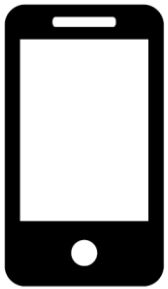


SMS Text for Deaf or hard of hearing people:

If you are Deaf and Hard of Hearing and you need to contact the council. Some of our services now have an SMS Text number.



Text: 61009

Start your message with the right word for the service you need to contact. E.g. CTAX or SAFE and then add your question or the help you need.

The services you can contact using SMS text are included in the boxes below, with examples.

Service	Start your text with	Example message
Council Tax	CTAX (include your name and address)	CTAX John Smith 12 Green Street. What date do I need to pay my Council Tax?
Safeguarding Adults	SAFE	SAFE My neighbour helps with my shopping but keeps my change. I asked them to stop, they told me to “shut up or they will hurt me”.
Waste and Recycling	WASTE	WASTE I am Deaf and live in Darton. My bin collection day is when?
Hate Crime	HATE	HATE I have been sent abusive emails telling me I should leave my work because Deaf people are stupid. I want help to make it stop.