



**Epsom & Ewell Borough Council**  
Town Hall, The Parade, Epsom, Surrey KT18 5BY  
[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

Epsom & Ewell has achieved national acclaim as being one of the best places to live in the UK and this is why the Council is keen to sustain the high standards that residents and visitors value.

The information in this guide is to keep you updated on the services available to make life easier and gives details of where you can seek help and advice if needed.

Please contact us on **01372 732000**, email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk) where our skilled customer service team offer a fast, one stop service.

Town Hall opening hours are Monday - Friday 9am - 5pm (cashiers office until 4pm, housing benefit until 4.30pm).

## Time to spare?

### Recreation Grounds EEBC

There are numerous recreation grounds with various sporting facilities & pitches available for hire:

- Alexandra Recreation Ground
- Auriol Park (King George V Playing Field)
- Chessington Road Recreation Ground
- Court Recreation Ground
- Gibraltar Recreation Ground
- Poole Road Recreation Ground (King George V Playing Field)
- Harrier Centre & Athletics track for hire (contact: 020 8786 1994)
- Shadbolt Park
- Curtis Road
- Gatley Avenue Recreation Ground
- Jasmin Road
- Pemberley Chase
- Rosebery Park
- The Wells Recreation Ground

### Gardens & smaller parks EEBC

Ideal for observing the local wildlife & nature.

- Bourne Hall Park
- Elizabeth Welchman Gardens (no dogs or cyclists)
- Mounthill Gardens
- Nonsuch Park
- Rosebery Park
- Upper & Lower Mill (hard surfaced walkway all alongside the Hogsmill River)

### Allotments EEBC

Ten sites available in the Borough, plots are available at a nominal fee.

The tenants manage 3 sites:

- Hessele Grove (020 8393 9120)
- Park Avenue West (020 8393 5858)
- Kingston Road (020 8391 2311)

The 7 council maintained sites are:

- Alexandra Road
- Barn Elms
- Elmstead
- Lane End
- Epsom Common
- Stones Road
- West Ewell

### Libraries SCC

Run by Surrey County Council and housed in various venues throughout the Borough.

- Bourne Hall Library, Ewell 020 8394 0951
- Epsom Library, Ebbisham Centre 01372 721707
- Ewell Court Library 020 8393 1069
- Stoneleigh Library 020 8394 0328
- Mobile Library 01483 517402

### Bourne Hall Museum EEBC

Spring Street, Ewell  
Museum Curator 020 8394 1734  
Open plan galleries, guided tours, exhibitions & over 5,000 artefacts on display. Museum shop containing souvenirs, local history books & research material. Archives & documents on early planning history. Free entrance. Open all year round: 9am - 6pm Monday to Saturday, closed Sunday

### Horton Country Park Local Nature Reserve EEBC

Beautiful countryside with Children's Farm and horse riding. Open all year round.

Barbeques for hire: 4 Sites (2 are dog free, fenced off), up to 50 people per site

- Children's Animal Farm: adventure playground, tearoom, picnic area & shop 01372 743984
- Horton Park Golf & Country Club: 18 hole course, driving range & restaurant 020 8394 2626

- Equus Equestrian Centre: livery, pony trekking & polo 01372 749490
- The Ranger Service operates all year round except for Christmas Day, Boxing Day & New Years Day. Hours of operation from 7am, closing time varies with the seasons. Family events & holiday activities Woodland walks Education service Bird & nature watching Ranger's office 01372 741191 or fax 01372 721977 or email: [hcp@epsom-ewell.gov.uk](mailto:hcp@epsom-ewell.gov.uk)
- Golf 020 8393 8400
- Polo 01372 743084
- Volunteering 01372 741191

### Epsom Playhouse EEBC

Ashley Avenue, Epsom  
Box Office 01372 742555  
[www.epsomplayhouse.co.uk](http://www.epsomplayhouse.co.uk)  
Hosting professional and community productions including opera, dance, drama, comedy & children's shows. Bar & bistro available for private or corporate hire & birthday parties.

### Nonsuch Park EEBC

020 8393 2676  
Historic Mansion house set in beautiful grounds. Contains remnants of the site of Nonsuch Palace built by King Henry VIII around the year 1541.

- House open to the public from 2pm - 5pm on the 2nd & 4th Sunday, April through to September including all public holidays. Contact Friends of Nonsuch 020 8642 2845
- Rooms hired for private functions or wedding receptions & catering facilities available 020 8393 4922
- Classes (SCOLA) held at the Mansion House 020 8393 6662



### **Rainbow Leisure Centre** EEBC

East Street, Epsom  
01372 727277 [www.gll.org](http://www.gll.org)  
Wellness members pay a monthly fee for unlimited use of selected facilities. You can also use the facilities on a Pay and Play basis.

- Swimming Pool zone
- Indoor sports zone
- Health and Fitness zone
- Café & birthday parties
- Activities for all ages

### **Ebbisham Centre** EEBC & SCC

6 - 7 The Derby Square, Epsom  
01372 846800  
Accommodates Epsom Library, The Derby Medical Practice, Chapters Café and a Lifestyle Pilates Studio. For meetings and conferences there are six especially designated rooms for business use and local groups. Designed to be user friendly and provide easy access for all ages and abilities.

- Display & exhibition areas
- Gymnasium
- Children's parties
- Holiday activities
- Parent & toddler groups & crèche

### **Epsom Downs** EEBC

The Downs Keepers 01372 722931  
Epsom Downs Racecourse 01372 726311  
Beautiful open countryside, horse racing & home to the Epsom Derby.

### **Markets** EEBC

Surrey Chambers of Commerce  
01372 732565  
Epsom Market Place, situated near the Clock Tower.

- Thursday & Saturday: General Market
- Farmers Market first Sunday of every month 9.30am - 2pm

### **Health & Leisure Activities** EEBC

Leisure opportunities such as coaching courses, club development & youth development.

- Information on groups, services, clubs, facilities & regular events
- A-Z 'leisure listings' booklet - covers a range of hobbies, organisations, clubs & health classes for all ages
- 'Let's Get Active' project for Health Exercise referral scheme
- Workplace Health & Healthy Schools
- 'Read Me Cos You Need Me' youth information booklet for 13-19 years

## **Celebrations**

### **Bourne Hall** EEBC

Spring Street, Ewell 020 8393 9571  
Well-equipped venue for conferences, weddings & receptions, fairs, recitals, meetings & parties. Surrounded by beautiful landscaped grounds and lake with fountain.

- Variety of different sized halls and rooms available for hire
  - Licensed for Civil Wedding Ceremonies
- Open from Monday & Thursday 9am - 11.30pm, Tuesday 9am - 12 midnight, Wednesday 9am - 10.30pm, Friday 9am - 12.30am, Saturdays 9am - 1pm & closed Sunday

### **Ewell Court House** EEBC

Lakehurst Road, Ewell 020 8393 9572  
A listed 19th Century mansion incorporating traces of an earlier 17th Century house with public garden and picturesque lake.

- Rooms available for hire suitable for weddings, parties, meetings & other activities.

### **Community Centres** EEBC

Both large & small rooms available for private hire at reasonable rates.

- Cox Lane Centre
- Longmead Day Centre
- Wells Social Centre

### **Other Venues** EEBC

(also see 'time to spare')

- Nonsuch Park Mansion House 020 8393 4922
- Ebbisham Centre 01372 846805
- Epsom Playhouse 01372 742555
- Town Hall Chamber, Committee rooms & The Atrium
- Horton Country Park New Room

### **Borough Boards** EEBC

The council has 23 glazed & locked Borough boards.

- Posters (A4 or A5) may be displayed for an event relating to the Borough or for a charity free of charge
- There are 7 Banner Boards available that can be booked at a weekly rate

## **Need a Helping Hand?**

### **Minicom Service** EEBC

01372 732732  
Text terminal service available for the hard of hearing.

### **Interpreters Service Link Line** EEBC

01483 750548  
If English is not your first language and you need help in talking/explaining or understanding a document, bills etc.

### **Community Alarm** EEBC

24 hour emergency response & help for the elderly and disabled at the touch of a button. Allows people confidence to live independently in their own homes. Community Alarm Organiser will visit your home to demonstrate or install the equipment.

### **Shopping Service** EEBC

For Borough residents who are unable to shop or collect their prescriptions. Clients need to be referred by Social Services, GP or a Health Visitor.

- Service available Monday to Friday (arranged weekly, fortnightly, monthly)
- Goods can be delivered to the door

### **Meals on Wheels** EEBC

01372 727583  
Hot meals delivered to your door available Monday to Friday. Frozen meals can be delivered for the weekend. Choice of menu and catering available for special dietary needs.

### **Bus Passes** EEBC

Supplied free of charge to eligible residents.

- A Senior Citizen's bus pass is issued to residents over 60 who are resident within Surrey
- A Disabled Persons bus pass is issued to disabled residents aged 5 or over
- Free bus travel within Surrey, you can normally go as far as the bus is travelling



### **Social Centres** EEBC

Social Centres welcome all Borough residents who are over 55 or who are retired.

Open Monday - Friday from 9am - 4pm

- Lunch and snacks available
- Excursions, regular sports, social events & recreational activities arranged
- Vocational classes such as art, crafts, bridge, bingo, dancing, keep fit & bowls
- Hairdressers, manicurist & bathing service
- Laundry facilities & library
- Cox Lane Centre 020 8391 5669
- Longmead Day Centre 01372 720563
- Wells Social Centre 01372 724614
- Servite House Luncheon Club 020 8391 5669

### **Route Call** EEBC

Membership is available to elderly and less able residents, offering pre-arranged transport to shops, doctor's appointments, day centres or visits to friends.



- Single and/or return journeys (door to door service) at low fares
- Special excursions arranged seasonally

### **Shopmobility** EEBC

01372 727086

Enables people with limited mobility to shop and use the facilities in Epsom town centre.

- Annual or temporary membership
- Monday - Saturday 9.30am - 4pm; pre-booking is advised
- Electric wheelchairs & scooters are free of charge for the first two hours
- Manual wheelchairs are supplied free
- A trained member of staff will demonstrate use of equipment

### **Home Services** EEBC

Help and advice on personal, medical, equipment & financial matters. Services available from the Council and other organisations. Anyone may be referred to the Home Services Officer by friends, relatives, social services or voluntary groups. For clients in the 'low to moderate' need category who are unable to obtain help from social services.

### **Homelessness & Housing** EEBC

Help for the vulnerable, homeless or those about to become homeless.

- Information on how to apply for permanent rented housing & enquiries about the housing register
- Enquiries about general housing, Key Worker Accommodation & Shared Ownership
- Houses managed by Rosebery Housing Association 01372 814000
- House repairs for Rosebery houses 0800 096 0395

### **Cemetery** EEBC

Situated in Ashley Road, Epsom, amongst 23 acres of garden.

- Picturesque Chapel & Garden of Remembrance
- Searches carried out to assist in tracing family & friends

### **Out of Hours Emergency** EEBC

01372 732555

Reporting traffic accidents, damage to council property, dangerous structures & noise.

- Service available Saturday, Sunday & all public holidays & Monday to Friday 5pm - 9am.

## **A Better Environment**

### **Highways and Footpaths** SCC

SCC 08456 009 009

Keeping all roads and paths safe and up to standard.

- Street light, bollard and lit sign repairs
- Maintenance of pavements and footways, kerbstone & pothole repairs
- Traffic light phasing/faults, traffic management & road safety schemes
- Dropped kerb/driveway access
- Scaffolding, hoarding and skip licences
- Overhanging foliage and weed spraying

### **Drains/Flooding** SCC

SCC 08456 009 009

- Problems on public highways
- Blocked street gullies
- Sewer problems, report to Thames Water 08459 200 800
- Flooding Incident Hotline 0800 807 060

### **Street Care** EEBC

Proactive approach to looking after the many aspects of improving our Borough's street scene.

- Maintenance of street nameplates & borough boards
- Maintenance of parks, playgrounds, seats, benches and open spaces
- Maintenance of grass verges, trees, flowerbeds and footpaths
- Street sweeping, litter picking & fly tipping clearance
- Litterbin and dog waste bin emptying
- Collection of dead animals/wildlife

### **Graffiti** EEBC

- Free removal from private property
- Prompt removal of offensive, racist and other types of graffiti from council, private & commercial premises
- Reports of graffiti on BT boxes, post boxes & bus shelters are passed on to relevant companies
- Disclaimer forms and mini graffiti removal kits available

### **Abandoned Vehicles** EEBC

- Removal after tracing the owner and statutory notice
- Report the vehicle details to us, after relevant checks completed with police & DVLA, vehicle should promptly be removed
- If vehicle has expired tax disc, please also advise DVLA hotline 0800 0325 202
- If vehicle is illegally parked, please advise Epsom & Ewell Borough Council

### **Decriminalised Parking** EEBC

EEBC administers decriminalised parking on behalf of Surrey County Council. Surrey County Council is responsible for placing the restrictions.

For public car parks or disabled parking: please see 'getting around'.

### **Community Safety** EEBC

Crime & Disorder Reduction Partnership, making the Borough a better place to live and work.

- Preventing & tackling causes of crime & anti-social behaviour
- Reducing fear of crime & supporting victims of crime
- Also focus on traffic & road safety & criminal damage

### **Community Strategy** EEBC

Created by a partnership of local community groups, focussing on key issues in the Borough, which include:

- Alcohol in the Borough
- Epsom Town Centre
- Lack of affordable housing
- Better workplace training needed
- Traffic congestion & public transport
- Vandalism
- Health needs for vulnerable groups
- Facilities needed for young people
- More appropriate services needed for black and ethnic minority groups



### **Pest Control** EEBC

Rats, mice, wasps, bees, fleas, ants and other insects.

- Free service to all residents to deal with rats
- Pest Control services are free of charge for residents on a means tested benefit

### **Noise Nuisance /Bonfires** EEBC

Whether a one off nuisance or happening regularly, help and advice is at hand.

- Environmental Health issues and mediation
- Help is available on dealing with all types of noise and other kinds of nuisance
- Also see 'Out of Hours Emergency'

#### **KEY**

EEBC - Epsom & Ewell Borough Council  
SCC - Surrey County Council

## Home Matters

### Refuse Collection EEBC

Weekly collection of household refuse from the edge of your property.

- Wheelie bin or black sack enquiries i.e. missed, lost, damaged bins, collection dates
- Special Refuse Collections for removal of extra sacks, unwanted or bulky items
- "Pullout service" available for elderly or disabled residents who are unable to move their own bins

### Civic Amenity Site SCC

Blenheim Road, managed by Surrey Waste Management 01372 728722

Open times: Winter: Monday - Friday 8am to 4.15pm, Saturday - Sunday 9am - 4.15pm; Summer: Monday - Friday 8am - 5pm, Saturday - Sunday 9am - 4.30pm

### Recycling EEBC

Kerbside recycling collection for all residents.

- Weekly collection of your recycle box and/or blue bag, from the edge of your property, next to your wheeled bin
- Collection of the following recyclables: white newspapers, magazines, brochures, catalogues & junk mail; clean clothing & textiles such as shoes in pairs, belts, handbags & accessories; all colour glass (bottles & jars); steel & aluminium food & drink cans
- Information on other recycling facilities
- Home composting
- Recycle box enquiries, (i.e.) missed, lost, damaged, additional boxes & bags, collection date enquiries
- "Pullout service" available for elderly or disabled residents who are unable to move their own recycling containers

### Extending/Altering your property EEBC

Planning (Development Control)

- Planning permission may be required to change the shape of your house
- Planning history is available on request
- Advice on tree works (Tree Preservation Orders & Conservation Areas)
- Local Plan available for setting out planning policies & future developments

Building Regulations (Building Control)

- Building Regulations covers certain building works: an application may need to be made
- Building Notice Application or Full Plans
- Safety and compliance checks via site inspections during construction

### Licences & Grants EEBC

- Licences available for animal welfare, public entertainment, liquor, lotteries, street collections, house to house collections, taxis, tattoo premises,



piercing, electrolysis & acupuncture

- Grants are available: such as energy efficiency, disabled facility and home repair assistance grants

### Council Tax & Benefits EEBC

- Payments can be made via direct debit, online, over the telephone or in person
- Bill enquiries and Property Bands
- Single person discounts, reliefs & exemption details available
- Help with paying your council tax bill and/or paying your rent for qualifying residents

## Getting Around

For Bus passes, Shopmobility & Routecall see 'Need a Helping Hand'

### Disabled Parking SCC

Blue Badge Scheme 08456 009 009

### Car Parks EEBC

In Epsom: Ashley Centre multi-storey; Depot Road (long stay); Hook Road multi-storey (long stay); Upper High Street, Epsom (long stay); Town Hall (max 2 hours); Hope Lodge (max 2 hours); Wilkinson, Epsom (max 2 hours); Sir William Atkins House (Saturday only)

In Ewell: Dorset House (long stay); Bourne Hall; High Street

## Other Lists & Leaflets available from EEBC

- Borough Magazine published quarterly
- Borough Insight Editor - 01372 732119
- Places of Worship
- Doctors and dentists
- Education establishments
- Accommodation (Hotels, B & B etc.)

### Local Information EEBC

**Chantilly Association**, 'Town Twinning' with Chantilly in France. The Mayors of Epsom & Ewell and Chantilly signed the Town Twinning agreement in Sept 1995.

**Epsom & Ewell MP** - Chris Grayling  
Email: graylingc@parliament.uk

**The House of Commons** 020 7219 3000  
or the constituency office 01372 271036

Members of European Parliament (for the South East Region)

**Conservative** 01444 474858 or 020 7642 8880 or 01372 453678 or 00 322 284 5951

**UK Independence Party** 01903 885573

**Liberal Democrat** 01442 875962  
or 00322 284 7625

**Green Party** 020 7407 6281

**Independent** 01483 725510

**Labour** 01634 409222

**Environment Forum** - development sustainability issues within the Borough:  
01372 722341

### Surrey County Council SCC

Highways 08456 009 009

Education enquiries 08456 009 009

Early Years Service 08456 011 777

Epsom Adult and

Community Learning 16+ 01372 832752

Social Services (Epsom & Ewell

Social Care Team) 01372 832300

Mid Surrey Community

Services Team 01372 202141/2

Trading Standards 01372 371700

### Health

NHS Direct 0845 46 47 (24 Hrs) or  
www.nhsdirect.nhs.uk

Epsom General Hospital 01372 735735

Epsom Community

Mental Health Team 01372 204000

Surrey & Borders Partnership

NHS Trust Learning Disability 01483 532767

Dice (Disability Information

Centre Epsom) 01372 735243

### Volunteer Groups at Town Hall

Volunteer Centre 01372 740394

Age Concern 01372 732456

Citizens Advice Bureau 01372 720205

Epsom Victim Support 01372 743650

Mid Surrey Advocacy

for Mental Health 01372 748299

Carers of Epsom 01372 722269

### Emergency

Police Station 0845 125 2222

Fire Station 01737 242444

(Emergencies dial 999)

Gas Emergency 0800 111 999

Ambulance Service 01372 724983

Thames Water 08459 200 800

Sutton & East Surrey Water 01737 772000

### Other

Job Centre Plus & 0845 600 4254/

Benefits Agency 01372 853300

Connexions 080 800 132 19/01372 722291

Relate 01372 722976

Registry Office - Births Deaths

& Marriages, Leatherhead 01372 373668

Land Registry 0191 301 2345

County Court 01372 721801

Magistrates Court 01737 765581

National Rail 08457 494950

Enterprise First 01252 319272

Epsom Business Centre/Surrey

Chambers of Commerce 01372 732565

Surrey Traveline - Bus Info 0870 608 2608

Rosebery Housing Assoc. 01372 814000

Environment Agency 0870 850 6506

**EEBC - Epsom & Ewell Borough Council**

**SCC - Surrey County Council,**

Penrhyn Road, Kingston upon

Thames KT1 2DN **08456 009009**

**www.surreycc.gov.uk**