

<b>Useful Information</b> – refer to the General Contacts website page for council, DoC and Manco contact points	
Abandoned trollies	Call owner of trolley, their telephone number will be on the trolley itself Waitrose trollies – 01305 250938
Abandoned vehicles	Dorset Councils Partnership – 01305 838439 Steve Mouch
Alterations to property (inc. trees and shrubs)	Each request for alterations is treated as an individual request, there is no blanket response. Contact Keith Sanders, Building Surveyor, DoC in first instance. Please also discuss with your neighbours beforehand. Planning or building permission may also be required by WDDC. Tenants need permission from their landlord for ANY alteration.
Batteries (disposal of used)	Must NOT be included in general waste. WDDC provide separate bags. Many find it easier to recycle at stores such as Waitrose
Belvedere (off Holmead Walk)	General rubbish and vandalism within the area – DoC
Blue badge	WDDC
Bollards	Manco for courtyards; all others – DoC, Christine Walsh, in first instance
Broadband	Developer arranges installation
Brownsword Events Club (BEC)	<a href="http://www.brownswordevents.org.uk">www.brownswordevents.org.uk</a>
Bus shelters	DCC
Business Rates	WDDC
Celebrating Poundbury Magazine	<a href="http://www.celebratingpoundbury.co.uk/">www.celebratingpoundbury.co.uk/</a>
Cemeteries	DTC
Community planning	DTC
Community police	See Neighbourhood Policing Team below
Council Tax	WDDC
Councillors (all Councils)	Full details on relevant Council websites
Damers First School	<a href="http://www.damers.dorset.sch.uk/">www.damers.dorset.sch.uk/</a>
Discover Poundbury	<a href="http://www.discoverpoundbury.co.uk/">www.discoverpoundbury.co.uk/</a>
Dog bin (ownership)	Red bins – DTC Black bins – WDDC
Dogs (fouling or excess barking)	WDDC dog warden services
Dorchester Borough Gardens	DTC
Drain blockages	Courtyards – Mancos, non-courtyard – appropriate developer For Peverell Avenue East or West – DoC
Duchy of Cornwall tenancies	DoC own several properties within the Dorchester area. Contact Christine Walsh DoC
Environmental Health e.g., rats, noise	WDDC
Fly Tipping	If on a public highway or public land – contact DWP Courtyards – Mancos; elsewhere within Poundbury or if in doubt – DoC
Food waste collected weekly	See Recycling & Rubbish below
Garden waste collection	See Recycling & Rubbish below – small charge made for bin
Gas boxes	Appropriate developer
Graffiti	Property owner to contact WDDC
Grass cutting	Most grass cutting is the responsibility of DoC with the exception of Victor Jackson Fountain area (Manco 2); the play area outside DoC offices (DTC); Mansell Square area (DCC) and areas within Manco 1. NB grass cutting will eventually be the responsibility of DCC.
Gravel replacement	Courtyards – Mancos, non-courtyard – appropriate developer
Great Field inc. play equipment	DTC
Gullies	Courtyards – Mancos, non-courtyard – DoC
Guinness Trust Housing Officer	Alan Malone <a href="mailto:alan.malone@guinness.org.uk">alan.malone@guinness.org.uk</a>
Highway issues e.g., bollards, kerbing	DCC – 01305 228100, Jack Daniels <a href="mailto:jack.daniels@dorsetcc.gov.uk">jack.daniels@dorsetcc.gov.uk</a>
Housing benefits	WDDC

Leisure provision (some)	WDDC
Library	DCC service located in WDDC offices, South Walks Road DT1 1UZ
Lighting columns mention the fault e.g., staying on during daylight, not working during darkness etc.)	Prefixed M in Manco 1 – <a href="mailto:tommydt13@me.com">tommydt13@me.com</a> Not prefixed M in Manco 1 display an 0800 number to call Prefixed M in Manco 2 – <a href="mailto:manco2@poundbury.org">manco2@poundbury.org</a> Prefixed M in Manco 3 – <a href="http://poundburymanco3.co.uk">poundburymanco3.co.uk</a> (need to register) All other lights – details of location and fault to Christine Walsh DoC
Lighting emergencies in a public area e.g., post knocked down	Call SSE directly and explain the situation on 0800 072 7282 or 0345 072 1905
Litter picking	Manco or DWP, see Recycling & rubbish below, DoC for Belvedere
Local Plan & Development Control	WDDC
Magna Housing Officer	Caren Welsh for shared ownership <a href="mailto:caren.welsh@magna.org.uk">caren.welsh@magna.org.uk</a> Denise Jones for affordable <a href="mailto:denise.jones@magna.org.uk">denise.jones@magna.org.uk</a>
Manholes	Courtyards – Mancos, non-courtyard DoC in first instance
Neighbourhood Policing Team	<a href="mailto:DorchesterTown-NPT@Dorset.pnn.police.uk">DorchesterTown-NPT@Dorset.pnn.police.uk</a>
Neighbourhood Watch	Phase 1 Brian Hutchings 01305 260902 For all other enquiries Pat Ellender 01305 753717
Noise (excess neighbour)	See Environmental Health
Parking – no commercial vehicles to be parked in courtyards except for loading/unloading	Residents should use off street parking where possible For on street parking guidance see <a href="http://www.gov.uk/guidance/the-highway-code/waiting-and-parking-238-to-252">www.gov.uk/guidance/the-highway-code/waiting-and-parking-238-to-252</a>
Pest control	See Environmental Health
Planting	Mancos
Play & Sports areas	DTC
Poundbury Business Friends	<a href="http://www.poundburybusinessfriends.co.uk">www.poundburybusinessfriends.co.uk</a>
Poundbury Community Trust (PCT)	Chair of Trustees, Peter JW Noble <a href="mailto:pjwnoble@gmail.com">pjwnoble@gmail.com</a> 01305 264070
Poundbury Ladies	<a href="http://www.poundburyladies.com">www.poundburyladies.com</a>
Poundbury Magazine	<a href="mailto:poundburymagazine@gmail.com">poundburymagazine@gmail.com</a>
Poundbury Residents Association (PRA)	<a href="http://www.poundburyresidentsassociation.uk/enquiries@poundburyresidentsassociation.uk">www.poundburyresidentsassociation.uk/enquiries@poundburyresidentsassociation.uk</a> 01305 341415
Poundbury Rotary Club	Secretary Sam Cook <a href="mailto:s.cook@parkersproperty.com">s.cook@parkersproperty.com</a> <a href="http://www.rotary-ribi.org/clubs/homepage.php?ClubID=2118">www.rotary-ribi.org/clubs/homepage.php?ClubID=2118</a>
Poundbury Village Hall Trust (PVHT)	<a href="mailto:brownswordhall@aol.com">brownswordhall@aol.com</a>
Recycling and rubbish	WDDC - recycling and rubbish are collected on alternate weeks
Registered Social Landlord (RSL) List	Enquirers for property registered with an RSL on Poundbury need to contact WDDC first and ask to be placed on the Housing Register.
Road maintenance	Adopted areas – DCC, non-adopted, or if in doubt – DoC
Schools	DCC
Scrap metal	Abbey Metals 01305 262544
Skips – private hire (see also below)	If you hire a skip privately, you should have Public Liability Insurance
Skips – public highways	It is the responsibility of the Skip Hire Company to obtain the relevant licence from DCC and if necessary for non-adopted roads, permission from DoC. You should ask to see the Skip Hire Company's Public Liability Insurance. Neighbours should be informed as a matter of courtesy that this work will be taking place.
Skips – within courtyards	Permission is required from the relevant Manco. Neighbours must also be warned of skip placement. Skip Hire Contractor must obtain any necessary licences from the Local Authority, and you should ask to see their Public Liability Insurance.
Soakaways	Courtyards – Mancos, non-courtyard – DoC

Social Services	DCC
Stonewater Housing Officer	Caroline McLynn or Maxine Hartwell on 01202 312729
Strategic Planning	DCC
Street lamps	See Lights
Television Reception	T2 Digital Ltd on 01935 428255 who will diagnose the problem. Up to dwelling – Manco pays, inside dwelling – householder pays. You can check signal strength of your TV – select MENU and search for signal strength. T2 have a meter to check your incoming signal.
Tourism	WDDC
Trading standards	DCC
Trees – Damage, Pruning, Removal	Courtyards – Mancos, non-courtyard – DoC
Washing (hanging out)	Allowed (nothing in the stipulations forbids this)
Works vehicles	Allowed in courtyards to undertake work. Permission should be sought from the appropriate Manco if the vehicle/work is likely to cause obstruction.