

# Who to contact - and when?

The council's enforcement team are working tirelessly to keep the borough clean and safe. A lot of the work they do comes from reports by residents but knowing who deals with what can be confusing. Our handy chart will help you understand who to contact when you have a problem.



## Noise nuisance

Report noise nuisances to the council's enforcement team. Visit [www.hounslow.gov.uk/noisenuisance](http://www.hounslow.gov.uk/noisenuisance) and complete the online form or call 020 8583 5555.

The council also has a weekend, night-time noise team who work on Fridays from 10pm to 4am and Saturdays from 10pm to 4am. If you have a problem during these hours call 020 8583 2222.

## Contact us

**Hounslow Council's enforcement team work with other organisations to help keep the borough clean, but who manages what?**

**Hounslow Highways:** all streets (public highway)  
[www.hounslowhighways.org](http://www.hounslowhighways.org) or call 020 8583 2000

**Carillion (parks):**  
[ServiceDesk@carillionplc.com](mailto:ServiceDesk@carillionplc.com) or call 0845 456 2796.

**Hounslow Housing:**  
[customerservicecentre@hounslow.gov.uk](mailto:customerservicecentre@hounslow.gov.uk) or call 020 8583 4000

**Council enforcement:** [www.hounslow.gov.uk/street\\_care](http://www.hounslow.gov.uk/street_care) or call 020 8583 5555

## Find out what's happening in your patch

Want to know what work the enforcement team are doing in your area? Then head to your Area Forum meeting. There are five Area Forums in Hounslow that meet throughout the year. They give residents the chance to meet council officers and hear more about the work that is happening in their area.

At the March Area Forum meetings you can meet your enforcement team and speak to staff about issues in your area that concern you. To find out when and where your next meeting will take place, visit [www.hounslow.gov.uk/areaforums](http://www.hounslow.gov.uk/areaforums)