



## Contacting customer services

How we can help during Covid-19

### Roads and footways

- Telephone enquiries: contact **01475 717171** to speak with an advisor.
- Email your enquiry to **customerservice@inverclyde.gov.uk** and we will get back to you.
- Information can be found on our website **Inverclyde.gov.uk/roads**

### Visitor guidelines

- Please adhere to current Scottish Government social distancing guidelines.
- Please use hand sanitiser before and after your visit.
- Our staff are here to help please respect them at all times.

For any enquiry you can also write to us at:

**Inverclyde Council  
Customer Services  
Municipal Buildings  
Clyde Square  
Greenock PA15 1LY  
INVERCLYDE**



### Switchboard and general enquiries

- Contact us on **01475 717171** during office hours to speak with an advisor.
- Email your enquiry to **customerservice@inverclyde.gov.uk**

### Environmental

- Telephone enquiries: contact **01475 715901** during office hours to speak with an advisor.
- Email your enquiry to **customerservice@inverclyde.gov.uk** and we will get back to you.
- Information can be found on our website. **Inverclyde.gov.uk/environment**

### Public protection

- Telephone enquiries: contact **01475 717171** to speak with an advisor.
- Email your enquiry to **customerservice@inverclyde.gov.uk** and we will get back to you.
- Information can be found on our website **Inverclyde.gov.uk/environment**

## Payments

### Ways you can pay:

- Using the 'Pay it Online' section of our website [inverclyde.gov.uk/pay-it-online](https://inverclyde.gov.uk/pay-it-online)
- Automated telephone payment line **0845 309 6062**
- At a **Post Office** or **PayPoint**
- Telephone **01475 712590** during office hours.
- By cheque to **Inverclyde Council, PO Box 9467, Greenock PA15 1JD** (please put your reference or invoice number on the reverse).

## Council tax

- Entry to the CSC is by appointment only please call **01475 712961** to discuss.
- Telephone enquiries: contact **01475 712961** during office hours to speak with an advisor.
- Email your enquiry to [council.tax@inverclyde.gov.uk](mailto:council.tax@inverclyde.gov.uk) and we will get back to you.
- General information on council tax and forms is available at [Inverclyde.gov.uk/counciltax](https://inverclyde.gov.uk/counciltax)
- You can register and manage your council tax online [inverclyde.gov.uk/counciltaxonline](https://inverclyde.gov.uk/counciltaxonline)
- Completed forms and supporting evidence can be posted to **Inverclyde Council, PO Box 9467, Greenock PA15 1JD** or emailed to [council.tax@inverclyde.gov.uk](mailto:council.tax@inverclyde.gov.uk)

During business hours forms and evidence can be placed in the council mailbox situated in the carriageway behind the customer service centre. Please enter from Clyde Square and follow the signage. Documents must be contained within an envelope and marked clearly for council tax.

## Housing benefit and council tax reduction

- Entry to the CSC is by appointment only please call **0800 013 1375** to discuss.
- Telephone enquiries: contact **0800 013 1375** during office hours to speak with an advisor.
- Email your enquiry to [benefits.enquiries@inverclyde.gov.uk](mailto:benefits.enquiries@inverclyde.gov.uk) and we will get back to you.
- General information on housing benefit, council tax reduction and forms is available at [Inverclyde.gov.uk/advice-and-benefits](https://inverclyde.gov.uk/advice-and-benefits)
- Completed forms and supporting evidence can be posted to **Inverclyde Council, Customer Services, Municipal Buildings, Clyde Square, Greenock PA15 1LY** or emailed to [benefits.enquiries@inverclyde.gov.uk](mailto:benefits.enquiries@inverclyde.gov.uk)

During business hours forms and evidence can be placed in the council mailbox situated in the carriageway behind the customer service centre. Please enter from Clyde Square and follow the signage. Documents must be contained within an envelope and marked clearly for housing benefit and/or council tax reduction.

