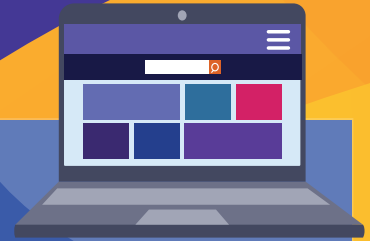


# Cheshire West & Chester Council

# Here to help

## How to access our services



### Do it online

Online is the quickest way to access Council services



#### Visit our website

[cheshirewestandchester.gov.uk](http://cheshirewestandchester.gov.uk)



#### Report issues through our app

Visit the app store and search **Cheshire West and Chester**



#### Set up a digital account with us

Go to **my account** at the top of our website



#### Access support to get online

You can access our digital services at a wide range of Council buildings

### Call us



#### Ring our contact centre

Call **0300 123 8123**. Available Monday to Friday 8am - 7pm



### Visit us



#### Book an appointment to see us

Call **0300 123 8123** to see a dedicated customer service adviser, with a range of times and locations available to suit you.

**Resident Assistance Points** are available in some Council buildings and libraries. Here you can drop-in to access a public telephone and computers for Council business and seek guidance from our staff about Council services.



**Council buildings** (supported by specialist customer service advisers)

**Chester:** Town Hall (side entrance)

**Ellesmere Port:** The Portal

**Northwich:** Information Centre

**Winsford:** Wyvern House



#### Libraries

Ellesmere Port Library

Frodsham Library

Neston Library

Winsford Library



Scan me

Scan the QR code for Resident Assistance Point locations and opening times



Cheshire West and Chester