

Wiltshire's Community Ownership of Assets Toolkit

2012



Wiltshire Community Land Trust

Wiltshire Community Land Trust is an independent, not-for-profit organisation that offers advice on establishing local Community Land Trusts. A Community Land Trust (CLT) is a legally incorporated, volunteer-led organisation that owns and manages assets for the benefit of a defined community. CLTs offer great opportunities for local ownership and control over the shaping of a community's future, and improving the quality of life for all, helping to create places where people want to return to or to stay in to live and work, bring up their children, or enjoy in their retirement.

A particular characteristic of a Community Land Trust is that has an asset lock. This means that any benefit that accrues from an asset has to be used for the benefit of the community, and it cannot be disposed of for the profit of individuals. Through general information provision, targeted advice, setting up of appropriate partnerships, and one-to-one support, Wiltshire CLT is set up to take community groups through the whole process of deciding whether a local CLT is right for them, and if so, helping to set one up.

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Community ownership of assets

Many communities in Wiltshire are keen to secure the future of much loved local facilities such as pubs and village halls and would like to see the best possible use of other assets such as high street shops and derelict land.

Community asset ownership can be one way of channelling the resourcefulness of local groups to take over and transform properties for the benefit of the whole community.

Wiltshire Council is keen to support community ownership of assets and is bringing together local voluntary and community groups, local businesses and other private landowners to build a constructive partnership to support an increase in the number of community assets. In addition to this:

- Wiltshire Council's Community Area Strategies (part of the Core Strategy) capture some of the current and future infrastructure requirements in each community area and Neighbourhood Plans provide an opportunity to consider this in more detail. The council will work with communities to build a shared understanding of the community's needs, ambitions and capacities and how these can be met in future.
- Wiltshire Council's Area Boards are overseeing the work of shadow Community Operation Boards, which bring together public sector partners and will set out the intentions for publicly owned buildings in each community area. This allows community ownership to be considered as part of the process. Ultimately, of course, the community is the real owner of public buildings in any case, with Wiltshire Council (or other public sector owners) acting as a steward for property to ensure it continues to benefit the community.
- Wiltshire's Area Boards will consider applications for grants to explore the feasibility of the development of Community Assets where this meets identified community needs.

In addition to direct support from the council, Wiltshire Community Land Trust (Wiltshire CLT) has been set up to help community groups take on the ownership and management of assets, such as affordable housing, workspace, land for growing food and for recreation, wildlife reserves, pubs, shops and a range of community facilities and local services. Wiltshire CLT works with Community First and national organisations such as the national CLT network and Locality to ensure that community groups get the right support and advice.

The right tool for the job

There are a number of different sources of help available in Wiltshire for community groups to take on assets. A discussion with your Community Area Manager on the best way to use these tools to help you achieve your aims could be helpful and other sources of one-to-one advice include Locality and the Wiltshire Community Land Trust.

A range of ways already exist to identify assets valued by local communities, including: parish plans; community-led plans; Neighbourhood Plans; the Rural Facilities Survey and shadow Community Operation Boards. Understanding who owns the property, the owners' intentions for it and the viability of community ownership are important first steps in the process.

If you have identified a building or land that your community values and would like to see it better used, or safeguarded for community use in the future, then there are a number of ways forward to look at. These are set out in detail in this booklet.

If the asset in question comes within the definition of an Asset of Community Value, consider a nomination under the community right to bid. But before doing that ask:

- Is it owned by Wiltshire Council? If it is, then consider exploring community asset transfer first.
- Is it currently being used for a service funded by Wiltshire Council? If it is, then consider requesting service delegation, or consider the community right to challenge.
- Is it an empty shop which you would like to make temporary use of? If it is, then consider Meanwhile Use.

If you decide to nominate it under community right to bid, you still may want to ask:

- Is it owned by another public body, and is either unused or underused? If yes, then consider the community right to reclaim land. Some of the land and buildings in your area owned by public bodies are shown on a map published by the Department of Communities and Local Government, see: <http://publicassets.communities.gov.uk/>
- Is it an asset that the private owner doesn't want to sell, of which you could make better use? If yes, then consider approaching the council about a Compulsory Purchase Order.
- Is it land that you want to use for a community-led development? If yes, then consider the community right to build.

These options could also be considered if the land or property does not currently meet the definition of an Asset of Community Value but could be used for the benefit of the community in future.

Community right to bid for assets of community value

Who can do what

This new right means communities can ask Wiltshire Council to list certain assets as being of value to the community. If an asset is listed and then comes up for sale, the right gives communities that want it 6 months to put together a bid to buy it. This gives communities an increased chance to save much loved shops, pubs or other local facilities. Parish councils or local community groups can nominate both privately and publicly owned assets which meet the definition of being an Asset of Community Value.

A building or land in a local authority's area will be listed as an Asset of Community Value if in the opinion of Wiltshire Council its primary use, or use in the recent past, furthers the social well-being or social interests (cultural, recreational, or sporting interests) of the local community and it is realistic to think that this could continue in the next five years (whether or not in the same way as before).

Owners of listed assets cannot sell them without letting Wiltshire Council know that they intend to sell the asset or grant a lease of more than 25 years. Wiltshire Council then allows six weeks for a community interest group to ask to be treated as a potential bidder. If a request is received, a full moratorium totalling six months is placed on the sale, allowing time for the community group to raise funds and put in a bid. The owner does not have to sell the asset to the community group at the end of the six months.

The process

A decision will be made within eight weeks of the receipt of nomination on whether to list the asset. The asset will then be placed on a list of successful or unsuccessful nominations on the Wiltshire Council website for five years. A list of nominations currently being considered is also available online. Some land is exempt from being listed (such as premises which are primarily residential). Landowners can also appeal decisions to list assets.

If a listed asset comes up for sale, Wiltshire Council will notify a wide range of people, including the original nominator and local parish council. There are some exemptions to the process being applied – including when landowners die, go bankrupt or if a business is being sold as a going concern. These are set out in more detail in [regulations](#) made by government, an [explanatory note](#) and an [advice note](#).

Who to contact in the council

A [nomination form](#) to list an asset as being of community value is available, which should be returned to LandCharges@Wiltshire.gov.uk.

Support available and other considerations

- Support on the use of this right is available from [Locality](#), including £16m of grants to support feasibility studies and provide capital. [Community Shares](#) are also worth exploring as a source of finance.
- Where the owner of a listed asset, such as a pub, applies for 'change of use' then the fact the asset is listed as an asset of community value may be a material consideration in making a decision on whether to grant change of use.
- In addition, Neighbourhood Plans can formally allocate assets for community use in a site allocation proposals map, if there is good evidence to support the case (including for sites which may not meet the definition of an Asset of Community Value). This would give it additional weight in decision making and could inform, and be informed by, the lists of nominated assets.
- Wiltshire's Local Plan seeks to promote the retention and development of local services and community facilities in villages, such as local shops, meeting places, sports venues, cultural buildings, public houses and places of worship. Wiltshire Council will take into account the importance of these facilities to the local community when considering planning applications.
- Where an asset is council owned, community groups may like to consider a Community Asset Transfer, rather than waiting for the asset to be put up for sale.

Community asset transfer

Who can do what

Wiltshire Council recognises that many community groups occupy land or buildings that are owned by the council but wish to take over their ownership or management. Or they may wish to take over other buildings owned by the council within their community. The [community asset transfer \(CAT\) policy](#) was agreed at the July 2011 Cabinet Capital Assets Committee.

Essentially this policy means the Council can transfer the management and/ or ownership of the asset to the community and may do so in some instances, at less than market value, if sufficient socio-economic benefits can be delivered by the proposal. This process also applies if parish councils or community groups want to take on and maintain local facilities such as parks and play areas.

The process

Following receipt of an application, a report is produced so the local Area Board can consider the application. The Area Boards make a decision on the transfer. If the property is classed as being of strategic importance to the council, the Cabinet Capital Assets Committee has the final say, taking into account the recommendation of the Area Board. This is explained further in the [community asset transfer flowchart](#).

Who to contact in the council

The community asset transfer checklist and application form is available [online](#). Community Area Managers should be contacted in the first instance. They will work with Strategic Property Services to help progress any applications.

Support available and other considerations

- Wiltshire Council can provide advice on requests for service delegation that may be part of any Community Asset Transfer application, for example if a group wishes to take on and run a council service that is currently delivered out of a particular building.
- Locality's Asset Transfer Unit is a specialist national agency offering grants, advice and support in this area.
- The [Building Calculator](#) tool can help community groups estimate the cost of taking on a building.

Service delegation

Who can do what

Wiltshire Council recognises that Parish or Town Councils and community groups may wish to run services that are currently delivered by the council locally – this could include things like maintaining allotments, play areas, public conveniences and parks. Wiltshire Council has agreed a policy on Delegation of Services to Town and Parish Councils and Funding of Delegated Services Policy at its Cabinet Meeting on 19th October 2010. This is summarised [online](#) and means that the council can fund delegated services with or without the transfer of an asset.

The process

The process is set out in [a flowchart](#). This means that the Council delegates the service to the community, allowing for local delivery. Following the receipt of an application the Technical Services Team. Following the receipt of an application Wiltshire Council will work with the team(s) currently delivering the service and the applicant to produce a report for the Neighbourhood Services Service Director to approve the application.

Who to contact in the council

The service delegation expression of interest form is available [online](#).

Please contact and return to: [Steve Ibbetson](#), Technical Services Manager (01225 776655) or [Mary Noyce](#), Technical Officer (01249 706364).

Support available and other considerations

The contact for Community Asset Transfers (with or without service delegation) is in the first instance your [Community Area Manager](#).

Information on the Community Right to Challenge process is also available in this toolkit.

[GROW](#), [Community First](#) and the Wiltshire Association of Local Councils ([WALC](#)) provide capacity building advice to community groups and Parish Councils in Wiltshire respectively.

The Social Investment Business, in partnership with Locality, is delivering a three year support programme worth £11.5million to support organisations taking on services (through service delegation or use of the Community Right to Challenge).

Community right to challenge

Who can do what

The community right to challenge allows Voluntary and Community Sector (VCS) groups, Parish Councils and two or more members of council staff to express an interest in running a council service. If the Expression of Interest is accepted by Wiltshire Council, a full scale procurement exercise is triggered. This may or may not be won by the group expressing an interest.

It is particularly important to note that in any procurement exercise Wiltshire Council has to act impartially and follow legal obligations such as those set out in Best Value regulations and the Equality Act.

If, as a Parish Council or other group, you have an idea about how a service could be better run or are interested in running a service, an informal discussion on the alternative approaches that are available to the community right to challenge (such as service delegation) is recommended to ensure any idea you have is a success.

The process

Under legislation, Wiltshire Council can define a window of opportunity during which it will accept Expressions of Interest for relevant services. The window for receiving an Expression of Interest for running any of Wiltshire Council's relevant services has currently been set for 1st July 2013 until 31st August 2013, to align with the Council's budget setting process. A decision on whether to accept, accept with modifications or reject the Expression of Interest will be made by Wiltshire Council during September 2013.

If an Expression of Interest is accepted by Wiltshire Council, then an indicative time between an Expression of Interest being accepted and the procurement process starting will be up to:

- 1 month, for services with a value of less than £500.
- 3 months, for services with a value between £500 and £100,000.
- 6 months, for services with a value of more than £100,000 and less than the EU Threshold (currently £173,934).
- 12 months, for services with a value of more than the EU Threshold (currently £173,934)

Where an Expression of Interest is accepted, applicants will be provided with more precise timescales on when procurement will commence, based on the individual service requirements and the complexity of the service being considered.

In future, the council will be publishing windows in which Expressions of Interest can be submitted for individual services, which will be closely aligned with the

council's future commissioning intentions and when current individual contracts come to an end. This will allow groups more time to prepare and submit expressions of interest without wasting effort on submitting expressions of interest where tendering is already underway or services are due to end. This page will be updated in due course to reflect this. In the meantime, the importance of a discussion with the Corporate Procurement Unit is emphasised, or you can check what procurement opportunities are already underway through the [Buy Wiltshire](#) website.

Who to contact in the council

Parish councils and Voluntary or Community Sector Groups should first consider the use of the council's groundbreaking [service delegation](#) process. Wiltshire Council's [Voluntary and Community Sector](#) team can also discuss support that might be available.

If, having considered these other options, you would still like to submit an Expression of Interest under the Community Right to Challenge, please contact the [Corporate Procurement Unit](#) so we can discuss in more detail what you would like to achieve. The Corporate Procurement Unit provides a standard Expression of Interest form for use by interested parties.

Staff groups should in the first instance have a discussion with their Corporate Director on developing any proposals for a staff mutual organisation. If the Community Right to Challenge is used by staff, the council has to ensure that it is not treating any potential bidder any more favourably than another. As such, staff groups planning to use the Right are not allowed time within business hours to progress work on the development of a staff mutual. Staff groups are entitled to approach potential funders in the same way as any other group covered by the Community Right to Challenge. However, as there may be issues around access to commercially sensitive information, they must first declare an intention to approach a potential funder to the Corporate Leadership Team. Staff interested in using the Right should also contact the Corporate Procurement Unit for guidance and the Expression of Interest form.

Support available and other considerations

Parish councils and community groups should consider [service delegation](#) in the first instance.

The [Mutuals Information Service](#) provide advice.

[Frequently Asked Questions on Community Right to Challenge](#) are available on the council website.

Meanwhile use and pop-up shops

Who can do what

Many town centres and high streets have empty shops which present a challenge to the vibrancy of the high street. This can be addressed by public and private owners agreeing to allow temporary or “meanwhile use” of their property on terms that ensure they can get it back if a conventional tenancy becomes available. Pop-up shops are an associated concept - short-term sales spaces in temporary locations which ‘pop-up’ one day and disappear afterwards.

Many small producers lack opportunities to market test their product. Street markets are often problematic due to weather conditions and can require regular commitment. A controlled shop environment that can be used over a few days could provide a better setting. Similarly, empty shops can also be used by community groups as advice centres or galleries.

Small and temporary pop-up shops can build up significant interest and customer exposure in a short space of time. They provide the opportunity to trial new business ideas or concepts without the risk of setting up a traditional business. These enterprises benefit the local area by:

- reducing the number of vacant properties on the high street
- making the high street more interesting and vibrant in the short term
- encouraging other businesses to consider investing in the area

The process

Interested individuals should contact the owner of the empty shop in the first instance to establish if ‘meanwhile use’ would be possible. A model lease is available [here](#) or on the Meanwhile Project [website](#).

The Council can help in a number of ways to: help broker with landlords if necessary, use Local Development Orders to extend temporary changes of use without planning permission, provide advice on compliance with legislation (such as Health and Safety, Trading Standards, Food Safety) and signpost to information on support for start ups and rate relief.

Who to contact in the council

[Tim Martiensen](#), economy and regeneration service (or 01249 706548)

Support available and other considerations

The Meanwhile Project is a national organisation specialising in offering advice and support in this area. Wiltshire Council can also offer advice on [food safety](#), [licences for street trading](#), [trading standards](#) and broader [support available to businesses](#).

Community right to reclaim land

Who can do what

This right is aimed at helping local people ensure that public bodies do not needlessly retain under-used land or property, and is designed to get these sites back into productive use.

The legal provisions (the Public Request to Order Disposal) apply to the Council and certain other bodies in law (such as the Environment Agency, Network Rail and British Waterways), but other public bodies are covered through voluntary agreement on their part. It relies on appeal to the relevant Secretary of State.

The process

The first step in this process is to check the ownership of the land, which can be done through the Land Registry. Wiltshire Council is also able to advise on whether it owns a particular piece of land. A map providing a snapshot of the location and owners of most publicly owned land is also available at:

<http://publicassets.communities.gov.uk/>

A member of the public can then submit a request to the relevant Secretary of State to order disposal of the land. The Secretary of State first has to consider that there are no restrictions on the use of the land and that the current owner has no suitable plans in place for the land either now or in the foreseeable future. If he or she is satisfied that this is the case, he or she can direct the current owner to dispose of the land, though not specify to whom it should be sold.

Who to contact

The request form is available [online](#) along with [further background information](#).

Support available and other considerations

The form is publicly available for anyone to use but if applicants would like to see the land used in a particular way then they may like to work with relevant community groups to see this happen. In such a case, community groups might wish to make a nomination under the [community right to bid](#), at the same time. This will help to ensure sufficient time to raise funds to buy the asset if and when the land is sold.

Compulsory purchase powers

Who can do what

If community groups or other individuals want to bring a privately owned local asset back into use - for example, to turn a derelict site into a park – and the owner is reluctant to sell, then they are able to contact Wiltshire Council and ask them to use a Compulsory Purchase Order (CPO) to buy the asset on their behalf.

The process

Compulsory Purchase Order powers can be exercised where the law allows planning authorities to acquire land which is suitable for and required in order to secure the carrying out of development, redevelopment or improvement.

A compelling case in the public interest must be demonstrated. The proposals must be sanctioned by the relevant government Minister. It is a lengthy and complex process ensuring that the rights of property owners are not extinguished without careful examination. It is necessary to show that there are no planning obstacles to the development, for example, by obtaining a planning permission or by reference to inclusion in a Neighbourhood Plan.

There are significant costs associated with exercising CPO powers. In addition to compensating the owner for the value of the asset, other costs such as blight or relocation costs may have to be budgeted for, as well as significant professional fees.

Who to contact in the council

[Janet Lee](#), Principal Property and Planning Solicitor
[Brad Fleet](#), Director of Development

Support available and other considerations

The Council can assist with advice as to whether the proposal is acceptable in planning terms.

It will be necessary for the promoter to demonstrate that funding is available to cover all the costs involved in the process.

The Council will provide advice and information on the use of CPOs plus a written response to formal requests to use these powers on behalf of community groups.

Community right to build

Who can do what

The Community Right to Build allows communities to create the buildings they want to see without going through the normal planning application process. Communities will be able to build, for example: homes to sell on the open market, affordable housing for rent, and sheltered housing for elderly local residents, low cost starter homes and facilities such as new playgrounds. The benefits of these developments, such as profits, can be managed by a community organisation for the community. The process is similar to that for the creation of Neighbourhood Plans but instead of creating a policy document the use of this right grants planning permission directly if there is the majority support of the local community in a referendum.

The Right to Build can be used by a community group which is legally constituted for the benefit of the area, in cooperation with the local parish council. Equally, parish councils can also use this right by themselves in a form known as a Neighbourhood Development Order. A Community Right to Build Order can cover privately and publicly owned land. It can take a number of legal forms but for Community Right to Build purposes these formal organisations must be set up to further the social, economic and environmental wellbeing of the local community. Community Right to Build can only take place within a neighbourhood area. The application process for designating a neighbourhood area is available on Wiltshire Council's [Neighbourhood Planning Portal](#), together with other detailed advice.

The process

A group established for the wellbeing of the area can ask its local parish council to make an application to Wiltshire Council, to designate a neighbourhood area for the purposes of a Community Right to Build Order. Wiltshire Council will publish the application and invite representations on it for a period of at least six weeks. If a neighbourhood area is designated, a Community Right to Build Order can be proposed (which should include a map, statement of consultation and a statement on how planning regulations are met). This will be publicised for a period of at least six weeks and then subjected to an independent check to ensure compliance with Wiltshire's Local Plan, Human Rights obligations and other national criteria. A referendum will then take place on the final version of the Community Right to Build Order and Wiltshire Council will bring the order into force if 50% or more electors approve. Referendum campaigns are subject to limits on expenses.

Who to contact in the council

[Georgina Clampitt-Dix](#) (01225 713472) and [Chris Minors](#) (01225 718453).

Support available and other considerations

Wiltshire Council offers an online source of advice through its bespoke [Neighbourhood Planning Portal](#). The [Department for Communities and Local Government](#), [Locality](#) and the [National Association of Local Councils](#) and the [Campaign for the Protection of Rural England](#) also offer grants and advice, as do the [Wiltshire Community Land Trust](#).

Some of the potential benefits of this approach are that any profits generated could be managed by a community organisation; it allows for other revenue generated from the development to be retained by the community for public benefit in line with local needs; groups can ensure that affordable housing remains affordable in perpetuity and; that there are some circumstances where development in the Green Belt can be considered.

The Homes and Communities Agency are [currently offering](#) £17.5 million over the next 3 years to support the development of submissions using this right, with a £2,000 'early bird bonus' if plans are submitted before March 2013.

Neighbourhood planning is optional not compulsory. Alternative options include development briefs, village design statements and community plans. Deciding if you need a Neighbourhood Plan is one of the most important steps of the process. If a Neighbourhood Plan is developed, there is an opportunity to designate assets for community use in a site allocation proposals map.

Useful websites

National and local specialist support

- My community rights: <http://mycommunityrights.org.uk/community-right-to-bid/>
- National CLT Network: <http://www.communitylandtrusts.org.uk/>
- Wiltshire Community Land Trust: <http://www.wiltshirecommunitylandtrust.org.uk/>
- Locality: www.locality.org.uk
- Map of public assets: <http://publicassets.communities.gov.uk/>
- Building Calculator tool (exploring viability): <http://www.buildingcalculator.org.uk/>

Assets of community value

- Regulations on assets of community value and explanatory memorandum:
<http://www.legislation.gov.uk/ukdsi/2012/9780111526293/contents>
<http://www.legislation.gov.uk/ukdsi/2012/9780111526293/memorandum/contents>
- Non-statutory advice note on the community right to bid:
<http://www.communities.gov.uk/documents/communities/pdf/2229703.pdf>
- Wiltshire Council community right to bid:
<http://www.wiltshire.gov.uk/planninganddevelopment/planningcommunityrighttobid.htm>

Community asset transfer

- Wiltshire Council Community Asset Transfer:
<http://www.wiltshire.gov.uk/planninganddevelopment/planningcommunityassettransfer.htm>
- Asset Transfer Unit: <http://atu.org.uk/>
- Community Shares: <http://www.communityshares.org.uk/>

Service delegation

- Wiltshire Council service delegation:
<http://www.wiltshire.gov.uk/council/corporateprocurementunit/servicedelegation.htm>

Support for the voluntary and community sector and parish councils

- Community First (VCS Infrastructure): <http://www.communityfirst.org.uk/>
- GROW (VCS Infrastructure): <http://developecs.ning.com/>
- Wiltshire Association of Local Councils: <http://www.wiltshire-alc.org.uk/>
- Mutuals Information Service: <http://mutuals.cabinetoffice.gov.uk/>

Useful websites (continued)

Underused land or buildings

- The meanwhile project: www.meanwhile.org.uk
- Community right to reclaim land: <http://www.communities.gov.uk/righttoreclaimland>

Neighbourhood planning and the community right to build

- Wiltshire Council Neighbourhood Planning Portal: <http://www.wiltshire.gov.uk/planninganddevelopment/planningpolicy/neighbourhoodplanning.htm>
- DCLG advice on the community right to build <http://communityrights.communities.gov.uk/what-are-community-rights/community-right-to-build/>
- Homes and Communities Agency funding: <http://www.homesandcommunities.co.uk/community-right-to-build>
- National Association of Local Councils: <http://planninghelp.org.uk/>

Support for heritage assets

- Building Preservation Trust: <http://www.english-heritage.org.uk/caring/heritage-at-risk/industrial-heritage-at-risk/our-industrial-heritage/setting-up-a-building-preservation-trust/>
- English Heritage: <http://www.english-heritage.org.uk/publications/pillars-of-the-community-the-transfer-of-local-authority-heritage-assets/>
- Heritage Lottery Fund: <http://www.hlf.org.uk>

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as large print and audio.

Please contact the council by telephone 0300 456 0100, by textphone 01225 712500, or email customerservices@wiltshire.gov.uk

يمكن، عند الطلب، الحصول على معلومات حول خدمات مجلس بلدية ويلتشر وذلك بأشكال (معلومات بخط عريض أو سماعية) ولغات مختلفة. الرجاء الاتصال بمجلس البلدية على الرقم ٠٣٠٠٤٥٦٠١٠٠ أو من خلال الاتصال النصي (تيكست فون) على الرقم ٧١٢٥٠٠ (٠١٢٢٥) أو بالبريد الإلكتروني على العنوان التالي: customerservices@wiltshire.gov.uk

如果有需要我們可以使用其他形式（例如：大字體版本或者錄音帶）或其他語言版本向您提供有關威爾特郡政務會各項服務的資訊，敬請與政務會聯繫，電話：0300 456 0100，文本電話：(01225) 712500，或者發電子郵件至：customerservices@wiltshire.gov.uk

Na życzenie udostępniamy informacje na temat usług oferowanych przez władze samorządowe hrabstwa Wiltshire (Wiltshire Council) w innych formatach (takich jak dużym drukiem lub w wersji audio) i w innych językach. Prosimy skontaktować się z władzami samorządowymi pod numerem telefonu 0300 456 0100 lub telefonu tekstowego (01225) 712500 bądź za pośrednictwem poczty elektronicznej na adres: customerservices@wiltshire.gov.uk

ولتشار کونسل (Wiltshire Council) کی سروسز کے بارے میں معلومات دوسری طرزوں میں فراہم کی جاسکتی ہیں (جیسے کہ بڑی چھپائی یا آڈیو ہے) اور درخواست کرنے پر دوسری زبانوں میں فراہم کی جاسکتی ہیں۔ براہ کرم کونسل سے 0300 456 0100 پر رابطہ کریں، ٹیکسٹ فون سے (01225) 712500 پر رابطہ کریں یا customerservices@wiltshire.gov.uk پر ای میل بھیجیں۔