

Other sources of help and advice



Other sources of help and advice

Aircraft noise

If you have a complaint about noise from aircraft or the airport, phone Southend Airport on 01702 608169, this is an answerphone. The main number for the airport is 01702 608100.

For more information see the Civil Aviation Authority website
www.caa.co.uk

Smoky vehicles

To report a smoky vehicle ring the Vehicle Inspectorate on 0300 123 9000, or send an email enquiries@vosa.go.uk using 'Smoky vehicle' in the subject line.

Drinking water quality

See our leaflet called 'The Quality of Drinking Water' or Phone Essex and Suffolk Water on 0845 782 0999

Junk mail

Write to:
Mailing Preference Service (MPS)
DMA House
70 Margaret Street
London
W1W 8SS

Phone: 020 7291 3310
Fax: 020 7323 4226
Email: mps@dma.org.uk
Website: www.mpsonline.org.uk

Mobile Phone Masts and health concerns

Write to:
Health Protection Agency Information office
Chilton
Didcot
Oxfordshire
OX11 0RQ
Phone: 01235 831600
Fax: 01235 833891
Email: rpb@hpa.org.uk
Website: www.hpa.org.uk

To find out the location of mobile-phone masts

Write to:
Ofcom
Riverside House
2A Southwark Bridge Road
London
SE1 9HA
Phone: 0300 123 3333
Website: www.ofcom.org.uk

Radio interference

Write to:
Ofcom
Riverside House
2A Southwark Bridge Road
London
SE1 9HA
Phone: 0300 123 3333
Website: www.ofcom.org.uk

Radon gas

Health Protection Agency
Chilton
Didcot
Oxfordshire
OX11 0RQ
Phone: 01235 831600
Fax: 01235 833891
Website: www.hpa.org.uk

Public sewers

Phone Anglian Water on 08457 145 145

Watercourses

Environment Agency (Anglian Region)
Enquiries: 08708 506 506
Incident helpline: 0800 80 70 60
E-mail: enquiries@environment-agency.gov.uk
Environment Agency Incident Hotline:
0800 80 70 60

Magistrates' court

Southend-on-Sea Magistrates Court
The Court House
80 Victoria Avenue
Southend-on-Sea
Essex
SS2 6EG
Phone: 01245 313300

Mediation services

Positive Solutions Mediation Ltd
Website: www.psmmediation.co.uk
Phone: 01268 220835
Email: contact@psmediation.co.uk

Rochford District Council

Council Offices, South Street, Rochford,
Essex SS4 1BW

Phone: **01702 318111**
Email: customerservices@rochford.gov.uk
Website: www.rochford.gov.uk

What if we can't help?



We can only work within the law available to us, and we may have to refer your problem to other organisations.

We may have to do this if:

- another organisation is a more appropriate source of information; or
- another organisation has legal authority to take action.

We do understand that it can be frustrating to be passed from person to person, but we are sure that you would rather have the correct information.

Need more help?

If you think that we have missed something off the list, or if you have a suggestion to make, please let us know.

If you would like this information in large print, Braille or another language please call us on
01702 318111