

Getting in Touch

SERVICES PROVIDED AT YOUR LOCAL HOUSING OFFICES

All of our Area and Neighbourhood Housing Offices offer the following services:

RECEPTION SERVICES

- general enquiries
- repairs reporting
- making appointments for interview

We are also able to advise you on the other services the Council provides.

HOUSING SERVICES

- applications for housing
- transfer or mutual exchange
- consent for alterations or improvements
- tenancy conditions
- general housing advice
- garage lettings

PAYMENT FACILITIES

Rent payments can be made to the Council:

BY POST - Payment can be made by crossed cheque or postal order made payable to "CAERPHILLY COUNTY BOROUGH COUNCIL"

Please make sure you include your payment card/tear off slip with the payment.

AT COUNCIL CASH OFFICES - Payments made in person by cash or cheque will be accepted at any of the Council's Cash Offices.

- Penallta House Customer Services, Ystrad Mynach
- Blackwood Library and Customer Services
- Bargoed Customer Services, Hanbury Chapel
- Pontlottyn Customer Services, Merchant Street
- Caerphilly Library and Customer Service Centre
- Newbridge Library and Cash Office, Newbridge Memo
- Risca Customer Services, Risca Palace

PAYMENT AT POST OFFICE - If you wish to pay at your local Post Office please contact 01443 866583.

BY DEBIT CARD - Payment can be made at any of our Cash Offices in person or by telephone on 01443 863366 (24hr) or 01443 866570 during office hours.

BY DIRECT DEBIT - Please contact 01443 811450 for rent payments or 01443 863002 for Council Tax payments.

Tenant's Handbook

Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.

ONLINE - Payments can be made online via our website www.caerphilly.gov.uk by selecting the link "Pay Online" and following the instructions on the screen.

RENT COLLECTION SERVICE - the Council offers a fortnightly door step rent Collection service for tenants who:

- reside at a sheltered housing complex.
- are in receipt of DLA Care or Mobility, or Attendance Allowance or PIP.

If you fall within the above category, you can arrange for the collector to call by ringing the Rents Section on 01443 811450.

USEFUL CONTACTS

Centralised repair team	01443 864886 / DLOPBE@caerphilly.gov.uk
Out of hours emergency	01443 875500
Dog warden	01443 866544
Abandoned vehicles	01443 866544
Noise complaints	01443 866544
Refuse collection	01443 866533
Highways - gritting, potholes	01443 866511
Pest control	01443 866544
Planning	01443 866416
Street lighting	01443 866511
Council tax	01443 863002 / counciltax@caerphilly.gov.uk
Rents	01443 811450
Insurance claims	01443 863259/863253
Housing Benefits	01443 864099 / benefits@caerphilly.gov.uk
Citizens Advice – Adviceline	0344 477 2020
Shelter Cymru – Housing Advice Helpline	0345 075 5005
Dog Warden	01443 866544
Planning	01443 866416
Street Lighting	01443 866511
Rents	01443 811450

HOUSING OFFICES

EASTERN VALLEYS
AREA HOUSING OFFICE

- UNIT 5,
THE MARKET PLACE, BLACKWOOD, NP12 1AU
TEL: 01495 235974
EMAIL: eastvalleyaho@caerphilly.gov.uk

UPPER RHYMNEY VALLEY
AREA HOUSING OFFICE

- GILFACH HOUSE,
WILLIAM STREET, GILFACH, BARGOED, CF81 8ND
TEL: 01443 873535
EMAIL: urvaho@caerphilly.gov.uk

GRAIG Y RHACCA
NEIGHBOURHOOD
HOUSING OFFICE

- GRAYS GARDENS,
GRAIG Y RHACCA, MACHEN, CF83 8TW,
TEL: 02920 853050
EMAIL: graigyrhaccanho@caerphilly.gov.uk

LANSBURY PARK
NEIGHBOURHOOD
HOUSING OFFICE

- 45 ATTLEE COURT,
LANSBURY PARK, CAERPHILLY, CF83 1QU
TEL: 02920 860917
EMAIL: lansburyparknho@caerphilly.gov.uk

HOUSING ALLOCATIONS
& ADVICE SECTION

- GILFACH HOUSE,
WILLIAM STREET, GILFACH, BARGOED, CF81 8ND
TEL: 01443 873552 / 873553
EMAIL: housingallocationsandadvice@caerphilly.gov.uk

TENANCY ENFORCEMENT
SECTION

- CORRESPONDENCE ADDRESS:
PO BOX 129, HENGOED, CF82 9BQ

VISITING ADDRESS:
TREDOMEN BUSINESS AND TECHNOLOGY CENTRE
TREDOMEN PARK, YSTRAD MYNACH, HENGOED, CF82 7FN.
TEL: 01443 811440
EMAIL: tenancyenforcement@caerphilly.gov.uk

CAERPHILLY COUNTY
BOROUGH COUNCIL

- DIRECTORATE OF COMMUNITIES,
CORRESPONDENCE ADDRESS:
PO BOX 129, HENGOED, CF82 9BQ

VISITING ADDRESS:
TREDOMEN BUSINESS AND TECHNOLOGY CENTRE
TREDOMEN PARK, YSTRAD MYNACH, HENGOED, CF82 7FN
TEL: 01443 811447

RENTS SECTION

- CORRESPONDENCE ADDRESS:
PO BOX 129, HENGOED, CF82 9BQ
VISITING ADDRESS:
TREDOMEN BUSINESS AND TECHNOLOGY CENTRE
TREDOMEN PARK, YSTRAD MYNACH, HENGOED, CF82 7FN.
TEL: 01443 811450
EMAIL: rents@caerphilly.gov.uk

OLDER PERSON'S
HOUSING SERVICE

- CORRESPONDENCE ADDRESS:
PO BOX 129, HENGOED, CF82 9BQ
VISITING ADDRESS:
TREDOMEN BUSINESS AND TECHNOLOGY CENTRE
TREDOMEN PARK, YSTRAD MYNACH,
HENGOED, CF82 7FN.
TEL: 01443 811431
EMAIL: olderpersonshousing@caerphilly.gov.uk

TENANT &
COMMUNITY INVOLVEMENT

- CORRESPONDENCE ADDRESS:
PO BOX 129, HENGOED, CF82 9BQ
VISITING ADDRESS:
TREDOMEN BUSINESS AND TECHNOLOGY CENTRE
TREDOMEN PARK, YSTRAD MYNACH, HENGOED, CF82 7FN.
TEL: 01443 811438 (Tenant Participation)
01443 811437 (Complaints)
01443 811439 (Leaseholder Service)
EMAIL: tenantinvolvement@caerphilly.gov.uk

HOUSING WEBSITE:

- www.caerphillyhousing.co.uk

CCBC WEBSITE:

- www.caerphilly.gov.uk

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