

Other sources of help and advice



Other sources of help and advice

Aircraft noise

If you have a complaint about noise from aircraft.

For more information see the Civil Aviation Authority website

www.caa.co.uk

www.southendairport.com

Smoky vehicles

To report a smoky vehicle phone the Driver Vehicle Standards Agency 0300 123 9000.

Website: www.gov.uk search **Smoky Vehicles**

Drinking water quality

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

Website: www.eswater.co.uk

Junk mail

Write to:

Mailing Preference Service (MPS)

DMA House

70 Margaret Street

London

W1W 8SS

Phone: 020 7291 3310

Website: www.mpsonline.org.uk

Mobile Phone Masts and health concerns

Write to:

Public Health England

Chilton

Didcot

Oxfordshire

OX11 0RQ

Phone: 01235 831600

Website: www.phe.gov.uk

To find out the location of mobile-phone masts

Ofcom

Phone: 0207 981 3131

Website: sitefinder.ofcom.org.uk

Radio interference

BBC Interference Helpdesk

Phone 03709 016 789

Website: www.bbc.co.uk/reception

or www.radioandtvhelp.co.uk

Radon gas

Public Health England

Didcot

Oxfordshire

OX11 0RQ

Phone: 01235 831600

Website: www.phe.gov.uk

Public sewers

Phone Anglian Water on 08457 145 145

Watercourses

Environment Agency

Enquiries: 03708 506 506

Incident helpline: 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

Mediation and Advice Project

Phone: 01702 567095

Email: themediationproject@cpcab.org.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.

Rochford District Council

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

Phone: **01702 318111**

Email: **customerservices@rochford.gov.uk**

Website: **www.rochford.gov.uk**

If you would like this information in
large print, Braille or another
language phone us on

01702 318111