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 Contact us

# Contact us

Last Modified March 25, 2024



## 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	<a href="mailto:customer.first@blackpool.gov.uk">customer.first@blackpool.gov.uk</a>
<b>Emergency</b> out of hours	01253 477600	
Business rates	01253 478857	<a href="#">Online payments and information</a>
Council Tax team	01253 478741	<a href="#">Online payments and information</a>
Council Tax recovery team between 10.30am to 3.30pm	01253 478888	<a href="#">Online payments and information</a>
Cashiers	01253 477477	<a href="mailto:cashiers@blackpool.gov.uk">cashiers@blackpool.gov.uk</a>

Dangerous structures Monday - Friday 9.00am to 5.00pm	01253 476219	
Dangerous structures - Out of hours only	01253 477600	
Discretionary support scheme	<a href="#">Online enquiries only</a>	
Housing benefit Telephone lines open between 9.00am to 5.00pm	01253 478847	<a href="mailto:benefits@blackpool.gov.uk">benefits@blackpool.gov.uk</a>
Out of hours noise service - Friday and Saturday nights 9.00pm to 2.00am	07469 038523	
Parking fines and permits (automated payment line)	0300 4560495	<a href="#">Online payments and information</a>
Social care benefit team	01253 477532	<a href="mailto:sc.benefits@blackpool.gov.uk">sc.benefits@blackpool.gov.uk</a>

## 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  
PO Box 4  
Blackpool  
FY1 1NA

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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