

HIGHNAM PARISH NEWSLETTER

March 2024

ISSUE 1

New customer portal launched – digital access to council tax and business rates information

Tewkesbury Borough Council has launched its new Citizens Access customer portal which allows residents and businesses access to real time council tax and business rate information 24 hours a day.

Customers can register for an online account to view their bill, set up a direct debit, apply for a discount or exemption, and notify the council about a property move.

The customer-led portal improves council efficiency, reducing postal costs and uses automated features to administer simple moves, discount applications and setting up accounts.

It will also reduce the number of telephone calls handled by the council's Revenues and Benefits team, allowing them to respond to more complex enquiries quicker and assist customers who are not online more efficiently.

To register for an account, visit the [self-service area on the council's website](#).

Tewkesbury Borough Council's Lead Member for Finance and Asset Management, Councillor Stewart Dove, said "I'm pleased to announce our new Citizens Access customer portal, offering round-the-clock access to council tax and business rates information.

"This user-friendly platform streamlines processes, reduces costs, and underscores our commitment to efficient, accessible services for our community."

Roads

B4215

Charlie Coats Chair HPC – “Just met Highways Site Manager on site. They will be removing the road surfacing tonight. They are very experienced in providing access to schemes for local residents. They will have " Gatemen" positioned at each end of the works so if people want to gain access, please speak with them politely. There may be temporary delays and signed local diversions. They hope to be finished by 3am most mornings so that shouldn't be a problem for those needing to get to work early in the morning. In summary, don't travel unless you have to as this will reduce works disruption; but be prepared for slight delays or diversions if you do need to travel.”

Pedestrian Crossing A40/B4215

The Parish Council have been informed that this will be fixed on the 18th March 2024, Highways have been waiting for parts.

Potholes

There are a lot of potholes around Highnam and Gloucester. Please report all that you see via [FixMyStreet \(gloucestershire.gov.uk\)](https://www.gloucestershire.gov.uk/fixmystreet). If they have been spray painted with a circle it means they have been marked for repair.

Illegal Burning/Tipping

A case file has been opened again with Environment Agency and please report all that you see to either the clerk@highnamparish.org.uk or directly to the Environment Agency (REF GE29199) Please take photos and video with date/time stamp.

Strategic Local Plan

The closing date for this is 12th March 2024. The Parish Councils response can be viewed on our website [Strategic Local Plan – Highnam Parish Council \(highnampc.org.uk\)](https://www.highnampc.org.uk/strategic-local-plan).

Other News.....

If you wish to have the hearing Loop on in The Gambier Parry Hall it needs to be switched on, so please let the halls manager/caretaker know when you book.


We are looking to set up a database of email addresses of residents who wish to be kept up to date with Parish News. Please email the clerk@highnamparish.org.uk to let us know your address, if you know someone who doesn't use social media/internet and would like a newsletter dropped through their letterbox please let us know.

If you have any ideas/suggestions please let Wendy know.

The Parish Office will be open on

- Monday 11th March 1030am -1230pm
 - Tuesday 19th March 1030am – 1230pm
 - Tuesday 26th March 1030am – 1230pm
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