



Environmental Services Requests for Service

Customer Services: Telephone: 08452 304040 or 01462-611222 or email at Customer.Services@midbeds.gov.uk

**Priory House
Monks Walk
Chicksands
Beds.
SG17 5TQ**

Urgent Requests for Service (24 hr response)

- Dangerous occurrences, fatalities and major injuries in the workplace
- Health and Safety in the workplace where there is an imminent risk to the health, safety or welfare of an employee or any other person visiting the premises
- Food premises where there is an imminent risk to public health, including food borne or food poisoning outbreaks
- Animal welfare and statutory nuisance, where there is an imminent risk to the health, safety or welfare of the animal(s) involved
- Abnormal emissions from authorised EPA/permitted PPC sites
- Accumulations of asbestos or other hazardous material representing a risk to public health, on public or private land
- Defective drainage serving a commercial premises where there is an imminent risk to public health
- Domestic drainage
- Nuisance including loud music associated with a Rave, or other unlicensed public entertainment event
- Noise and dark smoke caused by activities being undertaken at a commercial premises
- Water course pollution, where there is an imminent risk to public health
- Continuously sounding car or intruder alarms
- Stray dogs
- Fly-tipping
- Pest control
- Abandoned Vehicles
- Missed bin collection when the contractor is at fault

Non-urgent Requests for Service (3 day response)

- Minor injuries or accidents in the workplace
- Health and Safety at work enquiries where there is no imminent risk to the health, safety or welfare of an employee or any other person

visiting the premises

- Food premises which do not present an 'imminent risk to health' and cases of food borne disease or food poisoning
- Air and water quality enquiries
- Animal welfare and statutory nuisance, where there is no imminent risk to the health, safety or welfare of the animal(s) involved
- Defective commercial drainage, where there is no imminent risk to public health
- Domestic odours, fumes, gases, smoke, dust and noise
- Odours, fumes, gases, smoke, dust and noise associated with activities being undertaken at a commercial premises which do not present an imminent risk to public health
- Private housing conditions and homes in multiple occupation advice
- Mobile homes
- Grant enquiries
- Gypsies and Travellers – general advice
- Burial/exhumations
- Land charge enquiries
- Light pollution
- Water course pollution, where there is no imminent risk to public health
- Bulky waste collection
- Asbestos collection from domestic premises
- Decriminalised parking enquiries

Revised: March 2007