

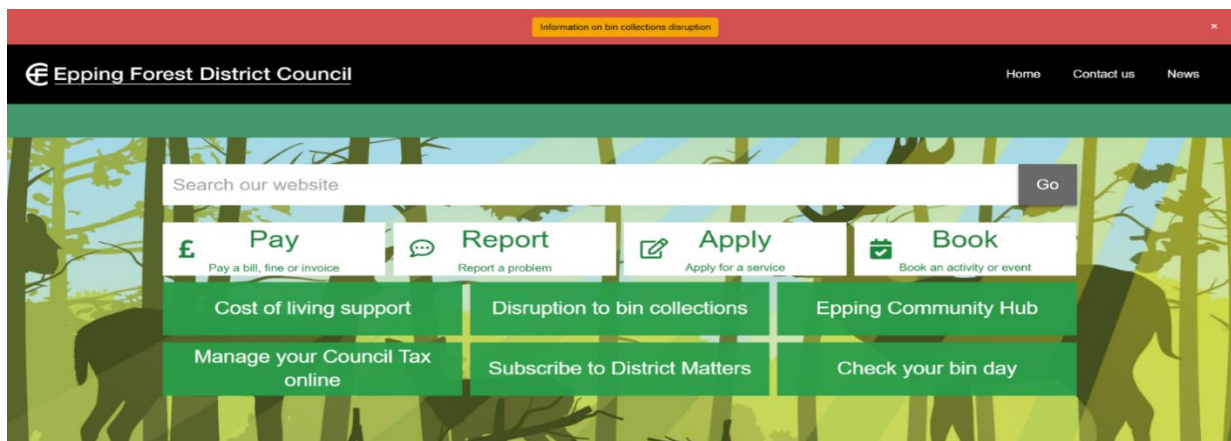
IF YOU ARE USED TO USING THE INTERNET AND ONLINE SERVICES

Why not make use of our online services which are available 24/7 rather than hanging on the telephone? www.eppingforestdc.gov.uk

On the home page of the website there is a search bar where words or phrases can be typed in, and this will generate a list of search results where you can find further information and forms to report your issue.



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There are also four buttons that appear below the search bar on the home page. These provide residents with quick and easy access to those four most common reasons for contacting us; [Pay It, Report it, Book it, Apply for it](#).

If you are not able to locate a form to report your issue, as we are still currently developing our online services, you should click on the **Contact Us** icon on the top of the home page <https://www.eppingforestdc.gov.uk/contact-us/> and then click the button that says 'Use our general enquiry form to contact us' to raise your issue.

By using our online forms your reports or requests will go directly to the appropriate Service Area and you will receive an automated response confirming receipt of your request and a unique case reference to enable you to track and monitor the progress.

When should I call the Council?



If the matter you are reporting is urgent i.e., fallen trees or flooding, please call us on 01992 564000 which is a number covered 24/7 by either our Contact Centre Team or the Out of hours service.

For any matters that are not urgent, please use our online report it services via the website. www.eppingforestdc.gov.uk/contact-us/

However, we are here to take your call if you need to speak to a person.



COMMUNITY HUB:

The new Civic Offices is much more than just a place to access your district council services.

The **Epping Community Hub** is a one-stop shop for residents to access a wide range of services for help and advice.

[The Community Hub rota \(pdf 125KB\)](#)

There are set times and days when each organisation will be based at the Epping Community Hub. This is to ensure a range of services is available and there are spaces where private interviews can be held.

To find out more visit www.eppingforestdc.gov.uk/community/epping-community-hub or call 01992 564000

Epping Community Hub is a one-stop shop for residents to access a wide range of services for help and advice.

Get help with the following:

- Dementia Support
- Digital Banking
- Impartial and confidential advice
- Surviving Domestic Abuse
- Mental Health and Wellbeing
- Homelessness
- Financial Support ie Claiming benefits
- Digital skills
- Food Bank support
- Adult social care
- Disability support ie getting you back into work
- Help with completing forms
- Befriending services
- Handyman services
- Family services
- Essex Fire and rescue – keeping you safe in your homes.