



# ADVICE FOR OUR CITIZENS ABOUT OUR SERVICES

## How to get in touch with us

The Service Desk at 45 John Street is open for prearranged appointments for the undernoted services:

- ✓ Register a birth
- ✓ Collect paperwork for a marriage/civil partnership ceremony
- ✓ Collect taxi plates

We are available to help with all other services online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) or alternatively, you can reach us using the phonelines detailed overleaf.

SERVICE	ONLINE	CALL
<p><b>Council Tax and Benefit Services</b> – including Housing Benefit and Council Tax reduction.</p> <p>Online you can:</p> <ul style="list-style-type: none"> <li>• report, pay or make an application</li> <li>• manage your claim</li> <li>• manage your account</li> <li>• submit an enquiry form</li> <li>• Use our ‘LiveChat’ facility to chat online</li> <li>• Use our telephone call-back service where a customer can arrange a call-back themselves on the web or a third party on their behalf or using the contact number</li> </ul> <p>Alternatively, for citizens who do not have access or cannot interact online and are experiencing financial difficulties a priority telephone service is available.</p> <p>Glasgow Life offers a service for those citizens who require face to face assistance with navigating our online services on the Council website, completion of forms, signing up for customer self-service, setting up direct debits for council tax and reporting a change of address.</p> <p>This service is based in the Universal Credit Hubs within libraries throughout the city and appointments can be made by calling free phone number <b>0808 169 901</b>.</p>	<p><a href="http://www.glasgow.gov.uk/payit">www.glasgow.gov.uk/payit</a> <a href="http://www.glasgow.gov.uk/ct">www.glasgow.gov.uk/ct</a></p>	<p><b>Priority Phone Line</b> <b>0141 276 1118</b></p> <p>Monday, Tuesday and Friday 9am to 12pm</p> <p>Wednesday 12pm to 4pm</p>
<p><b>Registrars</b> – Information is available online for the full range of our services including, marriage and civil partnerships and the registration of births and deaths.</p> <p>Use our online booking system to make an appointment to register a birth.</p>	<p><a href="http://www.glasgow.gov.uk/registrars">www.glasgow.gov.uk/registrars</a> <a href="http://www.glasgow.gov.uk/birth">www.glasgow.gov.uk/birth</a></p>	<p><b>0141 287 7658</b></p>
<p><b>Licensing</b> – Information relating to all licensing matters, including taxis, houses in multiple occupation, street trading, public entertainment and safety of sports grounds is available online.</p>	<p><a href="http://www.glasgow.gov.uk/licences">www.glasgow.gov.uk/licences</a> <a href="mailto:Licensingenquiries@glasgow.gov.uk">Licensingenquiries@glasgow.gov.uk</a> <a href="mailto:LicensingBoard@glasgow.gov.uk">LicensingBoard@glasgow.gov.uk</a></p>	<p><b>0141 287 5354</b> Monday, Wednesday and Friday 10am to 12pm</p>
<p><b>Parking Services</b> – Online you can:</p> <ul style="list-style-type: none"> <li>• Apply for a Parking Permit</li> <li>• Apply for Visitors’ Vouchers</li> <li>• Pay a Parking Charge Notice</li> <li>• Appeal a Parking Charge Notice</li> <li>• Submit an enquiry form</li> <li>• Use our ‘LiveChat’ facility to chat online with an agent (Monday to Friday 10am to 4pm)</li> </ul>	<p><a href="http://www.glasgow.gov.uk/parking">www.glasgow.gov.uk/parking</a> <a href="mailto:LSParking@glasgow.gov.uk">LSParking@glasgow.gov.uk</a></p>	<p><b>0141 287 4040</b> Thursday and Friday 1pm to 4pm</p>
<p><b>Blue Badge Services</b> – Online you can:</p> <ul style="list-style-type: none"> <li>• Apply for a Blue Badge</li> <li>• Report a lost or stolen Blue Badge</li> <li>• Submit an enquiry</li> </ul> <p>Help to complete a Blue Badge application form can be sought from Glasgow Central Citizens Advice Bureau, please telephone or text <b>07539952655</b> for an appointment.</p>	<p><a href="http://www.glasgow.gov.uk/bluebadge">www.glasgow.gov.uk/bluebadge</a> <a href="mailto:bluebadgeteam@glasgow.gov.uk">bluebadgeteam@glasgow.gov.uk</a></p>	<p><b>0141 287 4578</b> Tuesday and Thursday 10am to 4pm</p>
<p><b>Education Grants Team</b> – including school clothing, free school meals, educational maintenance allowance.</p> <p>Online you can:</p> <ul style="list-style-type: none"> <li>• Apply for free school meals and clothing grants</li> <li>• Submit an enquiry form</li> <li>• Use our ‘Live Chat’ facility to chat online with an agent (Monday to Friday 10am to 4pm)</li> </ul>	<p><a href="http://www.glasgow.gov.uk/education">www.glasgow.gov.uk/education</a> <a href="mailto:CBSgrantsservices@glasgow.gov.uk">CBSgrantsservices@glasgow.gov.uk</a></p>	<p><b>0141 276 1177</b> Monday, Wednesday and Friday 10am to 4pm</p>