

# Community NEWS



SPRING 2016



\*Charity Registration No.1051868

## A GLORIOUS NEW MUSEUM

BE PART OF IT!

With millions of Heritage Lottery and other funding now secured and planning permission granted, all that remains between you and a fantastic new museum and art gallery is £1.4 million. This is the sum that remains to be raised to make the £7.75m project a reality. A fundraising campaign is underway, led tirelessly by St Albans Museums and Galleries Trust\*, the charity behind the campaign.

If the remaining funding can be raised, the new museum, could open as soon as late 2017, transforming the iconic St Albans Town Hall and reinvigorating the city centre.

The Trust wants you – and needs you – to be part of it. They are looking for major sponsors for the various galleries, and donations at all levels.

For a donation of £250, for example, you can have your name engraved on the museum honours board and write yourself into the history and fabric of St Albans! For details, see [www.stalbansdonate.org.uk](http://www.stalbansdonate.org.uk) or the leaflet distributed on behalf of the Trust with Council Tax information.

On behalf of St Albans Museums and Galleries Trust, thank you for your support!

SEE CENTRE PAGES

The Tourist Information Centre is moving temporarily to the Alban Arena from Monday 4 April.



## Try our website first

Many of our most used services can be accessed online. If you want to pay your Council Tax, sign up for paperless billing, or tell us about a bin we missed, for example, just visit [www.stalbans.gov.uk](http://www.stalbans.gov.uk).

You can also find detailed information specific to your home. Click the 'where you live' link on the homepage to see the planning history of your home, your recycling collection dates, local councillors' details, and lots more.

## Your Council Tax Explained



Community News is published by St Albans City & District Council  
[www.stalbans.gov.uk](http://www.stalbans.gov.uk)





# Increase in burglaries

**Between October and December 2015 there were 97 burglaries in the District compared to 78 in the same period the year before. Police are asking residents to take the following precautions:**

Secure your back garden - lock your shed and gates (top and bottom) and mend any broken fences. Don't leave ladders and tools outside.

Lock all doors and windows and use timer switches on lamps and lights to give your home a lived-in look.

Take photos of prized possessions and register them at [www.immobilise.com](http://www.immobilise.com) so they can be returned to you if stolen and recovered.

You could also join or start a Neighbourhood Watch scheme.

If you have information about burglaries or any other crime, please call the Herts Police non-emergency number **101**. Alternatively call Crimestoppers, the independent charity, anonymously on **0800 555 111**.



# Keeping it private on social media

**If you are concerned about privacy, it's best not to post information on social media that allows strangers to contact you in real life.**

Don't post your address, school, or phone number, for example.

Think about the future and don't upload anything that might embarrass you later, for instance when applying for jobs or college. Don't be pressured into taking pictures of yourself that you wouldn't want other people to see. Also remember that photos taken from many phones have embedded location information.



## Easter School Holidays (4-15 April)

Our play leaders will be co-ordinating fun and games in 15 parks across the District. Join in for FREE! Details at [www.stalbands.gov.uk/playintheparks](http://www.stalbands.gov.uk/playintheparks) or contact [alex.varran@1life.co.uk](mailto:alex.varran@1life.co.uk), **01727 819531** (also on during the Summer Holidays).



## You can play tennis for free at Verulamium Park on Saturdays between 10-11am.

Sessions are run by volunteers as part of the Park Tennis event programme. Register at [www.parktennis.org](http://www.parktennis.org).

# A job at the Council?



**The Council recently achieved IIP Silver accreditation recognising our commitment to learning and development, strong leadership, customer service and employee engagement.**

To see the latest Council job vacancies and watch our video about what it's like to work with us go to [www.stalbands.gov.uk/jobs-and-careers](http://www.stalbands.gov.uk/jobs-and-careers). Are you looking for a flexible way to work? If so, why not register as a casual worker? See our website for details.

# Your vote matters

## Make sure you're registered

**The Police & Crime Commissioner and District Council elections take place on Thursday 5 May 2016.**

If you haven't yet registered to vote, or if you've recently moved house, the application deadline is Monday 18 April 2016. It only takes a few minutes to register online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

For a paper application form, contact Electoral Services at

[elections@stalbands.gov.uk](mailto:elections@stalbands.gov.uk) or on **01727 819294**.

You can also apply to vote by post or appoint a proxy to vote on your behalf. The deadline for new postal vote applications is 5pm on Tuesday 19 April, and for new proxy vote applications, 5pm on Tuesday 26 April. See [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk) for details. For more information about voting in St Albans District see [www.stalbands.gov.uk/elections](http://www.stalbands.gov.uk/elections).



# WHAT'S ON at the museum

The Museum of St Albans is now closed while we develop the new museum and gallery at the Town Hall.

Verulamium Museum, St Michael's Street, St Albans, AL3 4SW.  
[www.stalbansmuseums.org.uk](http://www.stalbansmuseums.org.uk) 01727 751810



## Children and Families

**Note:** children must be accompanied by an adult

### Tots Tales

Wed 13 Apr, Wed 11 May. 1.30 - 2.30pm. 2-4 years. £2 (museum entry charge for non-residents). Story, craft activity and museum hunt.

### Story time session for the under 7s

Sun 20 Mar, Sun 24 Apr, Sun 22 May. 3 - 4pm. £2 (free to members of the St Albans Children's Book Group). Join us for stories, activities and Red House Children's Book Award voting.

### Easter Drop-in Craft Activities

Sat 26 Mar. 2 - 4pm. Age 3-7. £1 (museum entry charge for non-residents). Egg hunt and make a special Easter headdress.

### Crafty Capers

Thurs 7, Fri 8, Thurs 14, Fri 15 Apr. £1 (museum entry charge for non-residents). Drop-in craft activities with an Easter theme.

### Archaeology Apprentices

Sat 30 Apr, 2.30 - 4.30pm, Sun 15 May, 2.15 and 3.15pm. Age 5-11. Free (museum entry charge for non-residents). Simulated archaeology dig.

### Meet Queen Boudicca

Sat 28 May 2 - 4.30pm. Free (museum entry charge for non-residents). Story telling by Boudicca at 2.30pm and 3.30 pm.

### Easter Holiday Activities for 6 - 11 year olds

10.30am - 12.30pm and 2 - 4pm. Cost: £6 (£5 for Young Friends). Book in advance at Verulamium Museum, 01727 751810.

#### Mon 4 Apr. Greedy Grendel

Hear the tale of Beowulf; a heroic story of brave warriors, evil giants and horrible dragons! Make an embellished mask of Grendel, the wicked giant.

#### Tues 5 Apr. Saxon Fun and Games

No Lego, no Nintendo, no lightsabers - what did the Saxons do for fun? Plus, make a great game to play at home.

#### Wed 6 Apr. King Arthur

Find out about the legend of King Arthur. Make a magical sword in the stone model.



## Adults

### Weekend Gallery Talks

Most weekends. 3 - 3.30pm. Free (museum entry charge for non-residents). Join the St Albans Town Guides for gallery talks including: the life of St Alban, mosaics, the Iron Age, death and burial. Check [www.stalbansmuseums.org.uk](http://www.stalbansmuseums.org.uk) for details.

### Movie Night at the Museum

Fri 13 May. 7pm. £5. Certificate PG-13. Join us for a film screening in the museum of Spartacus, the classic film starring Kirk Douglas.



# SUMMER FUN



June

### St Albans Half Marathon

Sunday 12th June

Races for all ages and abilities. Choose from the Half Marathon, Walking Half Marathon, 5K Race or the 1.5 mile Children's Fun Run. See: [www.stalbanshalfmarathon.co.uk](http://www.stalbanshalfmarathon.co.uk), or contact [stalbanshalf@1life.co.uk](mailto:stalbanshalf@1life.co.uk), 01727 819327.

### The Alban Weekend

Saturday 18 June - Alban Pilgrimage


Don't miss St Albans Cathedral's spectacular Alban Pilgrimage featuring their famous giant puppets. The procession down to the Cathedral starts from St Peter's Church at 11am.

Sunday 19 June - Alban Street Festival

St Peter's Street will be closed to traffic for the Alban Street Festival, a day of fun, food and family entertainment. Celebrate all that is wonderful about our fair City from 12 noon - 6pm.

## Easier ways to pay



 You can pay your Council Tax, Business Rates and other bills at [www.stalbans.gov.uk](http://www.stalbans.gov.uk). Or you can use online banking, or pay at the Post Office or any shop showing the Pay Zone sign. We also have an electronic payment kiosk at Council reception, and an automated payment line - 0161 785 3880.

# Your Council Tax explained

St Albans City and District Council's element of the Council Tax is frozen for the eighth year running.

## For every £1 you pay in Council Tax

Hertfordshire County Council gets **77p Total £72.2m**

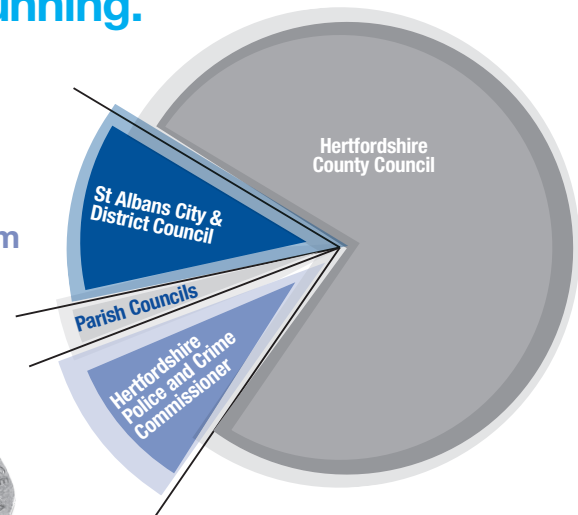
St Albans City & District Council gets **11p Total £10.2m**

Hertfordshire Police and Crime Commissioner gets **9p Total £8.9m**

Parish Councils get **3p Total £2.4m**

**On average, you pay just £3.24 a week for all the services provided by your District Council including:**

- Refuse and recycling services
- Parks, play areas, leisure centres and sports activities
- Street cleaning
- Markets
- Tackling crime and nuisances like fly-tipping, noise and dog mess
- Special events and festivals
- Museums
- Elections
- Planning and building control
- Car parking and parking control
- Housing and benefit advice
- Sustainability initiatives
- Food, health and safety inspectors



## Council Commitments

- Protecting the vulnerable and delivering for families
- Planning for the future
- Developing business and the visitor economy
- Delivering cultural, sports, leisure and heritage facilities
- Keeping the District clean, green, healthy and safe
- Ensuring value for money and outstanding customer service

## How Council Tax is calculated

Expenditure and Income Summary	2015/16*		2016/17	
	£m	Council Tax Band (D) £	£m	Council Tax Band (D) £
St Albans City & District Council budget expenditure	£28.9m	£485.33	£29.0m	£476.52
PLUS contribution to reserves	£0.8m	£13.12	£0.9m	£15.13
<b>Total Gross Expenditure for Council Activities</b>	<b>£29.7m</b>	<b>£498.45</b>	<b>£29.9m</b>	<b>£491.65</b>
LESS income from fees, charges, sales, rent, grants	-£12.2m	-£204.67	-£12.6m	-£207.32
<b>St Albans City &amp; District Council net budget</b>	<b>£17.5m</b>	<b>£293.78</b>	<b>£17.3m</b>	<b>£284.33</b>
<b>LESS funding from elsewhere</b>				
Central Government	-£7.4m	-£123.68	-£7.0m	-£115.23
Balance transferred from Collection Fund	-£0.1m	-£1.82	-£0.1m	-£0.82
<b>Total funding from elsewhere</b>	<b>-£7.5m</b>	<b>-£125.50</b>	<b>-£7.1m</b>	<b>-£116.05</b>
<b>Council Tax – St Albans City &amp; District Council</b>	<b>£10.0m</b>	<b>£168.28</b>	<b>£10.2m</b>	<b>£168.28</b>
<b>PLUS</b>				
Parish Precepts	£2.3m	£39.49	£2.4m	£39.75
Hertfordshire County Council Precept	£67.9m	£1,141.09	† £72.2m	£1,186.62
Hertfordshire Police and Crime Commissioner Precept	£8.8m	£147.82	£8.9m	£147.00
<b>Total Council Tax</b>	<b>£89.0m</b>	<b>£1,496.68</b>	<b>£93.7m</b>	<b>£1,541.65</b>

\* Some figures differ from those in last year's leaflet due to reclassification of £3.2m Government grants. † Includes £1.4m from the 2% Adult Social Care Levy.

# Your total bill includes Council Tax for:

• St Albans City & District Council (SACDC) • Herts County Council (HCC) • Herts Police & Crime Commissioner (HP&CC) • Town and Parish Councils

PARISH	BAND	A	B	C	D	E	F	G	H	% Change from last year*
St Albans City		£1,009.74	£1,178.03	£1,346.32	£1,514.61	£1,851.19	£2,187.76	£2,524.35	£3,029.22	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 0.9%
Colney Heath		£1,037.79	£1,210.76	£1,383.73	£1,556.69	£1,902.62	£2,248.54	£2,594.48	£3,113.38	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 0.11%
Harpenden Town		£1,040.81	£1,214.29	£1,387.76	£1,561.22	£1,908.15	£2,255.09	£2,602.03	£3,122.44	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 0.00%
Harpenden Rural		£1,001.40	£1,168.31	£1,335.21	£1,502.11	£1,835.91	£2,169.71	£2,503.51	£3,004.22	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH -1.40%
London Colney		£1,040.66	£1,214.12	£1,387.56	£1,561.00	£1,907.88	£2,254.77	£2,601.66	£3,122.00	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 0.91%
Redbourn		£1,053.37	£1,228.95	£1,404.50	£1,580.07	£1,931.19	£2,282.31	£2,633.44	£3,160.14	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH -0.95%
St Michael		£996.66	£1,162.78	£1,328.89	£1,495.00	£1,827.22	£2,159.44	£2,491.66	£2,990.00	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 0.09%
St Stephen		£1,038.39	£1,211.47	£1,384.53	£1,557.60	£1,903.73	£2,249.86	£2,595.99	£3,115.20	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 2.92%
Sandridge		£1,033.98	£1,206.32	£1,378.65	£1,550.98	£1,895.64	£2,240.30	£2,584.96	£3,101.96	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 4.20%
Wheathampstead		£1,046.38	£1,220.79	£1,395.19	£1,569.58	£1,918.37	£2,267.16	£2,615.96	£3,139.16	SACDC 0.00% HCC 1.99% +2% HP&CC -0.56% PARISH 2.35%

The HCC precept includes a levy on behalf of Lee Valley Regional Park Authority and on behalf of the Environment Agency. Details of the levy are available on their website [www.hertsdirect.org](http://www.hertsdirect.org).

\*Your council tax payment to Hertfordshire County Council has increased by 1.99%, plus a 2% charge for adult social care. Information about spending by HCC including details of the Social Care Precept is available at [www.hertsdirect.org/counciltax](http://www.hertsdirect.org/counciltax); or a hard copy can be requested by calling 0300 123 4040 or writing to Hertfordshire County Council, PO Box 153, Stevenage, Herts, SG1 2GH.

## Town & Parish Council spending

TOWN / PARISH	2015/16 Town & Parish Council Spending				2016/17 Town & Parish Council Spending			
	Leisure	Other	Total	Cost per Band D Property	Leisure	Other	Total	Cost per Band D Property
Colney Heath	£60.4k	£110.8k	£171.2k	<b>£72.85</b>	†	†	£173.0k	<b>£72.93</b>
Harpenden Town	£410.1k	£502.8k	£912.9k	<b>£67.52</b>	£421.1k	£508.3k	£929.4k	<b>£67.52</b>
Harpenden Rural			£4.1k	<b>£18.61</b>			£4.2k	<b>£18.35</b>
London Colney	£134.5k	£92.9k	£227.4k	<b>£68.96</b>	£134.0k	£100.2k	£234.2k	<b>£69.59</b>
Redbourn	£138.2k	£64.9k	£203.1k	<b>£88.82</b>	£70.6k	£151.0k	£221.6k	<b>£87.98</b>
St Michael			£3.1k	<b>£11.23</b>			£3.2k	<b>£11.24</b>
St Stephen	£191.5k	£199.4k	£390.9k	<b>£63.45</b>	£200.5k	£208.7k	£409.2k	<b>£65.30</b>
Sandridge	£81.8k	£142.4k	£224.2k	<b>£47.85</b>	£120.3k	£115.6k	£235.9k	<b>£49.86</b>
Wheathampstead	£79.0k	£133.6k	£212.6k	<b>£74.32</b>	£305.4k	£190.0k	£495.4k	<b>£76.07</b>

† Figure not available at time of printing.

### Statement of budget changes in St Albans City & District Council's estimated net budget between 2015/16 and 2016/17

	£m	£m
<b>2015/16 Net Budget</b>		<b>£10.0m</b>
<b>Increases:</b>		
Reduction in Government support	£0.4m	
Service improvements and changes	£0.4m	
Inflation	£0.3m	
<b>Total increases</b>	<b>£1.1m</b>	
<b>Less reductions:</b>		
Efficiencies and savings	-£0.9m	
<b>Total reductions</b>	<b>-£0.9m</b>	
<b>2016/17 Net Budget</b>		<b>£10.2m</b>

### Charges, and why they vary between areas


St Albans City & District Council also collects Council Tax on behalf of Hertfordshire County Council, Hertfordshire Police and Crime Commissioner and the Town and Parish Councils in the District.

The actual charge for each band varies from area to area. This is because certain services are provided by the District Council in some areas, but by the Town or Parish Council in others.

District, Town and Parish Councils all make different charges (known as special expenses or precepts). The amount you pay depends on where you live. For a more detailed explanation, please visit [www.stalbans.gov.uk/counciltax](http://www.stalbans.gov.uk/counciltax), or telephone **01727 819204**.

# GREEN ISSUES

## Abuse of crews

 Sadly, while most people treat waste, recycling and street cleaning crews with respect and dignity, there has been a rise in abusive behaviour.


We want to protect crews from abuse at work. This is why we will seek to involve the Police and



suspend waste collection services from individual properties if necessary.




## FREE Compost

 **Sunday 20 March, from 7am, Amey Depot, Ronsons Way, St Albans (until stocks run out).**

Once again, to say thank you for all your recycling efforts, we are offering residents free garden compost. This is a DIY event so please bring your own bags (max 5 per car) and a spade. It's hugely popular, so it's best to get there early!



## Food waste - make an impact!

 **Next time you're poised to put that tea bag, or those old potatoes, in the bin, please think again.**

About a third of the District's refuse is currently food waste which is heavy and expensive to send to the tip. Each tonne is costing you and your neighbours almost £100 in landfill charges. Instead, please put your food scraps in your green bin with your garden waste, if you have this service, or in your home composter.

Later this year, we will be making it easier for you by introducing a weekly food waste collection. Thanks very much for all your efforts!

## More waste than usual?

 **The Council will collect as much sorted recycling as you can put out for collection (for how to sort your recycling see [www.stalbans.gov.uk/wasteandrecycling](http://www.stalbans.gov.uk/wasteandrecycling)).**

However, we are only able to take the non-recyclable waste that fits in your black bin. We don't take away extra waste and black bags etc., put out for collection (except at Christmas). Most people understand the need to do this. We have to encourage as much recycling as possible, especially as natural

resources are limited and landfill costs local taxpayers around £100 a tonne.

We offer a handy bulky waste collection service for large household items like fridges, washing machines, TV sets and other electrical goods. The cost of this service is £25.50 (including VAT) for up to 6 items. See [www.stalbans.gov.uk/wasteandrecycling](http://www.stalbans.gov.uk/wasteandrecycling) for details.

You can also take additional waste and bulky items to the local Household Waste Recycling Centres (see [www.stalbans.gov.uk/hwrc](http://www.stalbans.gov.uk/hwrc)) free of charge.

## Home extension? Loft conversion?

**You will require building regulations approval. The Council is here to help. Contact our expert team for a free inspection and a quote.**


 [www.stalbans.gov.uk/buildingcontrol](http://www.stalbans.gov.uk/buildingcontrol)

 [buildingcontrol@stalban.gov.uk](mailto:buildingcontrol@stalban.gov.uk)

 01727 819218



# Wildfowl and walls – help keep Verulamium special

 If you go down to Verulamium Park, chances are you'll spot new signs, designed with help from local children, urging us not to feed the wildfowl.

Much as we all love feeding the ducks, doing so is proving harmful. Sadly, it's encouraging overcrowding and poor water quality, and discouraging natural migration. It can also make the birds ill.

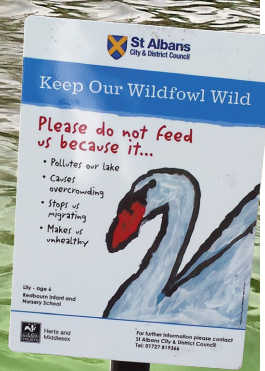
A school poster competition to highlight the issue attracted 354 entries from around the District. The "Keep Our Wildfowl Wild" winners were: Lily Crocker from Redbourn Infant and Nursery School, and Kieran Barrett, Tom Vick, Thomas Kelway, Esme Hall and Tomas Roffe,

all at Bernards Heath Infant and Nursery School in St Albans.


In addition, the Council is trialling some new ways to re-oxygenate the lake water and improve the water quality.

The Council is also urging people not to climb on the Roman walls to help preserve the historic remains for generations to come.

Never fear though - there's still lots of fun to be had down at Verulamium Park – see [www.enjoystalbans.com](http://www.enjoystalbans.com) for information. The park has a highly sought after [www.tripadvisor.co.uk](http://www.tripadvisor.co.uk) Certificate of Excellence only given to attractions that consistently earn great reviews. It's a gem!



## Easter waste and recycling dates

 Crews will be doing their usual collections on Good Friday (25 March).

They won't be working on Bank Holiday Easter Monday (28 March) however. Collections that week will be one day later than usual with Monday's collections on Tuesday, Tuesday's collections on Wednesday, and so on. Crews will work on Saturday 2 April to catch up.

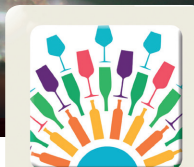
## Report it online

 To report things like potholes, faulty streetlights, and overgrown vegetation, Hertfordshire County Council has a handy online reporting website.

See [www.hertsdirect.org/highways](http://www.hertsdirect.org/highways). You can sign up to get progress reports on what action is being taken too. They also have a weblink with contact information helpful in an emergency. See: [www.hertsdirect.org/contact/emergencies](http://www.hertsdirect.org/contact/emergencies).

**CUT  
BACK ON  
THE  
CALORIES**

**drinkaware.co.uk**  
for the facts about alcohol



drinkaware

GET OUR FREE APP AND CUT BACK TODAY.



### Keeping the District Clean and Green

If you spot a problem with...

- Illegal fly-tipping
- Graffiti or litter
- Dog fouling or stray dogs
- Dumped rubbish
- Illegal fly-posting
- Spills from refuse collection
- Accumulation of leaves
- Street cleaning
- Drugs paraphernalia

...please contact

[a.cleanerdistrict@stalbans.gov.uk](mailto:a.cleanerdistrict@stalbans.gov.uk) (preferred)  
or call 01727 819598

Together, for a Cleaner District.

 **St Albans**  
City & District Council

Now on twitter:  
[@StAlbansCouncil](https://twitter.com/StAlbansCouncil)



# Abandoned car?

**X** We have noticed an increase in the number of calls we are getting about abandoned cars.

Usually we find that the vehicles are fully taxed and lawfully parked. There is a website where you can check whether a car has vehicle tax and a valid MOT certificate. See [www.gov.uk/check-vehicle-tax](http://www.gov.uk/check-vehicle-tax).

For information about when the Council can get involved, see [www.stalbans.gov.uk/abandoned-vehicles](http://www.stalbans.gov.uk/abandoned-vehicles).



Image Credit: Sebastien Coell / Shutterstock.com

**COMING SOON**

## NEW RECYCLING SERVICES

**X** Later this year we will be making some changes to our recycling services.

We will be offering separate weekly food waste collections to many homes, and mixed kerbside recycling, meaning you will no longer have to separate your plastics and glass. More on this in the June issue of Community News.

## Don't be a verge vandal

**X** Lots of residents have been in contact with us, angry about grass verge parking.

It's causing a lot of damage to the grass which is unsightly and very expensive to put right. It also means that wheelchairs and pushchairs sometimes can't get by. Last year we spent £100,000 of tax payer's money on verge maintenance and measures to deter verge parking. It's one of those irritating issues that people get very upset about. So, please, if you're tempted to park on the verge, be a good neighbour, and don't. Thank you!

**Civic Centre – a hub for info and advice**

**X** At the Civic Centre in St Albans, you'll find lots of advice, information and guidance on offer from the local organisations above.

See [www.stalbanshub.org.uk](http://www.stalbanshub.org.uk) for details of each organisation's opening times or call **01727 866100**. Visitors can also make use of a touch screen service providing access to lots of additional information, help and advice.

**THE HUB** Information, Advice & Guidance

Partners: citizens advice St Albans District, Aldwyck HOUSING GROUP, OAKLANDS COLLEGE, Volunteer Centre St Albans District, St Albans District Credit Union, Carers in Hertfordshire.

**St Albans** City & District Council

My Council Services App

*Have your say... we welcome anything you want to say about our services.*

We hope you enjoy reading Community News. If you can spare a moment, please email [communications@stalban.gov.uk](mailto:communications@stalban.gov.uk) or call 01727 819572 and let us know your views and what else you want us to include.

**St Albans City & District Council**, Civic Centre, St Peter's Street, St Albans, Herts AL1 3JE  
**Website:** [www.stalbans.gov.uk](http://www.stalbans.gov.uk) **Email:** [contactus@stalban.gov.uk](mailto:contactus@stalban.gov.uk)

**Customer Service Centre opening hours:** Mon-Thurs 8.45am-5pm, Fri 8.45am-4.30pm

**Housing Repairs:** [housingrepairs@stalban.gov.uk](mailto:housingrepairs@stalban.gov.uk), 01727 819256

**Refuse & Recycling:** [wastemanagementservices@stalban.gov.uk](mailto:wastemanagementservices@stalban.gov.uk), 01727 819285\*

**Council Tax:** [counciltax@stalban.gov.uk](mailto:counciltax@stalban.gov.uk), 01727 819204/819205

**Benefits:** [benefits@stalban.gov.uk](mailto:benefits@stalban.gov.uk), 01727 819220

**Cleaner District Hotline:** [a.cleanerdistrict@stalban.gov.uk](mailto:a.cleanerdistrict@stalban.gov.uk), 01727 819598\*

**Planning:** [planning@stalban.gov.uk](mailto:planning@stalban.gov.uk), 01727 866100

**All Other Enquiries:** 01727 866100 \* Until 5pm on Fridays

**Harpenden Town Council Information Point**  
Town Hall, Leyton Road, Harpenden

**Opening hours:** Mon-Fri 10am-4pm

**Telephone:** 01582 768278

**Alternative formats:** If you want to receive this newsletter in an alternative format, such as Braille, or in another language, please call 01727 819572. See [www.disabledgo.com](http://www.disabledgo.com) for information about access to local facilities.

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