

You are here: > [Home](#) > Contact the council

Report an issue or make an enquiry

You can use our reporting form to make many requests and reports to Peterborough City Council, including:

- > Request for a new bin
- > Missed bin collection
- > Litter and street cleaning
- > Fly-tipping
- > Stolen bin
- > Broken glass or sharp needles
- > Damaged or missing bins
- > Clinical waste collection
- > Abandoned vehicles
- > Potholes
- > Unauthorised traveller's site
- > Damage to play area
- > Graffiti
- > Anti-social behaviour



Report it online

[\(https://www.peterborough.gov.uk/report/\)](https://www.peterborough.gov.uk/report/)



General enquiry
form

[\(https://www.peterborough.gov.uk/general-enquiry-form/\)](https://www.peterborough.gov.uk/general-enquiry-form/)

Call us

Freephone payment service

You can call our freephone number [0800 389 1977](tel:08003891977) to make payments to:

- > Council Tax
- > Business Rates
- > Parking Fines (PCN)
- > Invoices
- > Housing Benefit overpayments

Customer services

You can contact customer services by calling [01733 747474](tel:01733747474) (8am - 6pm, Monday to Friday). Please be aware that the call centre often has a high volumes of calls and waiting times vary, particularly during Monday, Thursday and Friday mornings and lunchtimes.

Or you can [call specific departments directly](#).

Out of hours emergency contact numbers

Please only contact the emergency numbers outside of our normal business hours only (6pm - 8am and at weekends/on bank holidays):

- > Social Care emergencies - [01733 234724](tel:01733234724)
- > Highway and Street Lighting emergencies - [0845 604 3127](tel:08456043127)
- > Any other emergency out of normal business hours - [01733 864157](tel:01733864157)

Visit the Customer Services Centre

Our customer services centre is based at [Bayard Place, Broadway, Peterborough PE1 1FZ](#)

([https://www.google.com/maps/place/Bayard+Place+](https://www.google.com/maps/place/Bayard+Place+Peterborough+City+Council/@52.575827,-0.240826,18z/data=!4m5!3m4!1s0x0:0x3162d6a4339e7f1!8m2!3d52.575829!4d-0.24083?hl=en-GB)

[+Peterborough+City+Council/@52.575827,-0.240826,18z/data=!4m5!3m4!1s0x0:0x3162d6a4339e7f1!8m2!3d52.575829!4d-0.24083?hl=en-GB](https://www.google.com/maps/place/Bayard+Place+Peterborough+City+Council/@52.575827,-0.240826,18z/data=!4m5!3m4!1s0x0:0x3162d6a4339e7f1!8m2!3d52.575829!4d-0.24083?hl=en-GB)).

Opening hours are 9am - 5pm, Monday to Friday.

Let us know

If you have received a particularly good service from the council, [please let us know in our compliments form](#) and we will pass on your comments.

Alternatively, to ensure we continue to improve our services, we also welcome any [complaints you may have in these forms](#).

[Back to top](#)