

## ***CEMETERIES***

For all enquiries about Cemeteries please contact the Cemetery Registrar at the Civic Offices. Telephone: 01932 425672

### **ADDLESTONE CEMETERY**

Green Lane  
Addlestone  
Surrey

### **CHERTSEY CEMETERY**

Eastworth Road  
Chertsey  
Surrey

### **ENGLEFIELD GREEN CEMETERY**

St Jude's Road  
Englefield Green  
Surrey

### **THORPE CEMETERY**

Ten Acre Lane  
Thorpe  
Surrey

## ***CHAMBERS OF COMMERCE***

### **ADDLESTONE CHAMBER OF COMMERCE**

c/o Cllr Mrs P Broadhead  
2 Coombe Drive  
Addlestone  
Surrey  
KT15 1DB

01932 844465

### **CHERTSEY CHAMBER OF COMMERCE**

Anna Barry - Hon Secretary  
Chertsey Chamber of Commerce  
58 Guildford Street  
Chertsey  
Surrey KT16 9BE  
Phone: 01784 460108  
Email: [admin@chertseychamber.com](mailto:admin@chertseychamber.com)  
Website: [www.chertseychamber.com](http://www.chertseychamber.com)

## ***CITIZENS ADVICE BUREAUX***

### **RUNNYMEDE CITIZENS ADVICE BUREAU**

Ms P Thompson – Manager

01932 842666

[cab@runnymedecab.org.uk](mailto:cab@runnymedecab.org.uk)  
[www.runnymedecab.org.uk](http://www.runnymedecab.org.uk)

### **SPELTHORNE CITIZENS ADVICE BUREAU - STAINES OFFICE**

Danny Kington - Bureau Manager  
Community Link  
Knowle Green  
Staines  
Middlesex TW18 1XA  
01784 444220



**Contact Details**

Runnymede Citizens Advice Bureau offers advice to clients in person, over the telephone, by fax and letter. We are not able to offer advice by email. These are some of the areas of information and support that we can offer:

Benefits, debt, employment, housing, family breakdown, pensions and consumer problems.

Our offices are at:

**Addlestone Bureau**

(Old Addlestone Library Church Street, Addlestone)

**Please see [here](#) as we have made important changes to our drop in service.**

The bureau in Addlestone is open as follows:

Monday	10.00am – 12.30pm
Tuesday	10.00am – 12.30pm and 1.15pm – 3.30pm
Wednesday	10.00am – 12.30pm and 1.15pm – 3.30pm
Wednesday evening	Appointments only
Friday	10.00am – 12.30pm

Telephone **01932 842666** for telephone assessment, the same hours above, excluding Wednesday evenings

Telephone **01932 827187** to leave a short message about ongoing casework or to find out further information about our services.

**Egham Bureau**

(In the Manor Farm Day Centre, Manor Farm Lane)

The Egham Outreach Bureau can be accessed by appointment only. Telephone **01932 827187** for further information.

**Abraham Cowley Unit (at St Petes Hospital) – for users of Mental Health Services only.**

The CAB in the Abraham Cowley Unit is open as follows:

	<b>Drop in Section</b>	<b>Appointments</b>	<b>Telephone Advice</b>
Monday	10.00am – 12.30pm		
Tuesday		10.00am – 12.30pm	
Wednesday		10.00am – 12.30pm	
Thursday		10.00am – 12.30pm	1.30pm – 4.00pm
Friday			10.00am – 12.30pm

Telephone **01932 874766** for an appointment or advice

We also offer appointments for people who attend W.W.A.G in Walton, Cornerhouse in Woking and Glenthorne in Spelthorne.

**Other Services**

**Housebound Clients**

We are able to offer a Home Visiting Service to people that are housebound. Please telephone **01932 827187** for more details.

**Court Desk**

We are available at Staines County Court on Thursday mornings to help defend Possession Proceedings.

**Rentstart**

We provide assistance with finding privately rented accommodation and guarantee bonds for single people and couples that meet our criteria.

## ***CONSUMER/TRADE ORGANISATIONS***

### **COMPANIES HOUSE**

Contact Centre  
Crown Way  
Maindy  
Cardiff  
CF14 3UZ  
+44 (0)303 1234 500.  
[www.companieshouse.gov.uk](http://www.companieshouse.gov.uk)

### **RUNNYMEDE BUSINESS PARTNERSHIP**

Joanna Swatridge - Business Liaison Officer  
Runnymede Borough Council  
Civic Centre  
Station Road  
Addlestone  
Surrey KT15 2AH 01932 425272  
[joanna.swatridge@runnymede.gov.uk](mailto:joanna.swatridge@runnymede.gov.uk)  
[www.runnymedebp.org.uk](http://www.runnymedebp.org.uk)

### **THE FEOFFEEES OF CHERTSEY MARKET**

David Easton - Hon Secretary  
122 Brox Road  
Ottershaw  
Chertsey  
Surrey  
KT16 OLG  
01932 873282

## ***COURT HOUSES***

### **CROWN COURT AT GUILDFORD**

Sue Machin – Deputy Court Manager  
Bedford Road  
Guildford  
Surrey  
GU1 4ST  
01483 468500  
[www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

### **STAINES COUNTY COURT**

The Law Courts  
Knowle Green  
Staines  
Middlesex TW18 1XH  
01784 895900  
[www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

## ***ELECTRICITY/GAS/WATER***

### **ELECTRICITY**

### **SEEBOARD ENERGY/EDF**

Freepost 3815  
Hove  
East Sussex  
BN3 5AW  
0800 096 9696

### **SOUTHERN ELECTRIC**

Inveralmond House  
200 Dunkeld Road  
Perth  
PH1 3AQ  
Enquiries: Electricity/Gas - 0845 026 0654  
Emergencies – Power Cut, Gas Leak or  
other emergency  
Electricity - 08000 72 72 82 (free call)  
Gas - 0800 111 999 (free call)

### **GAS**

### **BRITISH GAS TRADING LTD**

British Gas  
PO Box 4805  
Worthing  
BN11 9QW 8456 005001

Gas Escapes only 0800 111 999

General/Account  
Enquiries 0800 048 0202

[www.britishgas.co.uk](http://www.britishgas.co.uk)

## WATER

CONSUMER COUNCIL FOR WATER  
London and South East  
c/o 1st Floor  
Victoria Square House  
Victoria Square  
Birmingham B2 4AJ  
Telephone: 020 7931 8502  
Local rate: 08457 581 658  
Fax: 0121 345 1010

E-mail: [londonandsoutheast@ccwater.org.uk](mailto:londonandsoutheast@ccwater.org.uk)  
[www.ccwater.org.uk](http://www.ccwater.org.uk)

THAMES WATER UTILITIES LTD  
Thames Water  
PO BOX 286  
Swindon  
SN38 2RA  
Water or wastewater enquiries - call 0845  
9200 800

Lines are open 24 hours a day (Minicom  
or Typetalk: 0845 7200 898).

[customerservices@thameswater.co.uk](mailto:customerservices@thameswater.co.uk)  
[www.thames-water.com](http://www.thames-water.com)

## VEOLIA WATER CENTRAL

Tamblin Way  
Hatfield  
Hertfordshire  
AL10 9EZ  
General Enquiries: 020 7843 8500  
[information@veoliawater.co.uk](mailto:information@veoliawater.co.uk)  
[www.veoliawater.co.uk/en/contact-us/](http://www.veoliawater.co.uk/en/contact-us/)

# *EMERGENCY SERVICES*

IN EMERGENCIES DIAL 999

24 HOUR FLOODLINE SERVICE  
(INFORMATION INE)

0845 988 1188

## CHERTSEY FIRE AND RESCUE

Chertsey Fire Station  
Addlestone Moor  
Addlestone  
Surrey  
KT15 2QH

01932 563725

## EGHAM FIRE STATION

High Street  
Egham  
Surrey  
TW20 9HL

01784 432361

## SURREY FIRE & RESCUE SERVICE

Mark Way - Station Manager  
Egham Fire Station  
High Street  
Egham  
Surrey TW20 9HL

01784 432361

[www.surrey.fire.gov.uk](http://www.surrey.fire.gov.uk)

## SURREY FIRE AND RESCUE SERVICE

North Area Business Support Team  
Walton Fire Station  
Hersham Road  
Walton-on-Thames

Surrey KT12 1RZ 01737 733557  
[nrthareabusiness.support@surreycc.gov.uk](mailto:nrthareabusiness.support@surreycc.gov.uk)  
[www.surrey-fire.gov.uk](http://www.surrey-fire.gov.uk)

## SURREY POLICE

Insp Roger Nield  
Neighbourhood Inspector  
Runnymede Civic Centre  
Station Road  
Addlestone  
Surrey KT15 2AH

01932 282052

[2703@surrey.pnn.police.uk](mailto:2703@surrey.pnn.police.uk)  
[www.surrey.pnn.police.uk](http://www.surrey.pnn.police.uk)

## THAMES RESCUE SERVICE

Barry Andrews – Honorary Secretary  
12 Osborne Drive  
Lightwater  
Surrey  
GU18 5QU

01276 473757

[bandrews@aol.com](mailto:bandrews@aol.com)

## ***EMPLOYMENT SERVICES***

### **CONNEXIONS CENTRE**

Mike Williams - Manager  
5A Thames Street  
Staines  
Middlesex TW18 4AB  
01784 455081  
stainescareers@vtplc.com  
www.connexionssurrey.co.uk

### **STAINES JOB CENTRE PLUS**

62 London Road  
Staines  
Middlesex  
TW18 4HB  
Telephone: 01784 231600  
Textphone: 01483 442455  
www.jobcentreplus.gov.uk

### **WEYBRIDGE JOB CENTRE PLUS**

Fortune House  
7 – 13 Monument Hill  
Weybridge  
Surrey  
KT13 8RZ  
01932 748000  
Fax: 01932 748001  
www.jobcentreplus.gov.uk

## ***LEGAL BODIES***

### **AUDIT COMMISSION**

1st Floor  
Millbank Tower  
Millbank  
London  
SW1P 4HQ  
Telephone: 0844 798 1212 or 020 7828  
1212 or textphone (minicom) 020 7630  
0421 | Fax: 0844 798 2945 or 020 7166  
2945

### **COUNCIL FOR LICENSED CONVEYANCERS**

David Gladwin – Communications Officer  
16 Glebe Road  
Chelmsford, Essex  
CH1 1QG  
01245 349599  
Fax: 01245 341300  
clc@clc-uk.org  
www.clc-org.uk

### **LAW SOCIETY**

113 Chancery Lane  
London  
WC2A 1PL  
Tel: +44 (0) 20 7242 1222  
Fax: +44 (0) 20 7831 0344  
www.lawsociety.org.uk

## ***LIBRARIES***

### **ADDLESTONE LIBRARY**

Runnymede Civic Centre  
Station Road  
Addlestone  
Surrey  
KT15 2AH  
0300 200 1001  
libraries@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

### **CHERTSEY LIBRARY**

Guildford Street  
Chertsey  
Surrey  
KT16 9BE  
0300 200 1001  
chertsey.library@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

### **CILIP: CHARTERED INSTITUTE OF LIBRARY AND INFORMATION PROFESSIONALS**

7 Ridgmount Street  
London  
WC1E 7AE  
020 7255 0500  
info@cilip.org.uk  
www.cilip.org.uk

### **EGHAM LIBRARY**

High Street  
Egham  
Surrey  
TW20 9EA  
0300 200 100  
libraries@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

### **NEW HAW LIBRARY AND COMMUNITY LEARNING CENTRE**

The Library Manager  
The Broadway  
New Haw  
Addlestone  
Surrey KT15 3HA  
0300 200 1001  
newhaw.library@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

### **STAINES LIBRARY**

Friends Walk  
Staines  
Middlesex  
TW18 4PG  
0300 200 1001  
staines.library@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

SURREY COUNTY COUNCIL  
LIBRARIES 'ENQUIRIES DIRECT  
c/o Guildford Library  
77 North Street,  
Guildford  
Surrey GU1 4AL  
01483 543599  
libraries@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

VIRGINIA WATER LIBRARY  
Station Parade  
Virginia Water  
Surrey  
GU25 4AB  
0300 200 1001  
libraries@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

WEYBRIDGE LIBRARY  
Library Manager  
Church Street  
Weybridge  
Surrey  
KT13 8DE  
0300 200 1001  
Fax: 01932 850878  
libraries@surreycc.gov.uk  
www.surreycc.gov.uk/libraries

## ***MEDIA***

### NEWSPAPERS

SURREY HERALD AND NEWS  
The Editor  
89 Eastworth Road  
Chertsey  
Surrey  
KT16 8DX  
01932 561111  
surreynewspapers@trinitysouth.co.uk  
www.surreyherald.co.uk  
www.stainesnews.co.uk

### RADIO

EAGLE RADIO LIMITED  
Paul Marcus – Station Manager  
Dolphin House  
3 North Street  
Guildford  
GU1 4AA  
01483 300964  
Paul.Marcus@964eagle.co.uk  
www.964eagle.co.uk

## ***POST OFFICES***

ADDLESTONE POST OFFICE  
117 Station Road  
Addlestone  
Surrey  
KT15 2AS  
01932 843325

CHERTSEY POST OFFICE (IN ONE-  
STOP COMMUNITY STORES)  
Zareen Emambocus  
5 Windsor Street  
Chertsey, Surrey  
KT16 8AY  
01932 564634

EGHAM POST OFFICE  
68a High Street  
Egham  
Surrey  
TW20 9EY  
01784 432008

ONGAR PARADE  
Martins  
3 Ongar Parade  
Addlestone  
Surrey  
KT15 1JH  
01932.830666

OTTERS Shaw POST OFFICE  
20 Brox Road  
Ottershaw  
Surrey  
KT16 0HL  
01932 872739

THE HYTHE POST OFFICE  
225 Pooley Green Road  
Egham  
Surrey  
TW20 8AS  
01784 459007

THORPE POST OFFICE & STORES  
Green Road  
Thorpe  
Egham  
Surrey  
TW20 8QS

01932 563224

TRUMPS GREEN POST OFFICE  
6 The Parade  
Trumps Green Rd  
Virginia Water  
GU25 4EH

Tel: 01344 841222

VIRGINIA WATER SUB POST OFFICE  
14 Station Parade  
Virginia Water  
Surrey  
GU25 4AB

01344 843212

WOODHAM POST OFFICE

Ajay Sharma - Owner  
286 Woodham Lane  
New Haw  
Addlestone  
Surrey  
KT15 3NT

01932 345593

## ***PUBLIC TRANSPORT***

### **AIR**

GATWICK AIRPORT

Switchboard +44 (0)844 335 1802

HEATHROW AIRPORT LTD

Switchboard +44 (0)844 335 1801

SOUTHAMPTON AIRPORT

Switchboard +44 (0)844 481 7777

STANSTED AIRPORT

Swichboard +44 (0)844 335 1803

### **BUSES**

ARRIVA - SURREY AND WEST  
SUSSEX

General Manager  
Friary Bus Station  
Guildford  
Surrey GU1 4YP 0844 800 44 11  
[www.arrivabus.co.uk/contact-arriva/](http://www.arrivabus.co.uk/contact-arriva/)  
[www.arrivabus.co.uk](http://www.arrivabus.co.uk)

PETERBUS 01932 872000  
Ext: 2218

RUNNYMEDE COMMUNITY  
TRANSPORT

Anne Petrie –Transport Supervisor  
Runnymede Borough Council Depot  
Ford Road  
Chertsey Surrey KT16 8HG

For further advice tel: 01932 425875  
[anne.petrie@runnymede.gov.uk](mailto:anne.petrie@runnymede.gov.uk)

SURREY TRAVELINE  
(Bus & Train Information in Surrey)

0871 200 2233  
[www.traveline.org.uk](http://www.traveline.org.uk)

RUNNYMEDE LOCAL  
TRANSPORTATION SERVICE (LTS)  
Surrey Highways (West)  
Surrey County Council  
South West Area Office  
Grosvenor House  
London Square  
Cross Lanes  
Guildford GU1 1FA 03456 009 009  
wah@surreycc.gov.uk  
www.surreycc.gov.uk

TELLINGS GOLDEN MILLER GROUP  
Head Office  
Building 16300 MT2  
Electra Avenue  
Hounslow TW6 2DN  
0208 757 4700  
Fax: 0208 757 4799  
administration@TGMGroup.co.uk

FIRST IN BERKSHIRE  
Andrew Taylor – Commercial Director  
Coldborough House  
Market Street  
Bracknell  
RG12 1JA  
Bus Timetable enquiries;  
0871 200 2233  
www.firstgroup.com

## **COACHES**

ASHFORD LUXURY/WINDSORIAN  
COACHES  
373 Hatton Road  
Bedfont  
Feltham  
Middlesex TW14 9QS  
Ashford Luxury - 020 8890 6394  
Windsorian - 01753 860 131  
Fax - 020 8751 5054

## **RAIL**

LONDON TRAVEL WATCH  
6 Middle Street  
London  
EC1A 7JA  
020 7505 9000  
enquires@londontravelwatch.org.uk  
www.londontravelwatch.org.uk

NATIONAL RAIL ENQUIRIES  
24 hours 08457484950

SOUTH WEST TRAINS  
Sales Manager  
Customer Service Centre  
Overline House  
Southampton  
SO15 1AL 0845 6000650  
customerrelations@swtrains.co.uk  
www.southwesttrains.co.uk

WINDSOR LINES PASSENGERS  
ASSOCIATION  
Mr B Gash - Membership Secretary  
36 Park Road  
Hounslow  
Middlesex TW3 2EU  
020 8898 6374  
membership@wlpa.co.uk  
www.wlpa.co.uk

## ***REGISTRARS***

REGISTER OFFICE FOR BIRTHS,  
DEATHS, MARRIAGES AND CIVIL  
PARTNERSHIPS

Contact: Registration and Nationality  
Services Manger

Anne Wood – Superintendent Registrar  
'Rylston' 81 Oatlands Drive

Weybridge

Surrey KT13 9LN

03456 009 009

[registration.weybridge@surreycc.gov.uk](mailto:registration.weybridge@surreycc.gov.uk)

[www.surreycc.gov.uk/registration](http://www.surreycc.gov.uk/registration)

## ***SURREY SOCIAL SERVICES***

### **CHILDREN'S SOCIAL CARE TEAM**

Conquest House

Wood Street

Kingston upon Thames

KT1 1AB 0300 200 1006

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

### **RUNNYMEDE SOCIAL CARE TEAM**

The Runnymede Centre

Chertsey Road

Addlestone

Surrey

KT15 2EP 0300 200 1005

Fax: 01932 794407

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