

[www.welhat.gov.uk](http://www.welhat.gov.uk)[contact-whc@welhat.gov.uk](mailto:contact-whc@welhat.gov.uk)**01707 357000****Other useful numbers****Citizens Advice (Hatfield)**  
**03444 111 444****Domestic Violence/Abuse Line**  
**08 088 088 088****Electricity Loss of Supply**  
**0800 7838 838****Energy Efficiency Advice Centre**  
**0800 512 012**  
(free advice on energy efficiency & grants)**Floodline (Environment Agency)**  
**0345 988 1188****Gas Emergencies**  
**0800 111 999****Hertfordshire Police**  
**101**  
(all areas for non-emergencies)**NSPCC: Childline**  
**0800 1111**  
HelpLine  
**0808 800 5000****NHS non-emergency**  
**111**  
(24-hour healthcare advice)**Pest Control – Dial-a-Pest**  
**03444 828 334****RSPCA**  
**0300 1234 999**  
(24-hour service for reporting mistreated, injured or distressed animals)**Samaritans**  
**116 123****Women's Refuge and Advice**  
**01707 373743****Thames Water**  
**0800 980 8800**  
(sewerage problems, blocked main drains)**Water Emergencies (Affinity)**  
**0345 357 2407****Leakspotters (Affinity)**  
**0800 376 5325** [www.facebook.com/welwynhatfield](http://www.facebook.com/welwynhatfield) [@WelHatCouncil](https://twitter.com/WelHatCouncil)

## Which council does what?

Getting in touch with the right people, the first time, makes life that bit easier. To help, here are some of the things that we, the borough council, can deal with, and what **Hertfordshire County Council** takes care of.

### Welwyn Hatfield Borough Council

- Waste and recycling collections
- Fly-tipping, litter and graffiti
- Allotments, woodlands and green spaces
- Anti-social behaviour
- Council car parks
- CCTV
- Council tax
- Council housing
- Homelessness
- Cemetery services
- Benefits
- Hackney carriages
- Public health and protection (air and noise pollution, food inspections, health and safety at work, licensing)
- Town centre events
- Planning

**WELWYN  
HATFIELD**[www.welhat.gov.uk](http://www.welhat.gov.uk)

### Hertfordshire County Council

- Highways and transportation – including street lights, traffic lights, potholes, gritting and road repairs
- Household Waste Recycling Centres (tip/dump)
- Adult and children's social care
- School admissions, free school meals and transport
- Children's centres
- Fostering and adoption
- Disability support services
- Disabled parking (blue badges)
- Libraries
- Trading Standards
- Fire and rescue



[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

Sadly, some of our colleagues are experiencing an increase in abusive phone calls and interactions with members of the public. We understand you may be worried or frustrated when you speak with us, but please be respectful to our staff and contractors.

Our customer first standards set out our commitment to you, and how you can help us in return:

[www.welhat.gov.uk/our-commitments/customers](http://www.welhat.gov.uk/our-commitments/customers)

# Your waste collection calendar for the next year

-  Black boxes are for your black rubbish bin and food caddy.
-  Blue-lidded recycling bin, food caddy and brown compost bin (for those that subscribe to the garden waste service).

Look for your collection day and then follow across the month to see which dates your bins are collected.

The red framed columns show the changed dates for bank holidays etc, for example what would be the Monday 10 April collection will be on Tuesday 11 instead.



**MY COLLECTION DAY IS:**

## South Welwyn Hatfield collections

APRIL 2023							MAY 2023							JUNE 2023								
Mon	3	Tu11	17	24			Mon	1	8	15	22	Tu30				Mon		5	12	19	26	
Tue	4	We12	18	25			Tue	2	9	16	23	We31				Tue		6	13	20	27	
Wed	5	Th13	19	26			Wed	3	10	17	24					Wed	Th1	7	14	21	28	
Thu	6	Fr14	20	27			Thu	4	11	18	25					Thu	Fr2	8	15	22	29	
Fri	7	Sa15	21	28			Fri	5	12	19	26					Fri	Sa3	9	16	23	30	
JULY 2023							AUGUST 2023							SEPTEMBER 2023								
Mon	3	10	17	24	31		Mon		7	14	21	Tu29				Mon		4	11	18	25	
Tue	4	11	18	25			Tue	1	8	15	22	We30				Tue		5	12	19	26	
Wed	5	12	19	26			Wed	2	9	16	23	Th31				Wed		6	13	20	27	
Thu	6	13	20	27			Thu	3	10	17	24					Thu	Fr1	7	14	21	28	
Fri	7	14	21	28			Fri	4	11	18	25					Fri	Sa2	8	15	22	29	
OCTOBER 2023							NOVEMBER 2023							DECEMBER 2023								
Mon	2	9	16	23	30		Mon		6	13	20	27				Mon		4	11	18	We27	
Tue	3	10	17	24	31		Tue		7	14	21	28				Tue		5	12	19	Th28	
Wed	4	11	18	25			Wed	1	8	15	22	29				Wed		6	13	20	Fr29	
Thu	5	12	19	26			Thu	2	9	16	23	30				Thu		7	14	21		
Fri	6	13	20	27			Fri	3	10	17	24					Fri	1	8	15	22		
JANUARY 2024							FEBRUARY 2024							MARCH 2024								
Mon		Th4	We10	Tu16	22	29	Mon		5	12	19	26				Mon		4	11	18	25	
Tue		Fr5	Th11	We17	23	30	Tue		6	13	20	27				Tue		5	12	19	26	
Wed		Sa6	Fr12	Th18	24	31	Wed		7	14	21	28				Wed		6	13	20	27	
Thu	Tu2	Mo8	Sa13	Fr19	25		Thu	1	8	15	22	29				Thu		7	14	21	28	
Fri	We3	Tu9	Mo15	Sa20	26		Fri	2	9	16	23					Fri	1	8	15	22	29	

## Checking your collection day, bank holidays and service disruption

You can check if your collection is North (Blue) or South (Red) and your next collection dates by visiting [www.welhat.gov.uk](http://www.welhat.gov.uk)

You can also find up-to-date information on general disruption, service changes following adverse weather conditions, as well as service changes and bank holiday arrangements.

