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Contact us

Last Modified January 02, 2026



You can contact us by...

You can order most services, pay for things, and find information quickly and easily on this website.

So you don't need to go to the trouble of phoning, emailing, writing to us or visiting, please go to the relevant part of the website to find what you want, before you contact us in any other way:

Search our website

- You can find services by using the search function at the top of any page
- There are clear links to all our services on the home page
- To make a payment, go to our [payments page](#)

Alternatively visit one of our top task pages

- [Change your address details](#)
- [More information on benefits](#)
- [Check the status of your bin collection](#)
- [Report fly-tipping or dumped rubbish](#)
- [Request street cleaning or report graffiti/discarded syringe](#)
- [Alley gate faults/misuse](#)
- [Order a replacement/new bin](#)
- [Report dog fouling](#)
- [Enquire about a Blue Badge](#)
- [Make a general waste enquiry](#)
- [Housing enquiries](#)

Can't find what you want online then please see ways of contacting us below.

Telephone

You can contact our services on the telephone numbers below. For general enquiries or to contact our customer first team please ring 01253 477477.

Service	Telephone number	Email
General enquiries and Customer First between 9.00am and 5.00pm	01253 477477	customer.first@blackpool.gov.uk
Emergency out of hours	01253 477600	N/A
Business rates	01253 478857	Online payments and information

Council Tax team	01253 478741	Online payments and information
Council Tax recovery team between 10.30am to 3.30pm	01253 478888	Online payments and information
Cashiers	01253 477477	cashiers@blackpool.gov.uk
Dangerous structures Monday - Friday 9.00am to 4.30pm	01253 476219	N/A
Dangerous structures - Out of hours only	01253 477600	N/A
Discretionary support scheme	Online enquiries only	N/A
Housing benefit and Council Tax reduction Telephone lines open: Monday, Tuesday and Friday 9.00am to 5.00pm, Wednesday and Thursday 1.00pm to 5.00pm	01253 478847	benefits@blackpool.gov.uk
Out of hours noise service - Friday and Saturday nights 9.00pm to 2.00am	07469 038523	N/A
Parking fines and permits (automated payment line)	01253 478983	Online payments and information
Social care benefit team	01253 477532	sc.benefits@blackpool.gov.uk

Out of hours emergencies only

For emergencies only you can telephone 01253 477600.

If you have to leave us a voicemail message we will aim to respond to your enquiry within 1 working day.

Online

If you wish to contact us, please complete our [contact form](#) and we will deal with your enquiry as quickly as possible.

[Contact us form](#)

Customer First drop-in sessions

Customer First are now offering drop in sessions at a number of libraries across the town. The sessions run between 10.0am and 12 noon.

- 1st Tuesday of month – [Anchorsholme Library](#)
- 2nd Tuesday of month – [Palatine Library](#)
- 3rd Tuesday of month - [Library@thegrange](#)
- Last Thursday of month – [Moor Park Library](#)
- Last Tuesday of month - [Central Library](#)

Social media

You can visit one of our [social media sites](#) such as Facebook or Twitter and ask us a question.

By post

You can write to us at:

Blackpool Council

We aim to respond to letters within 10 working days.

In person

Face to face appointments are by appointment only, telephone 01253 477477 to make an appointment.

For advice and information, please use the contact details listed above.

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

[View map](#)

Opening times

Telephone lines are open Monday to Friday 9.00am to 5.00pm.

Comments, compliments and complaints

If you wish to make a comment or complaint regarding our services please visit our [Comments, compliments and complaints](#) page for more information.

Other council offices

Number One, Bickerstaffe Square

Talbot Road
Blackpool
FY1 3AH

[View map](#)

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Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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