SECTION TO BE STUCK TO BOOK

Abbey Drive....F4
Abbots Road....E4/F4
Abraham Close....G10
Adhara Road....G11
Adrian Road....F4
Ainsdale Road....G10
Akers Lane....B9
Aldbury Road....B9/C9
Alexandra Road....B5
All Saints Lane....E3
Allar Way....F10/G11
Altham Gardens....H10
Altham Way....H10
Alva Way....H10
Avalon Close....H4
Anglesey Road....G11
Anson Walk....E10/E11
Anthony Close....H9
Antoinette Court....F3
Aquila Close....G10
Arbroath Green....G10
Ardross Ave....F11
Armitage Close....D8
Arnett Close....C9
Arnett Way....C9
Arundel Road....G4
Ascot Road....F9
Ash Close....E4
Ash Vale....B11
Ashburnham Close....G10
Ashburnham Drive....G10
Ashford Green....H11
Ashleys....B9
Ashridge Drive....G11
Askew Road....F10
Astore Road....E10
Atria Road....G11
Attenborough Close....H10
Avalon Close....H4
Avior Drive....G10

Badgers Walk....B8
Baldwins Lane....E8
Balister Close....G10
Balmoral Road....G4
Barley Brow....G4
Barn Leas....C3
Barnhurst Path....G11 / H11
Barton Way....E8
Basildon Close....E9
Basing Road....B9 / C10
Batchworth Hill....D10
Batchworth Lane....E11 / F11
Bateman Road....E9
Beacon Way....C9
Beauchamp Gdns....C9
Beaulieu Close....H9
Bedford Road....F10
Bedmond Hill....F2
Bedmond Road....F1 / F2 /F3
Beechcroft Ave....E8
Beechen Wood....B11
The Beeches....B9
Beechwood Ave....A8
Beechwood Park....B8
Beeston Close....H10
Beggars Bush Lane....F8
Bellans Green....H11
Bellfry Lane....C9
Belgrave Drive....E3
Bell Close....F3
Bell Lane....F3
Benton Road....H11
Beresford Rd....B9
Berkeley Close....F4
Berks Hill....A8
Berry Close....C9
Berry Lane....C9
Berry Way....C9
Birch Drive....B11
Birkdale Gardens....H10
Birstall Green....H10
Bishops Ave....F10
Blacketts Wood Drive....A8
Blackford Road....H11
Blackmoor Lane....F8
Blairhead Drive....G10
Blenheim Road....F5
Bluebell Drive....F3
Bognor Gardens....G11
Bottom Lane....C6
Boundary Way....G4
Bourne End Road....F10
Bowring Green....G11
Bowyer Path....B11
Bradford Road....A9
Bragmans Lane....A5
Braithwaite Gardens....H11
Brampton Road....G10
Bramshaw Gardens....H11
Bramshot Way....G10
Breakspeares Road....E8
The Briars....C6
Bridge Road....E5
Bridge Close....H4
Bridle Lane....D7
Bridlington Road....H10
Briery Field....C8
Broadfields Lane....C9
Bromborough Green....G11
Brookdene Ave....H9 / G9
Brookhill Close....G9
Brookside Road....G9
Broomfield Rise....E4
Brushwood Drive....C9
Brushwood Drive....A8
Bucknalls Close....H4
Bucknalls Lane....H4
Bucks Hill....C5 / C6
Bullsland Gardens....A9
Bullsland Lane....A9
Burchett Road....A8
Burnley Close....H11
Burton Lane....A8
Bury Lane....D9
Bury Meadows....D9
Butterfield....D9
Buxton Path....H10
By The Wood....H9 / H10
Byewaters....E9/F9
The Byeway....D10

Caldwell Road....H10
Canopus Way....G10
Canterbury Way....E8
Capell Ave....A8
Capell Road....B8
Capell Way....B8
Capella Road....G10
Caravan Lane....D9 / E9
Cardiff Way....F10
Carew way....H10
Carcon Drive....C6
Carpenters Ave....H10
Carpenters Wood Drive....A8
Carpenters Wood Road....A8
Cedars Ave....C9
Cedars Walk....B8
Chalfont Lane....A8
Chalfont Road....A10 / B10
Chalmers Court....D9
Chandlers Lane....D6
Chapel Close....F3
Chapel Way....E8
Cherries Road....A6/B6
Chequers Lane....G4
Cherry Croft....E8
Cherry Hill....C8
Cherry Hills....H11
Cherry Willow....F4
Cherry Tree Lane....A4
Cherry Walk....C7
Cherwell Close....E8
Chesham Drive....F5
Chess Close....D8
Chess Hill....D8
Chess Lane....D8
Chess Vale Rise....D8
Chess Way....C8
Chestnut Ave....C8
Chichester Way....H5
Chiltern Drive....B9 / C9
Chilwell Gardens....H10
Chorleywood Bottom....B9
Chorleywood Close....D9
Chorleywood House Drive....B8
Chorleywood Road....C8
Church Hill....F2
Church Lane....B6 /C6
Church Lane....C9
Church Street....D9
Claremont Crescent....E8
Clarendon Fields....D6
Clarfield....C9 / C10
Clements Road....B8
The Climb....C8 / C9
Clitheroe Gardens....H10
Clockhouse Mews....B8
The Closiers....D9
The Close....C9
The Clump....C8
Clutterbucks....D6
Coates Dell....H5
Coates Way....H4/4
College Road....G4
Collyers Hill....B8
Colne Ave....C10
Colne Mead....C10
Comet Close....F5
Common Gate Road....B8
Common Road....B8
Commonwood Lane....C5
Community Way....E8
Compton Place....H10
Coombe Hill Road....C9
Coppers Mews....G4
Copmans Wick....B8
Coppermill Lane....B11
Copthorne Close....D8
Copthorne Road....D8
Cottage Close....D9
The Courtway....H10
Cranefield Drive....H4
Creasy Close....F4
The Crescent (Ab. Lang.)....F4
The Crescent (Crox.)....E8
Cress End....C10
Crofters Road....F10
Crowborough Path....H10
Culverden Road....G10
Cumberland Close....F1/F2
Curtis Close....C10
Curtiss Drive....F5

Dairy Way....F2/F3
Dawan Gardens....H11
Darvells Yard....B8
Davenham Ave....F11
Dawes Lane....B6
De Havilland Way....F4
Deadmans Ash Lane....C6
Deans Close....F4
The Dell....F10
Dellmeadow....F4
Dellwood....C9
Delta Gain....H10
Denham Way....B12
Denham Way....B11
Dickinson Ave....G8
Dickinson Square....E8
Dimmocks Lane....C6
Dog Kennel Lane....B8
Doncaster Green....G11
Dorrofield Close....F8
Dove Park....A8 / A9
Dover Way....E8
Dowding Way....F5
Downer Drive....B6
Downings Wood....B11
Drayton Ford....B10
The Drive....C8 / C9
Dugdales....E8
Dulwich Way....E8
Dumbletons The....B10
Dumfries Close....G10
Dunny Lane....B6
Durrants Drive....E8
Dwight Road....F9

East Drive....F10
East Lane....F3/G4
Eastbury Ave....F11 / G11
Eastbury Farm Close....F10
Eastbury Road....F11
Eastglade....F11
Eastwick Crescent....B10
Ebury Approach....D9
Ebury Road....D9
Edgbaston Road....G10
Edinburgh Ave....C9
Edinburgh Drive....G4
Edward Close....F4
Egg Farm Lane....E4
Elsborough Close....H11
Elm Tree Walk....B8
Elm Way....C9
Elmcote Way....E8
Embleton Road....G10
Essex Lane....EF5
Evans Close....E8
Eversyde....E9

Fairfield Ave....H10
Fairhaven Crescent....G10
Fairway Close....F5
The Fairway....F10
The Fairway....F5
Falkirk Gardens....H10
Farm Lane....C9
Farm Road....E11
Farm Way....F10
Fay Green....F5
Fearney Mead....C9
Ferndown Road....G10
Fernhills....E5
Ferryhills Close....H10
Field Way....C9
Finch Green....B8
Fir Tree Hill....D6/E6
Five Fields Close....H10
Flaunden Lane....A6
Fleetwood Way....G10 / H10
Follett Drive....F4
Fotherley Road....B10
Foxgrove Path....H11
Foxleys....H10
Frankland Close....E9
Frankland Road....E9
Frinton Close....G10
Frogmoor Lane....D10
Fulford Grove....G10
Fuller Way....E8
Furlong Way....F5
Furze Close....H11
Furze View....A8 / A29

Gable Close....F5
Gade Bank....F8
Gade View Gardens....E4
Gallows Hill....E4
Gallows Hill Lane....E4
Gariton Walk....H10
Garden Reader....F4
The Garth....E5
George V. Way....C6
Gibbs Couch....H11
Gill Close....E9
Gilliats Green....B8
Girton Way....E8
Glencourt Lane Green....H10
Gleneagles Close....H10
Glenmore Gardens....F4
Glovelle Ave....E9
Goosefields....D9
Goral Mead....D9
Gosforth Lane....H10 / G10
Gosforth Path....G10
Grand Union Way....E3
The Graylings....F5
The Green (Crox.)....E8
The Green (Sarratt)....D6
Green Lane....H9
Green Street....A6/A7
Greenbury Close....A8
Greenfield Ave....H10
Greenfields Close....C8
The Greenway....D9
Greenways....F4
Griffon Way....F5
Grosvenor Avenue....E3
Grosvenor Road....F11 / G11
Grosvenor Square....E9
Grosvenor Street....E8
Grove Farm Park....F11
Grove Mill Lane....E6 / F6
Grove Road....C10
Grove Way....A8
Grove Wood Close....A8
Gypsy Lane....F5

Haddon Road....A8
Halifax Close....F5
Halifax Road....A9
Hall Close....C9
Hallowes Crescent....G10
Hamilton Road....E5
Hamilton Road....E3/F3
Hampermill Lane....G9
Handsworth Close....G10
Hanger Rulding....E8
Harborne Close....G10
Harefield Road....D10
Harewood....C8
Harewood Road....G10
Harlech Road....G4
Harriet Walker Way....D9
Harrogate Road....G10
Harrow Way....G4
Harthall Lane....E3/F2
Harvey Road....E9
Hastings Way....E8
Hatters Lane....F9
Hawthorn Close....F4
The Hawthorns....B11
Hayling Road....G10 / H10
Hayward Copse....D8
Haywood Drive....B8
Haywood Park....B8
Hazelbank....E9
Hazelbury Ave....E5
Hazelwood Lane....E5
Hazelwood Road....E8
Heather Close....F4
Heathside Close....F11
Heathside Road....F10
Heckford Close....E9
Hellen Way....H10
Jubilee Walk....G10
Hempstead Road....D2 / D3
Hemsley Road....E3
Henbury Way....H10
Herdsmen Place....F3
Hercules Way....F5
Heritage Walk....B8
Heron Close....D10
Heron Walk....F10
Heronsgate Road....A9
Herrick Way....D10
Heysham Drive....H11
High Acres....E5/F5
High Close....C8
High Elms Lane....G4
High Road....F4
High Street (Ab. Lang.)....F4
High Street (Rick.)....D9
High View....C8
Highfield Way....C9
Highfield....H10
Highlands....G9 / H9
Highlands....C9
Highwoodhall Lane....E2
Hill Farm Ave....F5
Hill Rise....C9
Hillcroft Crescent....G9
Hillpoint....C8
Hillsborough Green....G10
Hillside Close....F3
Hillside Road....A9
Hilltop Road....E3/F3
Hindhead Green....G11
The Hoe....H9
Holben Gate....F5/F11
Holloway Lane....A11
Holmside Rise....G10
Home Farm Road....E10
Home Park Link Road....E4
Home Way....B9
Homefield Road....A8
Homestead Road....D9
Hop Garden Way....G4
Hornhill Road....A11
Horseshoe Lane....G4
Horsleys....B11
Horwood Close....B9 / C9
Hoylake Gardens....H10
Hubbards Road....B8
Hunsdonbury Gdns....G11
Hunters Lane....F5
Hunton Bridge Hill....E5
Huncote Way....F5
Hyde Lane....E2/F2

Ilkley Road....H11
Ivinghoe Road....C9
Ivy Leas....C9

Jacketts Field....F4
James Way....H10
Jordans Road....C9
Jubilee Walk....G10
Juniper Close....D10
Juniper Gate....D10

Katherine Place....G4
Keble Terrace....F4
Kenilworth Drive....E8
Kenilworth Gardens....G11
Kenwood Drive....B11
Kewferry Road....F11
Kilmarnock Road....H10
Kindersley Way....E4
Kingfisher Lure (Ab. Lang.)....E3
Kingfisher Lure (Loud.)....C8
Kings Farm Road....B9
Kirkcaldy Green....G10
Kitters Green....E3
Kytes Drive....H4/H5

Ladywalk....B11
Ladywood Close....C7
Lancaster Way....F4
Lancing Way....E8
Landford Close....D10
Langley Lane....F4
Langley Road....F4
Langleybury Fields....D5
Langleybury Lane....E5/E6
Lapwing Way....F4
Lauderdale Road....E5
Launceston....A9
Laurock Lane....D9
Lawford Ave....A9
Lawford Close....A9
Lawrence Orchard....B8
Leavesden Sine Road....F5 / F11
The Lee....G11

A-Z of District Council Services

A

Abandoned vehicles

We remove all vehicles normally within 24 hours. Abandonment must be proven.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk

Accommodation guide

For local bed and breakfast accommodation.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk

Admission to schools

Is your child starting or moving school? Find out more at
www.hertsdirect.org/admissions
0300 123 4043

Air pollution

Air pollution is monitored by
Three Rivers District Council
www.threeriversgov.uk 01923 776611

Register for pollution forecasts at
www.airalert.info/HertsBeds
The Council may consider complaints about bonfires and fireworks.

Affordable homes

See *Housing*.

Allotments

Abbots Langley:
Abbots Langley Parish Council
01923 265 139
www.abbotslangley-pc.gov.uk

Chorleywood:
Chorleywood Parish Council
01923 285594
www.chorleywood-pc.gov.uk

All other areas:
Three Rivers District Council
01923 776611
www.threeriversgov.uk

Animal control and welfare

For reporting stray or neglected animals. Inspection and licensing of animal welfare establishments and other animal related matters.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk

Anti-social behaviour

Report anti-social behaviour to the District Council in confidence.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk
Hertfordshire Constabulary
0845 330 0222
(textphone 01707 390990)
See also Community safety.

Aquadrome

See *Parks and Open Spaces.*

Archaeology

Specialist information and advice on archaeology, historic buildings and historic landscapes.
www.hertsdirect.org/archaeology
or call 01992 555245.

Archives

Discover your local and family history at www.hertsdirect.org/hals or call 0300 123 4049
See also *Historical societies and Learning and training.*

Arts development

We provide a wide range of creative activities for adults and children.
Three Rivers District Council
01923 776611
(minicom 01923 727 303).
www.threeriversgov.uk
See also *Watermeet* for community performances and *Leisure and sport.*

Asbestos

The Council provides information and advice on how to identify and dispose of asbestos. We do not remove, collect or identify asbestos.
Three Rivers District Council
01923 776611
(minicom 01923 727 303)
enquiries@threeriversgov.uk

B

Benefit fraud

Ring the District Council in confidence to report Benefit fraud concerns.
0800 458 9200
fraud@threeriversgov.uk

Benefits

Benefits surgeries are held in South Oxhey, Abbots Langley and Rickmansworth.
District Council experts can tell you if you are eligible for Housing and Council Tax Benefits. Ring 01923 776611 (minicom 01923 727 303) or email enquiries@threeriversgov.uk
Advice and information on other Benefits, Tax Credits, Debt and Social Security is also available at
www.hertsdirect.org/benefits or ring Hertfordshire County Council 01923 471400 (textphone 01923 471599).

Bins

See *Refuse collection.*

Biodiversity Action Plan

The Local Biodiversity Action Plan helps to conserve the environment. The plan identifies the most important habitats and species, setting targets for their conservation.
Hertfordshire Biological Records Centre
01992 55220
www.enquire.hertsccc.gov.uk/hbrc
See also *Woodlands.*

Birth registration

To register a birth or death, call the Watford Register Office on 01923 231302 or visit www.hertsdirect.org/registrars

Building Control

The District Council works to ensure healthy, safe, sustainable and accessible buildings.
Free advice and leaflets are available.
Three Rivers District Council 01923 776611 (minicom 01923 727 303).
www.threeriversgov.uk

Burglary prevention

West Herts Against Crime provides free security checks for all residents.
The group is supported by the Police and Three Rivers District Council.
01923 801138.
Security advice is also available from the Police Crime Prevention Team
0845 33 00 222.
To join Neighbourhood Watch ring 01923 4720 33.

Bus passes

Concessionary scheme for residents aged 60 plus and those who qualify on medical grounds. The scheme works in conjunction with the national Government scheme.
Three Rivers District Council 01923 776611 (minicom 01923 727 303).
enquiries@threeriversgov.uk

Business rates

Business rates are set by the Government and collected by the District Council.
Three Rivers District Council
01923 776611 (minicom 01923 727 303).
enquiries@threeriversgov.uk

C

CAB

See *Citizens Advice Bureau.*

Care and support for adults

Social care services to help people in Hertfordshire live as independently as possible.
www.hertsdirect.org/caresupport
or call 0300 123 4042

Care and support for children and families

Pre-school and childcare, child protection and services for children with special needs. www.hertsdirect.org/caresupport
0300123 4043.

Carers

See *Support for Carers.*

Cemeteries

Information on cemeteries at Chorleywood Road and Woodcock Hill which includes the natural Woodland Cemetery.
Woodcock Hill includes a Muslim and children's section and also offers a Garden of Remembrance for people wishing to adopt a rose bush in memory of a loved one.
We regret that grave spaces cannot be pre-purchased.
Three Rivers District Council 01923 776611 (minicom 01923 727 303).
See also Civil funerals.
Contact Parish Councils page xx for other cemeteries in your area. Parish services are provided by Three Rivers District Council in Rickmansworth.
See also Crematoria and Civil funerals.

Charities

Information about charities is available from the Centre for Voluntary Service
01923 711174
www.cvs-threerivers.org.uk

Charity shops

A list of local charity shops is available in the Recycling Morel directory
www.threeriversgov.uk
01923 776611

Chemists

A list of pharmacists, including out-of-hours opening, is available from NHS Direct 0845 4647
www.nhs.uk

Children

A range of children's activities and facilities are provided by Three Rivers District Council – see *Leisure and sport.*
For the Youth Council see Committees.
See also *Carers and Family support.*

Children's centres

Services and information for families with young children. There are centres in Rickmansworth, South Oxhey, Eastbury/Moor Park, Chorleywood/Loudwater, Croxley Green and Abbots Langley.
www.hertsextendedschools.org.uk
0300 123 4052

Churches

A list of faith groups is listed at
www.threeriversgov.uk or
ring 01923 776611

Citizens Advice Bureau

Citizens Advice Bureau is a charity which offers free and confidential advice on virtually any issue. Citizens Advice Bureau receives funding support from the District Council.
Abbots Langley CAB 01923 267 949
Oxhey and District CAB 020 8421 0911
Rickmansworth CAB 01923 720 424
http://threeriverscab.org.uk/

Civil funerals

Non-religious funerals that celebrate the life of the deceased.
Visit www.hertsdirect.org/registrars
or ring Hertfordshire County Council
01707 288455
(textphone 0300 123 4041).
See also *Cemeteries.*

Civil Weddings and partnerships

Ceremonies for couples wishing to mark and celebrate their commitment and devotion to each other with a formal and meaningful ceremony.
Ring Watford Register Office on 01923 231302 (textphone 01923 471599) or visit www.hertsdirect.org/registrars

Committees and forums

For information on Local Area and Pensioners' Forums, the Youth Council as well as District Council Committees open to the public. Ring Three Rivers District Council 01923 776611 (minicom 01923 727 303) or visit www.threeriversgov.uk
Forthfordshire County Council committee meetings contact
01923 471555 (textphone 01923 471599)
www.hertsdirect.org/committees
For Parish Council meetings see page xx

Community safety

In an emergency dial 999.
Contact Three Rivers District Council or Hertfordshire Constabulary in confidence to report graffiti and anti-social behaviour.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk
Hertfordshire Constabulary 0845 33 00 222 (textphone 01707 390 990).
Hertfordshire County Council works closely with Hertfordshire Constabulary and the District Council to prevent and reduce the harmful effects of alcohol and drug misuse. To find out more call
01923 471400.
SAFE, a local pensioners' safety guide is available from the District Council or from www.threeriversgov.uk
01923 776611 (minicom 01923 727 303)
See also *Burglary prevention.*
See page xx for more about which organisations to contact.

Complaints and suggestions

Please contact us if you have any concerns or ideas for service development.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk
Sign up for Three Rivers District Council's Have Your Say e-newsletter at www.threeriversgov.uk or ring 01923 776611.
Hertfordshire County Council
01923 471555
www.hertsdirect.org/havesay
Parish Councils see page xx.

Computing

See *Libraries and Learning and training.*

Concessionary fares

See *Bus passes.*

Conservation

For information about your local nature reserves, children's nature activities and conservation volunteer work. Trees in conservation areas are protected. Work cannot be undertaken without giving six weeks' notice.
The District Council manages 22 Conservation Areas protecting special architectural and historical interest. Details are available via the Planning Policy link at www.threeriversgov.uk or ring 01923 776611 (minicom 01923 727 303).
Volunteers are needed to help care for the Aquadrome, Croxley Common Moor and Oxhey Woods. For more information visit www.threeriversgov.uk
See also *Local Development Framework* and *Biodiversity Action Plan.*
See also *Volunteering.*

Consumer protection

Advice and guidance to enable consumers to pursue grievances with retailers and traders to a satisfactory conclusion.
08454 04 05 06.
See also *Citizens Advice Bureau.*
See *Trading Standards for business advice.*

Contaminated land

The District Council inspects and monitors contaminated land.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk

Controlled Parking Zones

The Parking Shop 01908 223506
The District Council consults residents to make sure they are protected from excessive commuter and other parking problems. www.threeriversgov.uk

Council Tax

District Council and Parish Councils receive a total of 14 pence in the pound from Council Tax. The remainder funds County Council and Police services.

Councillors

District Councillors' contact details are available from www.threeriversgov.uk or ring 01923 776611 (minicom 01923 727 303).

County Councillors' contact details can be found at www.hertsdirect.org/councillors or by calling 01923 471555. Parish Councillors' details are available from the Parish Councils. See page xx

Countryside management

The Countryside Management Service enables communities to enjoy, care for and enhance their environment.
The CMS also provides a free healthy walking programme.
Visit www.hertsdirect.org/cms or ring 01992 555256.
See also *Trees, Woodlands* and *also Biodiversity Action Plan.*
See also *Conservation.*

Credit unions

Watford Credit Union is a savings and loans co-operative covering all WD postcodes.
www.watfordcreditunion.co.uk
01923 236801

Crematoria

West Herts Crematorium
www.westhertscrem.org
01923 673285
See also *Civil funerals and Cemeteries.*
See also *Faith groups.*

Cycling

Cycling maps can be viewed at
www.threeriversgov.uk
or ring 01923 77661
Spokes cycling group produces a booklet of local cycle rides, current price £3.95
www.spokesgroup.com

Debt

See *Citizen's Advice Bureau* for confidential advice.

Dentists

Local dentists and emergency dentists can be found at NHS Direct 0845 4647
www.nhs.uk

Disabilities

See *Support for people with disabilities.*

Doctors

A list of GPs is available from www.nhs.uk
0845 4647

Domestic abuse

To contact the Three Rivers Independent Domestic Violence Advisor please call
01923 727231 idva@threeriversgov.uk
Monday-Friday 8am-4pm.
The service is free, confidential and non-judgmental.

Housing

See *also Private sector housing.*

In 2008 all Council homes were transferred to Thrive Homes, which now own and manage 4,000 properties across Three Rivers. Services such as homelessness and the housing register are still managed by the District Council.

Advice
The District Council's housing department goes housing advice and explains housing options which may include low cost home ownership schemes and the Council's Rent Deposit Guarantee Scheme. Applicants wishing to apply for affordable housing or be considered for the Rent Deposit Guarantee Scheme must be registered on the Council's Housing Register.
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk

Choice based lettings
All social housing in Three Rivers is now allocated through the Herts Choice Homes choice based lettings scheme. Properties are advertised on the Herts Choice Homes website and applicants on the Housing Register can bid for properties they are interested in. The District Council can provide advice on accessing and using the scheme.
For more information telephone
01923 776611
or visit www.hertschoicehomes.org.uk

Deposit guarantee scheme
The District Council works with private landlords to guarantee rent deposits for some residents on low incomes or who are homeless. 01923 776611
(minicom 01923 727 303)
enquiries@threeriversgov.uk

Homeswapper scheme
On-line mutual consults exchange scheme for Housing Association tenants to exchange their homes. www.homeswapper.co.uk

Homelessness
Help and advice is available from the District Council for people threatened with homelessness.
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk
- Herts Young Homeless Group enables young people to secure and maintain appropriate accommodation through prevention, crisis intervention, and tenancy sustainment.
www.hyhg.org 01707 251 384
- Watford New Hope Trust offers volunteer placement and support, training, funding advice, a range of opportunities for networking and more.
www.watfordnewhope.org.uk
01923 210680

Out of Hours
For homeless emergencies telephone
01923 776611.

Housing register
To register for affordable housing or to apply for a transfer, contact the District Council. Applications can also be completed online at www.hertschoicehomes.org.uk
01923 776611
(minicom 01923 727 303)
enquiries@threeriversgov.uk

House exchange scheme and Homeswapper scheme
Online mutual exchange schemes for housing association tenants to swap homes. 01923 776611
(minicom 01923 727 303)
enquiries@threeriversgov.uk or contact Thrive Homes on 020 8428 4428
www.thrivehomes.org.uk
www.homeswapper.co.uk

Housing Benefit
See *Benefits.*
See also *Private sector housing.*

THRIVE HOMES
Building 3, Croxley Green Business Park, Watford WD18 8YG
020 8428 4428
Freephone 0800 917 6077
(available 24 hours a day)
enquiries@thrivehomes.org.uk
www.thrivehomes.org.uk
Providing high quality homes and excellent services to help develop communities where people will enjoy living.
Thrive Homes owns and manages around 3,700 rented properties and more than 400 leasehold properties in the Three Rivers district.

Infectious disease control

See *Environmental health*

Insulation

Three Rivers District Council is running subsidised loft and cavity wall insulation installation for all home owners
0800 980 6026 www.heepgrant.org
The current cost is £49. Insulation is installed FREE for people over 70 and those in receipt of certain benefits.
The scheme runs until April 2011.
Topping up old insulation to 27cm can save around £30 a year on your heating bill.

Internet

See *Libraries and Learning and training.*

J

Jobcentre Plus

0845 60 60 234
www.jobcentreplus.gov.uk

L

Land and property services

Local land charges searches from the public register are strongly recommended before purchasing a property. A fee is charged.
Three Rivers District Council
01923 776611
(minicom 01923 727 303)
enquiries@threeriversgov.uk
For more information see back page.

Learning and training

ASCEND offers volunteer placement and support, training, funding advice, information and guidance concerning good practice and a range of opportunities for networking.
www.ascend.org.uk 020 8420 1364

Computers and the internet

Hertfordshire Libraries provide a free, easy, introduction to using a computer and the internet. 0300 123 4049. The internet can be used at the libraries for one hour for free.

Free internet will also be available for one hour sessions at Sarratt Post Office, Mill End Community Centre, Watersmeet and MENCAP in Rickmansworth High Street from the end of January 2011 until the end of March 2011 on a pilot basis.
For more information call 01923 776611 or visit www.threeriversgov.uk
Refurbished computers are being supplied by Three Rivers District Council.

Historical societies A list of historical societies is available at
www.threeriversgov.uk 01923 776611.
See also *Three Rivers Museum*

Three Rivers Learning Partnership

The partnership brings together organisations involved in adult education in the district to promote adult and family opportunities. The partnership can provide information about computing, reading and numeracy, English as a Second Language, apprenticeships, job seeking and training for work, arts and crafts and local history, dance and more.
www.threeriverslearningpthrs.btck.co.uk.

University of the Third Age (U3A) U3A is a self-help organisation for people no longer in full time employment providing educational, creative and leisure opportunities in a friendly environment. There are a number of groups in Three Rivers and Watford. For your nearest branch see www.u3a.org.uk
020 8466 6139.

West Herts College Specialises in HND, degree and postgraduate programmes leading directly to careers.
www.westherts.ac.uk 01923 812345.

Workers Educational Association
Local adult education courses.
www.wea.org.uk 01223 417 320

Learning disabilities

See *Support for people with disabilities.*
See also *Learning and training.*

Leisure and sport

- Leisure and Sport
- Arts workshops
- Everyday Active (for adults)
- Leisure grants
- Play Areas
- Playschemes (Ofsted registered)
- Sports Development

General enquiries: Three Rivers District Council 01923 776611 (minicom 01923 727 303) www.threeriversgov.uk
Watermeet 01923 727387
www.sirjamesgitham.co.uk
The venues below are owned and funded by Three Rivers District Council and managed by Hertsmere Leisure Trust:
The Centre 020 8428 4954
www.thecentre-southoxhey.co.uk

Sir James Altham Pool
020 8421 0211
www.sirjamesgitham.co.uk

William Penn Leisure Centre
01923 771050
www.williampennleisure.co.uk

Rickmansworth Public Golf Course
01923 775278
www.rickmansworthgolfcourse.co.uk

Mortgages by calling the automated payment line on 0845 60 66 465 – this line is open 24 hours a day, 7 days a week.

Three Rivers District Council 01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk

Pensioners

See *Older people.*

Pest control

The District Council provides a pest control service to private residents and businesses. You can book an appointment online
www.threeriversgov.uk or ring
01923 776611 (minicom 01923 727 303).

Pharmacists

See *Chemists.*

Planning

You can attend Development Management Committee meetings and there is some limited opportunity to speak. Please call Three Rivers District Council in advance for guidance on speaking.

Duty planner. Why not call in to see the Duty Planner at Three Rivers House, Northway, Rickmansworth, for informal planning advice. Monday – Friday 10am – 1pm. No appointment is necessary.

Public access. You can view details of planning applications and planning histories for properties and make comments and submit planning, funding advice, information and guidance concerning good practice and a range of opportunities for networking.
www.ascend.org.uk 020 8420 1364

A monthly planning e-newsletter is available at www.threeriversgov.uk
Application updates are also available at www.twitter.com/threeriversdc

Playschemes

See *Leisure and sport.*

Police

See *Community safety.*

Pollution

Three Rivers District Council tackles noise, light and air pollution complaints. The District Council reports on local air quality. Three Rivers District Council
01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk
See also *Environmental health.*

Primary Care Trust

See *Medical.*

Private sector housing

The District Council licenses certain large private rented properties where a number of rooms are rented by different people.

Enforcement
The District Council investigates complaints about the condition of properties rented from private landlords and ensures they carry out any work where there is a health safety or welfare hazard to a tenant.

Grants
There may be limited grants for providing disabled facilities in private housing from April 2011, subject to funding. Three Rivers District Council 01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk

Protection for adults and children at risk

Adults and children at risk can get help and support from Hertfordshire County Council.
Visit www.hertsdirect.org/caresupport
or ring 0300 123 4040 (textphone 0300 123 4041).

Public footpaths

See *Rights of Way.*

R

Racial harassment

See *Hate Crime and Harassment*

Recycling

You can recycle glass bottles and jars, paper, plastics, cans, aerosols and cartons. You can also recycle garden and food waste plus cardboard through our kerbside collections. Parents can get up to 280 cash back for using real nappies.
The District Council provides the Recycling Morel directory of all recycling and re-use facilities in the district which includes a list of local charity shops.
Three Rivers District Council
www.threeriversgov.uk 01923 776611 (minicom 01923 727 303)
Visit www.recycleforherts.com or call 0300 1234 051 for information on household waste recycling centres, recycling banks, waste collection and composting.

Refuse collection

Three Rivers District Council provides a kerbside collection across the district. For information and enquiries visit
www.threeriversgov.uk or ring
01923 776611 (minicom 01923 727 303).
See also *Recycling.*

Relationship counselling

Relate Dacorum, Watford and Three Rivers provide counselling, sex therapy, family counselling and education and training programmes. www.relatewatford.org
01923 241 803

Religion

A list of faith groups is listed at
www.threeriversgov.uk or ring
01923 776611

Residential and nursing home care

Residential care homes provide personal care and social support for people who are not able to manage living in their own homes. Nursing care homes look after people who need constant nursing care.
Find out more at
www.hertsdirect.org/rescare
or by calling 0300 123 4042
See also the *Thrive Homes section in Housing.*
See also *Care and Support for Adults.*

Rights of Way

Hertfordshire has an extensive Rights of Way network of over 5,200 paths totaling more than 3Ooo0km.Visit
www.hertsdirect.org/highways or call
0300 123 4047 to find out more.

Road safety

Education, training and advice on staying safe on Hertfordshire's roads.
Visit www.hertsdirect.org/roadsafety or call 0300 123 4047

Roads

See *Highway (road) maintenance.*

Rubbish

See *Refuse collection*

S

Samaritans

Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.
08457 90 90 9057 jo@samaritans.org
www.samaritans.org

Schools

See *Admission to schools.*

Scores on the Doors

To find out how clean your local restaurants and pubs were at their last environmental health inspection visit
www.threeriversgov.uk
or ring 01923 776611.
Each venue has a star rating out of five.

All other catering venues, including sheltered housing, schools and office premises are also in the scheme.
The Council provides a monthly Environment e-newsletter at
www.threeriversgov.uk
01923 776611.

Sheltered housing

See *Residential and nursing home care.*
See also the *Thrive Homes section under Housing.*
For support at home see *Care and support for adults.*

Smoking

Giving up smoking. See *Medical.*
Smoking ban. See *Environmental Health.*

Social Services

See *Care and support for adults* and *care and support for children and family.*

Sport

See *Leisure and sport.*

Street lighting

See *Highway (road) maintenance.*

Street naming and numbering

The District Council names and numbers streets as well as providing street name plates.
Three Rivers District Council
01923 776611 (minicom 01923 727 303)
www.threeriversgov.uk

Street sweeping

See *Litter.*

Support for carers

For advice and information about organisations and services for you and the person you look after, visit
www.hertsdirect.org/caresupport
or call 0300 123 4040
Carers in Hertfordshire provide support, advice and information to unpaid carers, people looking after family, friends or neighbours with a disability or illness.
www.carersinherts.org 01923 236 401
Some shows and events at Watermeet may be free for carers. See *Watermeet.*
See also *Swimming.*

Support for people with disabilities

Information and advice for people with disabilities to help them live as independently as possible, including adult learning, Blue Badge scheme, employment advice, mobility services and more, visit www.hertsdirect.org/disability or call 01923 471400.

Hertfordshire Domestic Violence/Abuse Helpline 0808 808 8088.
In an emergency dial 999.
See also Protection for adults and children at risk.

E

Economic development

The District Council supports the needs of large and small businesses.
01923 776611 (minicom 01923 727 303)
enquiries@threeriversgov.uk

Education

Helping Hertfordshire's children attain the best possible levels of education and development and to build their confidence, achievement, self-esteem and resilience.
Visit www.hertsdirect.org/csf
or call 0300 123 4043

Electricity emergencies

Freephone 0800 783 8838 (24 hours)

Electoral Services

To register for Local, General and European Elections.
You can download a registration form at www.threeriversgov.uk or ring the District Council on 01923 776611 (minicom 01923 727 303).

Emergencies

999 for Police, Fire and Rescue, Ambulance or Coastguard.
This number can be dialled even if a phone is out of credit.
See also *Gas emergencies* and *Electrical emergencies.*

Energy saving

For fuel saving advice ring Beds and Herts Energy Efficiency Scheme 0800 512 012.
www.heepgrant.org
Freepost.
More information is available from the District Council's dedicated website
www.ourclimateischanging.com
An energy saving booklet is also available from the District Council 01923 776611 (minicom 01923 727 303).

Environmental health

The District Council
- licenses, inspects and enforces hygiene and safety standards in catering and other premises.
- investigates complaints in confidence.
- works to monitor and reduce noise, air pollution and light.
- monitors contaminated land and makes sure redevelopment is done properly.
- investigates complaints about defective drainage, nuisances from bonfires and rubbish which can rot.
- registers all businesses which offer skin piercing, tattooing and skin pigmentation services.

For emergency noise complaints out of hours contact Three Rivers District Council on 01923 776611
See also *Licensing, Pest control* and *Fly-tipping.*
See also *Animal control and welfare.*

Extended Schools (ESCO)

A wide range of activities, events and training for parents and children in schools and the Three Rivers community.
www.hertsextendedschools.org.uk
Family Information Service 0300 123 4052

F

Faith groups

A list of faith groups is listed at
www.threeriversgov.uk
or ring 01923 776611

Family support

Homestart Watford and Three Rivers provides friendship, support and practical help to families in their own homes who have at least one child under the age of five years.
01923 248 010.