



Glasgow citizens have more ways to contact us than ever before

Our website, email, and live chat facilities are available to citizens and we provide some online options that are available 24/7 which can be accessed from a PC, tablet or mobile device. We continue to provide telephony and face to face channels for our customers who are unable to use our online services.

Help direct citizens to the right service using the information below:

Registrars

Online

Visit our website www.glasgow.gov.uk/registrars for full details of the range of Registrars services including:

- death registrations
- marriage and civil partnership ceremonies
- British citizenship ceremonies
- family history
- ordering replacement certificates.

To order replacement certificates please visit www.glasgow.gov.uk/certificatesonline

Support – For issues accessing any of our online Registrars services, phone our Customer Call Centre on 0141 287 7655.

Face to Face

The Service Desk at 45 John Street is only open to the public for **prearranged Registrars appointments** to:

- register a birth
- produce and/or collect paperwork for a marriage/civil partnership ceremony
- complete an application for a re-registration of a birth/still birth
- To make an appointment to register a birth, go to www.glasgow.gov.uk/birth

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Council Tax and Benefits Services Including Housing Benefit and Council Tax Reduction.

Our Council Tax and Benefit Services can be accessed online at www.glasgow.gov.uk/payit and at www.glasgow.gov.uk/ct.

Online you can:

- report, pay or make an application
- manage your claim and upload documents
- manage your account
- submit an enquiry form
- use our "Live Chat" facility on the Council Tax website to speak to an advisor
- use our telephone call back service at [Contact Us](#), where our customers can arrange a call-back themselves on the web or a third party on their behalf.

How to contact us if you do not have internet access or cannot interact online:

- for citizens who do not have internet access or cannot interact online and are experiencing financial difficulties a **priority council tax telephone service** is available four half days per week – see below.

Priority Telephone line

0141 276 1118

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|-------------|------------------|
| • Monday | 9:00am - 12:00pm |
| • Tuesday | 9:00am - 12:00pm |
| • Wednesday | 1:00pm - 4:00pm |
| • Friday | 9:00am - 12:00pm |

Glasgow Life offer a face-to-face service from 19 Libraries across the City

This service provides citizens with assistance to:

- navigate our online services on the council website
- complete forms
- sign up for customer self-service
- set up direct debits for council tax
- report a change of address.

This service is based in the Universal Credit Hubs in Libraries across the city and appointments can be made by calling the free phone number **0808 169 9901**

For all other services

We are available to help with all other services online at www.glasgow.gov.uk

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