/Parish Council or a local allotment association.



Anti-Social Behaviour

01444 477489 (non-emergency line)

antisocialbehaviour@midsussex.gov.uk
www.midsussex.gov.uk/community
Contact us if you have experienced or have concerns about anti-social behaviour in your community.

Arts Development

01444 477012

arts@midsussex.gov.uk
www.midsussex.gov.uk/leisure
We work to promote, enhance and facilitate arts activities within the local community.

Asbestos Advice

01444 477292

pollution@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
Contact us if you need advice on the management, removal and disposal of asbestos.

B

Benefits - Council Tax and Housing

01444 477264

benefit@centralsussex.gov.uk
www.revsandbens.centralsussex.gov.uk
Our website has an online 'Benefit Calculator' which allows you to enter information about your circumstances and provides a guide to your possible entitlement.

Benefit Fraud Hotline

01444 477400

fraud@centralsussex.gov.uk
www.midsussex.gov.uk/benefits
Please contact us if you know of anyone who is claiming benefits they are not entitled to.

Bins

See Refuse and Recycling

Bonfires: Commercial and Domestic

01444 477292

pollution@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
Excess smoke and ash from bonfires can cause a nuisance. We can investigate any nuisance bonfires or contact us for advice on alternative ways to dispose of garden waste, such as composting and recycling.

Building Control

01444 477570

bcinfo@midsussex.gov.uk
www.midsussex.gov.uk/buildingcontrol
For advice on building regulations and associated legislation, including pre-application guidance.

Bulky Refuse

See Refuse and Recycling

Bus Passes

01444 477304

concessionarytravel@midsussex.gov.uk
www.midsussex.gov.uk/freebuspass
Free bus travel for everyone of eligible age, or those who have a qualifying disability. We also provide taxi vouchers for those unable to use buses.



Business Rates Enquiries

01444 477564

revenue@centralsussex.gov.uk
www.revsandbens.centralsussex.gov.uk
The business rates collected are paid into a central pool maintained by the Government. Call for information on payment methods and transitional and discretionary relief.

Business Rates Payments

0845 301 0205 (24hrs)

revenue@centralsussex.gov.uk
www.revsandbens.centralsussex.gov.uk
Payment of business rates can be made by phone, direct debit or via the internet.

Business Support

See Economic Development

C

Car Parking

01444 477212

parkinginfo@midsussex.gov.uk
www.midsussex.gov.uk/parking
We manage and maintain 32 car parks across the District, provide enforcement of on-street and off-street parking restrictions, administer residents' permits / parking zones and answer general parking enquiries.

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Choice-Based Lettings (CBL)

www.midsussex.gov.uk/homemove
See also Housing Register Applications.

Civic Halls

www.freedom-leisure.co.uk
Clair Hall, Haywards Heath
01444 455440
clairenquiries@freedom-leisure.co.uk
Martlets Hall, Burgess Hill
01444 242888
martletsenquiries@freedom-leisure.co.uk
Performance spaces and rooms for hire for meetings and social events.

Clair Hall, Haywards Heath

See Civic Halls

Clinical Waste Collection

01444 477440
wastematters@midsussex.gov.uk
We offer a free clinical waste collection service for residents of Mid Sussex.

Commercial Refuse

01243 756869
www.westsussexsbp.org.uk
The West Sussex Sustainable Business Partnership offers advice about Recycling and Sustainability for businesses in Mid Sussex.

Committees

See Councillors and Committees



Common Housing Register

See Housing Register Applications

Composting

01444 477440
www.midsussex.gov.uk/recycling
Contact us regarding subsidised compost bins, or for advice on our kerbside garden waste collection and other methods for composting garden and food waste.

Concessionary Travel

See Bus Passes

Conservation Areas and Listed Buildings

01444 477385
planningpolicy@midsussex.gov.uk
www.midsussex.gov.uk/planningpolicy
Conservation areas help to preserve and enhance the character of an area. Contact us to discuss your proposals for work on listed buildings, get advice about conservation-related policies and the protection of the District's built environment.

Councillors and Committees

01444 477111
committees@midsussex.gov.uk
www.midsussex.gov.uk/council
Mid Sussex has 54 councillors representing 26 wards. You can search on our website for details of your local councillor. Every meeting of the Council and its committees is open to the public and local media.

Council Tax Enquiries

01444 477564
revenue@centralsussex.gov.uk
www.revsandbens.centralsussex.gov.uk
We can provide information and advice on Council Tax and how to pay your bill. Those on income support, or low income, may be eligible for benefit (see Benefits).



Council Tax Payments

0845 301 0205 (24hrs)
revenue@centralsussex.gov.uk
www.revsandbens.centralsussex.gov.uk
Payment of Council Tax can be made by phone, direct debit, at local post offices or via the internet.

Council Tax Benefits

See Benefits - Council Tax and Housing

Crime and Disorder Reduction

01444 477550
communitysafety@midsussex.gov.uk
www.midsussex.gov.uk/community
Through the Crime and Disorder Reduction Partnership we work with local communities to keep crime and disorder levels low in the District.

Dangerous Buildings

01444 477570 (Out of Hours 01444 446495)
We will respond to emergencies or other cases where buildings, high walls, etc., pose a threat to safety. Where necessary, the Council will take action to overcome the danger.

Dead Animals

01444 477440
www.midsussex.gov.uk/streets

Development Management

See Planning Applications

Disabled Facilities Grant

See Grants and Loans

Dog Control

01444 477041
dogcontrol@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
We investigate dog barking complaints and provide advice to dog owners. Dangerous dog complaints should be reported to the Police.

Dog Fouling

01444 477561
dogcontrol@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
Please report any incidents of dog fouling on MSDC open spaces and parks.

Dog Waste Bins

01444 477440
wastematters@midsussex.gov.uk

Drainage

See Flooding and Drainage

Economic Development

01444 477053
business@midsussex.gov.uk
www.midsussex.gov.uk/business
We work in partnership with other organisations to provide a range of services to businesses, including advice and information, the business directory, business-related events and support for training and skills development.

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Electoral Services

01444 477003

elections@midsussex.gov.uk
www.midsussex.gov.uk/elections

We are responsible for organising all elections in the District, and the process of preparing, compiling, publishing and updating the Electoral Register - a list of everyone who is entitled to vote.

Entertainment

see Civic Halls and What's On

Empty Homes

01444 477309

housingadvice@midsussex.gov.uk
www.midsussex.gov.uk/emptyhomes

We provide advice to owners of empty properties on how to get them back into use.

Environmental Health

01444 477292

www.midsussex.gov.uk/ehealth

We provide a range of services that include air quality testing, food safety, health and safety, housing standards, licensing, environmental protection, public health development, pest control, dog control and noise complaints.

F

Flooding and Drainage

01444 477408

drainage@midsussex.gov.uk
www.midsussex.gov.uk/flood

Contact us for advice during or following a flood, or about surface water drainage issues. Out of office hours number is 01444 446495.

Fly Tipping

01444 477440

streetsweeping@midsussex.gov.uk
www.midsussex.gov.uk/streets

Fly tipped waste may be found anywhere and the removal of illegally dumped waste costs thousands of pounds every year. Contact us to report fly tippers, or areas where rubbish has been dumped illegally on public land.

Food Safety

01444 477433

foodsafety@midsussex.gov.uk
www.midsussex.gov.uk/ehealth

Contact our environmental health inspectors, who provide advice, training courses and food safety inspections, or if you have a complaint about unsatisfactory food or preparation practices in food businesses.

Freedom of Information

01444 477422

foi@midsussex.gov.uk
www.midsussex.gov.uk/organisation

G

Gardens and Grounds Maintenance

See Parks, Open Spaces and Playing Fields

Garden Waste

See Composting

Grants and Loans

We provide advice on various grants that are available, including:

Disabled Facilities grant
01444 477292

For the above:
housingstandards@midsussex.gov.uk
www.midsussex.gov.uk/housing

Community Building and Sports Facility grants
01444 477275

For the above:
culture@midsussex.gov.uk
www.midsussex.gov.uk/grants

Grants for local voluntary organisations.

Voluntary Organisations
01444 477495

For the above:
communityservices@midsussex.gov.uk
www.midsussex.gov.uk/grants

There are small revenue grants available for voluntary organisations.

Graffiti Removal

01444 477374

graffiti@midsussex.gov.uk

We aim to remove obscene and offensive graffiti within 24 working hours of it being reported, and all other reported graffiti as resources allow. This work is carried out by the Town Councils, and instances of graffiti can be reported directly to them (see p32). There is a charge for graffiti removal from private or commercial premises.

Green Projects

See Sustainability



Gyms

See Leisure Centres

H

Health and Safety at Work

01444 477433

healthandsafetyenforcement@midsussex.gov.uk
www.midsussex.gov.uk/ehealth

We provide an advisory service in premises, such as offices, shops, and small businesses. We also undertake accident investigation and enforcement action.

Health and Wellbeing

01444 477191

wellbeing@midsussex.gov.uk
www.midsussexwellbeing.org.uk

Mid Sussex Wellbeing is a 'one stop shop' for information and signposting to health and wellbeing services in Mid Sussex. The team includes a trained wellbeing advisor who can provide advice and guidance about leading a healthy lifestyle and staying well.

HomeBuy

01444 477309

housingadvice@midsussex.gov.uk
www.midsussex.gov.uk/housing

Information on New Build HomeBuy (shared ownership) schemes in Mid Sussex.

Household Waste

See Refuse and Recycling

Housing Advice and Homelessness

01444 477574

housingadvice@midsussex.gov.uk
www.midsussex.gov.uk/housingadvice

Our Housing Needs Team provides a free and confidential housing advice service for anyone in housing need.

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Housing Benefit

See Benefits - Council Tax and Housing

Housing Conditions

01444 477292
housingstandards@midsussex.gov.uk
www.midsussex.gov.uk/housing
We investigate complaints within the private sector to ensure houses comply with current legislation.

Housing Development and Housing Enabling

01444 477431
housingadvice@midsussex.gov.uk
www.midsussex.gov.uk/housingenabling
We work with housing associations, developers, landowners and the Homes and Communities Agency to secure sites and funding for new affordable housing in urban and rural areas across the District. We also work with our partners to deliver appropriate affordable housing related support to vulnerable members of the community.

Housing Register Applications

0300 100 0303
chrhousingapplication@affinitysutton.com
www.midsussex.gov.uk/homemove
Apply online to register for Choice-Based Lettings to access most affordable housing in Mid Sussex. The register is run for the Council and housing association partners by the Homemove Team at Affinity Sutton.

I
Illegal Tipping

See Fly Tipping

J

Job Vacancies at Mid Sussex

01444 477506
recruit@midsussex.gov.uk
www.midsussex.gov.uk/jobs
Fancy working for your local council? As an Investor in People, we are passionate about our people.

L

Leisure Centres:

www.freedom-leisure.co.uk
The Triangle, 01444 876000
Burgess Hill, RH16 8WA
triangleenquiries@freedom-leisure.co.uk
The Kings Centre, 01342 328616
East Grinstead, RH19 3LN
kingsenquiries@freedom-leisure.co.uk
The Dolphin, 01444 457337
Haywards Heath, RH16 1LY
dolphinenquiries@freedom-leisure.co.uk
Our leisure centres provide a wide range of sport and leisure facilities, including swimming, health and fitness, racquet sports, crèche, soft play, meeting rooms, café and all weather pitches. We also host a range of sporting and entertainment events. See websites for full details.

Leisure Grants

See Grants and Loans

Licensing

01444 477419
licensing@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
Help in obtaining licences, including the sale of alcohol, animal welfare, caravan sites, charitable street collections, entertainment, gambling/gaming, hackney carriages and private hire vehicles, house to house collections, pet shops, riding schools and street traders.

Listed Buildings

See Conservation Areas and Listed Buildings

Litter

01444 477440
www.midsussex.gov.uk/recycling

Local Development Framework

See Planning Policy

Local Land Charges and Searches

01444 477444
landcharges@midsussex.gov.uk
www.midsussex.gov.uk/locallandcharges
Local land charges, fees turnaround times and personal search appointments.

Local Strategic Partnership (LSP)

See Mid Sussex Partnership

Low Cost Home Ownership

01444 477309
housingadvice@midsussex.gov.uk
www.midsussex.gov.uk/homebuy
Advice on schemes that we develop in partnership with housing associations.



M

Martlets Hall, Burgess Hill

See Civic Halls

Media Enquiries

01444 477478
press@midsussex.gov.uk
We deal with media enquiries and issue press releases to the local media to keep residents informed of our news.

Mid Sussex Matters Magazine

01444 477240
msm@midsussex.gov.uk
www.midsussex.gov.uk/msm
Our free magazine is delivered to more than 67,000 homes and to businesses in Mid Sussex, keeping you updated about the work we do in the community.

Mid Sussex Partnership

01444 477360
communitystrategy@midsussex.gov.uk
www.midsussex.gov.uk/msp
The Mid Sussex Partnership brings together key local agencies from the public, private and voluntary sector, to identify ways of working better together to improve quality of life in the District, now and for future generations. It works to deliver the Mid Sussex Sustainable Communities Strategy and holds biannual conferences which are open to any organisation with an interest in the wellbeing of the District.

N

Nature Reserves

01444 477374
We manage four Local Nature Reserves and a range of other beautiful sites where the prime aim is nature conservation.

Non-Domestic Rates

See Business Rates

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Noise Complaints

01444 477292

pollution@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
 We can give advice on what you can do if you are affected by unreasonable noise.

Nuisances

See Abandoned Vehicles, Anti-Social Behaviour, Bonfires, Dog Control, Dog Fouling, Fly Tipping, Graffiti, Noise Complaints, Pest Control or Pollution.

O

Out of Hours Service

01444 446495

Call this number if you need to contact us urgently, outside normal working hours.

P

Parking

See Car Parking

Park Rangers

01444 477561

rangers@midsussex.gov.uk
www.midsussex.gov.uk/leisure
 Our Park Rangers patrol the Council's leisure parks, sports grounds, open spaces and conservation areas, giving advice and guidance on outdoor sites and facilities.

Parks, Open Spaces and Playing Fields

01444 477439

parkspenspaces@midsussex.gov.uk
www.midsussex.gov.uk/openspaces
 We maintain the parks, gardens and open spaces in the District. Contact us for ground maintenance and enquiries relating to parks and sports grounds, bowling greens, tennis courts, streams and watercourses, and Green Flag applications.

Pest Control

01444 477423

pestcontrol@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
 For advice and support in dealing with infestations of rats, mice, wasps, bees, and other harmful insects. Charges apply.

Pitches and Pavilions for Hire

01444 477379

bookings@midsussex.gov.uk
www.midsussex.gov.uk/leisure
 Many of our sports pitches and pavilions are available for hire, both for sporting and non-sporting activities. We also give details on pitch conditions during the winter.

We treat

wasp nests

For advice on pest control please call **01444 477423**

www.midsussex.gov.uk/pestcontrol

Planning Applications / Enquiries

01444 477019

planninginfo@midsussex.gov.uk
www.midsussex.gov.uk/planning
 Contact us for information on current applications, recent decisions on planned developments, and applying for, and obtaining, planning permission.

Planning Investigations

01444 477332

planninginvestigations@midsussex.gov.uk
www.midsussex.gov.uk/planning
 Sometimes development may take place without obtaining permission. Our Team investigates and seeks to resolve alleged breaches of planning control.

Planning Policy

01444 477053

planningpolicy@midsussex.gov.uk
www.midsussex.gov.uk/planningpolicy
 The main function of our Planning Policy and Economic Development Team is to prepare planning guidance for the District.

Playground Maintenance

01444 477397

parkspenspaces@midsussex.gov.uk
www.midsussex.gov.uk/leisure
 We look after 130 equipped playgrounds around the District and ensure they are maintained to a high standard.

Pollution

01444 477292

pollution@midsussex.gov.uk
www.midsussex.gov.uk/ehealth
 Contact us if you are concerned about contaminated land or any premises which you think may be polluting the atmosphere.

Property Information

01444 477490

property@midsussex.gov.uk
www.midsussex.gov.uk/business
 Information on the ownership of Council property and property that may be available for rent or sale.

R

Refuse and Recycling

01444 477440

wastematters@midsussex.gov.uk
www.midsussex.gov.uk/recycling
 We operate an alternate weekly collection of general waste and recycling. We also provide a collection of bulky refuse, which is a chargeable service. Also see 'Composting'.

Road Closures

01444 477305

www.midsussex.gov.uk/roadclosures
 Events organisers can contact us if they would like to arrange a temporary road closure in the District.

Rubbish Dumping

See Fly Tipping



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Shared Ownership Housing

See HomeBuy

Smoke (complaints)

See Environmental Health

Sports Development

01444 477012

sport@midsussex.gov.uk
www.midsussex.gov.uk/leisure

We aim to increase participation, retention and opportunities in sport through our partnerships with local clubs, coaches, and organisations.

Street Cleaning

01444 477440

streetsweeping@midsussex.gov.uk
www.midsussex.gov.uk/streets

A flexible cleaning schedule allows street cleaning teams to focus on areas where they are most needed. If we are aware of a dirty street, we can send out a cleaning team.

Street Naming / Numbering

01444 477175

addressqueries@midsussex.gov.uk
www.midsussex.gov.uk/streetnaming

Adding or changing of house names, naming new streets and numbering all new properties. To report broken or missing street nameplates, call 01444 477397 (in Burgess Hill, call 01444 238213).

Street Trading

See Licensing

Supported Housing

01444 477431

housingadvice@midsussex.gov.uk
www.midsussex.gov.uk/housingsupport

Information on the supported housing options that are available.

Sustainability

01444 477370

sustainability@midsussex.gov.uk
www.midsussex.gov.uk/green

Find out how you can get involved in local green projects.

Sustainability Appraisals

01444 477488

planningpolicy@midsussex.gov.uk
www.midsussex.gov.uk/planning

Sustainability appraisals predict and assess the economic, environmental and social effects likely to arise from key projects, ensuring that they contribute towards sustainable development. Also see 'Planning Policy'.

Swimming Pools

See Leisure Centres

T

Taxi Licensing

01444 477335

taxilicensing@midsussex.gov.uk
www.midsussex.gov.uk/taxi

Taxi Vouchers

01444 477304

concessionarytravel@midsussex.gov.uk

A limited supply of taxi voucher books are issued to eligible Mid Sussex residents who are unable to use public transport.

Toilets

01444 477305

www.midsussex.gov.uk/openspaces

We provide, maintain and clean a number of public toilets across the District. The public toilets in parks will be subject to a major plan of investment to bring them up to modern standards.

Tourism Promotion

01444 477012

tourism@midsussex.gov.uk
www.midsussex.gov.uk/tourism

We promote Mid Sussex to visitors, and also work in partnership with Horsham, Lewes and Wealden District Councils to promote rural Sussex under the 'Enjoy Sussex' brand - www.enjoysussex.info

Town Centre Masterplans

01444 477336

towncentres@midsussex.gov.uk
www.midsussex.gov.uk/towncentres

Details of work to revitalise our three town centres.

Trees

01444 477004

Management and enquiries relating to trees and woodland in parks, sports grounds, open spaces and local nature reserves. Annual tree inspections.

Tree Preservation Orders

01444 477458

planningenquiries@midsussex.gov.uk
www.midsussex.gov.uk/planning

Orders can be made for historic or amenity reasons to enable more effective protective measures during development and to require replacements for any trees which die or need to be removed.

V

Vacant Commercial Premises

01444 477358

economicdevelopment@midsussex.gov.uk
www.midsussex.gov.uk/business

We publish a list quarterly of commercial properties available around the District, which is compiled with the help of over 30 commercial agents.

Voting

See Electoral Services

W

Waste Collection

See Refuse and Recycling

Water Quality

01444 477292

Wellbeing

See Health and Wellbeing

What's On

01444 477240

www.midsussex.gov.uk/events
www.freedom-leisure.co.uk

Search for information about what's on around the District, or add your own events.

Y

Youth Services

01444 477518

youth@midsussex.gov.uk
www.midsussex.gov.uk/community

We work with local youth groups and youth services to improve youth facilities and activities in the District. Development and promotion of democracy to young people, and Youth Councils.



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2012/2013 Council Tax for each property Band

Property Valuation Band *	Proportion of Band D Tax Payable £	Mid Sussex DC £	West Sussex CC £	Sussex Police £	Total £
Band A Up to £40,000	6/9	99.72	774.66	92.28	966.66
Band B £40,001 to £52,000	7/9	116.34	903.77	107.66	1,127.77
Band C £52,001 to £68,000	8/9	132.96	1,032.88	123.04	1,288.88
Band D £68,001 to £88,000	1	149.58	1,161.99	138.42	1,449.99
Band E £88,001 to £120,000	11/9	182.82	1,420.21	169.18	1,772.21
Band F £120,001 to £160,000	13/9	216.06	1,678.43	199.94	2,094.43
Band G £160,001 to £320,000	15/9	249.30	1,936.65	230.70	2,416.65
Band H More than £320,000	2	299.16	2,323.98	276.84	2,899.98

* Based on market price of property as at 01/04/91

Do not forget your Town/Parish Council Tax has to be added to these figures.

The total of your Council Tax for the year is shown opposite.

Typical Property Example

Below is an example of the Mid Sussex element of a typical property in **Band D**

	2011/12 £	2012/13 £	Change £	Change %
Including parishes	204.51	205.82	1.31	0.0
Excluding parishes	149.58	149.58	0.0	0.0

What you will pay

Town / Parish Area	Local Precept* 2011-12 £	Local Precept* 2012-13 £	Band A £	Band B £	Band C £	Band D £	Band E £	Band F £	Band G £	Band H £
Albourne	14,500	14,633	1,000.77	1,167.56	1,334.36	1,501.15	1,834.74	2,168.33	2,501.92	3,002.30
Ansty and Staplefield	35,271	35,285	996.52	1,162.61	1,328.69	1,494.78	1,826.95	2,159.13	2,491.30	2,989.56
Ardingly	78,169	79,437	1,040.55	1,213.98	1,387.40	1,560.83	1,907.68	2,254.53	2,601.38	3,121.66
Ashurst Wood	49,500	51,480	1,011.72	1,180.34	1,348.96	1,517.58	1,854.82	2,192.06	2,529.30	3,035.16
Balcombe	60,000	60,000	1,014.80	1,183.93	1,353.07	1,522.20	1,860.47	2,198.73	2,537.00	3,044.40
Boiley	20,000	34,914	1,003.83	1,171.14	1,338.44	1,505.75	1,840.36	2,174.97	2,509.58	3,011.50
Burgess Hill	736,504	761,667	1,010.30	1,178.68	1,347.07	1,515.45	1,852.22	2,188.98	2,525.75	3,030.90
Cuckfield	134,820	134,820	1,022.88	1,193.36	1,363.84	1,534.32	1,875.28	2,216.24	2,557.20	3,068.64
East Grinstead	691,600	716,259	1,010.46	1,178.87	1,347.28	1,515.69	1,852.51	2,189.33	2,526.15	3,031.38
Fulking	6,144	6,344	995.08	1,160.93	1,326.77	1,492.62	1,824.31	2,156.01	2,487.70	2,985.24
Hassocks	168,295	174,383	1,001.67	1,168.61	1,335.56	1,502.50	1,836.39	2,170.28	2,504.17	3,005.00
Haywards Heath	439,371	454,626	994.19	1,159.89	1,325.59	1,491.29	1,822.69	2,154.09	2,485.48	2,982.58
Horsted Keynes	27,155	27,755	992.91	1,158.40	1,323.88	1,489.37	1,820.34	2,151.31	2,482.28	2,978.74
Hurstpierpoint and Sayers Common	174,425	174,425	1,007.17	1,175.04	1,342.90	1,510.76	1,846.48	2,182.21	2,517.93	3,021.52
Lindfield	158,000	152,000	1,002.66	1,169.77	1,336.88	1,503.99	1,838.21	2,172.43	2,506.65	3,007.98
Lindfield Rural	50,242	50,294	994.67	1,160.44	1,326.22	1,492.00	1,823.56	2,155.11	2,486.67	2,984.00
Newtimber	200	200	969.83	1,131.47	1,293.11	1,454.75	1,778.03	2,101.31	2,424.58	2,909.50
Poynings	3,054	3,054	982.05	1,145.72	1,309.40	1,473.07	1,800.42	2,127.77	2,455.12	2,946.14
Pyecombe	4,385	4,900	998.31	1,164.70	1,331.08	1,497.47	1,830.24	2,163.01	2,495.78	2,994.94
Slaugham	65,000	65,000	1,005.67	1,173.29	1,340.90	1,508.51	1,843.73	2,178.96	2,514.18	3,017.02
Turners Hill	57,425	58,580	1,027.11	1,198.30	1,369.48	1,540.67	1,883.04	2,225.41	2,567.78	3,081.34
Twineham	3,300	4,000	986.49	1,150.90	1,315.32	1,479.73	1,808.56	2,137.39	2,466.22	2,959.46
West Hoathly	36,500	39,479	994.51	1,160.27	1,326.02	1,491.77	1,823.27	2,154.78	2,486.28	2,983.54
Worth	138,000	142,000	988.27	1,152.98	1,317.69	1,482.40	1,811.82	2,141.24	2,470.67	2,964.80

* Precept is the amount of money required to be collected on behalf of your local Town/Parish Council. Information about Town and Parish precepts is available from the Clerk of the appropriate Town or Parish Council.

Town and Parish Council Tax

Expenditure for local councils where precept exceeds £130,000:

Expenditure Analysis	2011/12 £000	2012/13 £000
BURGESS HILL TOWN COUNCIL		
Revenue Expenditure	991	993
Income	(209)	(228)
Capital Expenditure	6	17
Changes in balances	(51)	(20)
Precept	737	762
CUCKFIELD PARISH COUNCIL		
Revenue Expenditure	209	206
Income	(74)	(71)
Capital Expenditure	0	10
Changes in balances	0	(10)
Precept	135	135
EAST GRINSTEAD TOWN COUNCIL		
Revenue Expenditure	916	953
Income	(255)	(277)
Capital Expenditure	57	40
Changes in balances	(26)	0
Precept	692	716
HASSOCKS PARISH COUNCIL		
Revenue Expenditure	175	184
Income	(7)	(10)
Capital Expenditure	0	0
Changes in balances	0	0
Precept	168	174
HAYWARDS HEATH TOWN COUNCIL		
Revenue Expenditure	499	516
Income	(64)	(68)
Capital Expenditure	5	8
Changes in balances	(1)	(1)
Precept	439	455
HURSTPIERPOINT AND SAYERS COMMON PARISH COUNCIL		
Revenue Expenditure	201	202
Income	(25)	(28)
Capital Expenditure	0	54
Changes in balances	(2)	(54)
Precept	174	174
LINDFIELD PARISH COUNCIL		
Revenue Expenditure	195	170
Income	(12)	(13)
Capital Expenditure	30	0
Changes in balances	(55)	(5)
Precept	158	152
WORTH PARISH COUNCIL		
Revenue Expenditure	116	116
Income	(221)	(221)
Capital Expenditure	315	319
Changes in balances	(72)	(72)
Precept	138	142

Who pays Council Tax?

Council Tax is generally payable by the person resident in a property who has the greatest legal interest in that property. Normally, this is the owner or tenant. If two or more residents have the same interest (for example, joint tenants) or live together as a couple (for example, husband and wife or same sex partners), they are generally jointly and severally responsible.

Discounts

There is a 25% discount if only one person over the age of 18 lives in a property, a 50% discount if no one lives in a property as their main home because they have to work away (for example, publicans who have to live in licensed premises) or a 10% discount if a property is unoccupied and furnished (for example, second home). The following are not counted in the number of people living in a property:

- Full-time students: 18 and 19-year olds who are at, or have just left, school and those for whom child benefit is payable
- People resident in hospitals or homes
- People who are severely mentally impaired
- Carers on low pay or those who care for someone who is not a spouse, partner, or under 18
- Members of religious communities (monks or nuns) or visiting forces, or foreign diplomats
- People in detention (unless for non-payment of Council Tax or a fine)
- Under 18 years old

If someone is disabled and has a room related to their disability that is essential and mostly used by them to meet their needs, or space indoors to use a wheelchair, a reduction of up to one Band can be given.

Exemptions

There is no Council Tax to pay on some properties, including those occupied only by students, the severely mentally impaired who would otherwise be liable to pay, under 18s, or foreign diplomats, or granny annexe-type property occupied by a disabled, elderly or dependent relative of the resident living in the main part of the property.



Also exempt are vacant properties which are:

- Unfurnished (up to six months)
- Owned by a charity (up to six months)
- In need of, are undergoing or have undergone major repair work or structural alteration (up to 12 months)
- Left empty as a resident is receiving or providing personal care
- Awaiting grant of probate (and for six months after, provided the property remains in the hands of the executors)
- Repossessed, forbidden by law to be occupied, left empty by a student, granny annexe-type properties that cannot be let separately, awaiting occupation by a minister of religion, or a pitch not occupied by a caravan

If at any time before the end of the financial year following this year, you have reason to believe you should not be in receipt of an exemption or discount, or that you should be in receipt of a lesser discount, you must notify the Council within 21 days of first having that belief. If you fail to provide this information, without reasonable excuse, you may have to pay a penalty of £50, and continued failure could lead to higher fines.

Help with Council Tax or rent

People on low incomes (including Income Support and Job Seekers Allowance) may be able to get help with rent and Council Tax. The amount of help depends on how much money and capital (savings) you have and the circumstances of anyone living with you.

If you are the only liable person on the Council Tax bill, but are not entitled to benefit yourself, you may be able to claim Second Adult Rebate. This applies when other adults who live in the house with you are on a low income (not partner, joint owner, joint tenant or someone who pays you rent).

If you want to find out if you are entitled to Council Tax Benefit, Second Adult Rebate or Housing Benefit (help with your rent), please contact us for an application form. You can download a form at www.revsandbens.centralsussex.gov.uk.

If you have difficulty completing forms, please contact us and we can arrange for a visiting officer to call or other help.



Appeals

If after contacting us, you still disagree that you are the person who should pay Council Tax, you have been refused a discount of exemption or we do not reply within two months, you can appeal to:

Valuation Tribunal Service
Whitechapel VTS (South Region)
2nd Floor, Black Lion House
45, Whitechapel Road
London E1 1DU
Tel - 020 7426 3939
Fax - 020 7247 6598
Email - vtwhitechapel@vto.gsx.gov.uk



You can also appeal if you feel your Property Band is wrong, due to work carried out on the property, change in the surrounding area, or within six months of moving into your home. You should contact:

Council Tax South
Valuation Office Agency
Second Floor, 1 Francis Grove
Wimbledon
London SW19 4DT
Tel - 0300 501501
Fax - 0300 501182
Email - ctsouth@voa.gsi.gov.uk
www.voa.gov.uk

Data held for Council Tax

This Authority is under a duty to protect the public funds it administers, and to this end may use information held for Council Tax purposes for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

The information will be matched to other Council held data through the Audit Commission's National Fraud Initiative (NFI). Further information can be found at:

In the know

Our Customer Contact Team receives over 11,000 calls each month.

As well as providing information about our services, it also helps with other queries, where possible. Here are a few helpful contacts for services not being run by Mid Sussex District Council, but which will help you reach the people you need.

How can I...?

...report that a streetlight isn't working?

Call Southern Electric Contracting on behalf of WSCC	01243 777100 (WSCC)
In parks and car parks owned or managed by MSDC	01444 477397

...find out where my nearest library is?

Call WSCC	01243 642111
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...talk to someone about roads / pot holes / gritting?

Call WSCC Highways	01243 642105
For the north of the District email	highways.northern@westsussex.gov.uk
For the south of the District email	highways.southern@westsussex.gov.uk

...research details of schools in my area?

Call WSCC Education Office	0845 075 1007
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...find a local doctor, dentist, hospital or health professional?

You can search for all NHS services on www.nhs.uk/servicedirectories or by calling	0845 4647
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...organise a home fire safety check?

Call West Sussex Fire and Rescue Service	0800 328 6487
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...find out about pension information?

Call the Department of Work and Pensions - The Pension Service National Helpline	08456 060 265
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Other useful numbers for advice and information

Age UK

Burgess Hill - St Alban's Hall	01444 236497
East Grinstead - Swan Mead Day Centre	01342 327046
Hassocks - The Pauline Thaw Centre	01273 844461
Haywards Heath - Perrymount Road	01444 450248

Citizens Advice Bureau

Please call the Central Sussex CAB advice line for assistance.

CAB advice line	0844 477 1171
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Fire and Rescue and Police Services (non emergency)

West Sussex Fire and Rescue Headquarters	01243 786211
Mid Sussex District Team - Haywards Heath Fire Station	01444 452329
Sussex Police (non emergency)	101

Household Waste Recycling Sites (run by WSCC)

WSCC Waste Management	01243 642106
East Grinstead, Imberhome Lane. RH19 1TZ	01342 326475
Burgess Hill, Fairbridge Way. RH15 8AR	01444 243041

Tourist Information

Burgess Hill - touristinformation@burgesshill.gov.uk	01444 238202
East Grinstead - tourism@eastgrinstead.gov.uk	01342 410121

Transport

National Rail Enquiries - www.nationalrail.co.uk	08457 484950
Traveline - impartial planning information on bus, train, coach, ferry and underground services - www.traveline.info	0871 200 2233

Signpost

Provide open access advice, support and signposting to those aged 16-64 to prevent homelessness and housing crisis.	01403 751 062
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Councils in your area

As well as having specialist services provided by both Mid Sussex District Council and West Sussex County Council, your area will have a Town or Parish Council that provides other local services. Full details of the 24 parish councils can be found on www.midsussex.gov.uk.

Your Town Council

Burgess Hill Town Council	01444 247726
East Grinstead Town Council	01342 323636
Haywards Heath Town Council	01444 455694

Services include -

Allotments, burial grounds, bus shelters and war memorials.

Your District Council is

Mid Sussex District Council	01444 458166
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Services in your area include -

Benefits, housing, leisure centres, parks and playgrounds, planning and refuse and recycling. A full alphabetical list of these services is inside this A-Z Guide.

Your County Council is

West Sussex County Council	01243 777100
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Services in your area include -

Community transport, libraries, registering births and deaths, roads, pot holes, street lighting and gritting, schools, social services and trading standards.

Help Points

Help Points across the District provide information about all the Councils' services. They are located at -

Burgess Hill Town Council 96 Church Walk RH15 9AS	01444 247726
East Grinstead Library 32-40 West Street RH19 4SR	01342 300780
Mid Sussex District Council Oaklands, Oaklands Road Haywards Heath RH16 1SS	01444 458166