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

Environmental Health
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.