

# Council Offices

## March 2011

This leaflet includes addresses and contact details of the main council offices open to the public and when they are available.

Please call **Info by Phone** on 01432 260500 or email [info@herefordshire.gov.uk](mailto:info@herefordshire.gov.uk) for further advice:

- **If** the very latest information is required; as although every effort has been made to ensure that this information is accurate, the details may be subject to local changes at short notice.
- **Or** if you are unable to find the information you require.
- **Or** if you need help to understand a document, or would like it in another format or language.

This information is maintained by the **records management service**, if you have any feedback about this leaflet please contact:  
[rms@herefordshire.gov.uk](mailto:rms@herefordshire.gov.uk) or tel: 01432 260500

**CONTENTS**

<b>1</b>	<b>MAIN OFFICES</b>	<b>2</b>
<b>2</b>	<b>INFO IN HEREFORDSHIRE</b>	<b>2</b>
<b>3</b>	<b>OUT OF HOURS EMERGENCY CONTACTS</b>	<b>3</b>
<b>4</b>	<b>LIBRARIES</b>	<b>3</b>
<b>5</b>	<b>TOURIST INFORMATION CENTRES</b>	<b>6</b>
5.1	Hereford	6
5.2	Ledbury	6
5.3	Leominster	6
5.4	Queenswood	7
5.5	Ross on Wye	7
5.6	Bromyard	7
5.7	Kington	8
<b>6</b>	<b>CEMETERIES AND CREMATORIA</b>	<b>8</b>
6.1	Summer Opening - 1st April to 31st October	8
6.2	Winter Opening - 1st November to 31st March	8
<b>7</b>	<b>SITES FOR THE RECYCLING AND DISPOSAL OF HOUSEHOLD WASTE</b>	<b>8</b>
<b>8</b>	<b>MUSEUMS AND ART GALLERIES</b>	<b>9</b>
8.1	Hereford Museum and Art Gallery	9
8.2	Ledbury Heritage Centre	10
8.3	Market House Heritage Centre	10
8.4	Museum Resource and Learning Centre	10
8.5	The Old House	10
<b>9</b>	<b>HEREFORDSHIRE ARCHIVE SERVICE</b>	<b>11</b>
<b>10</b>	<b>REGISTER OFFICES</b>	<b>11</b>

## 1 Main Offices

Herefordshire Council <b>Brockington Offices</b> 35 Hafod Road Hereford Herefordshire, HR1 1SH	<b>Plough Lane Offices:</b> Herefordshire Council PO Box 4 Plough Lane Hereford, HR4 0XH
<b>Town Hall</b> St Owens Street Hereford, HR1 2PJ	County Offices <b>Bath Street</b> Hereford HR1 2HQ
Reception opening hours of the above: Monday-Friday 8:00am – 6:00pm	

<b>Shirehall</b> Union Street Hereford HR1 2HX	Shire Hall opening hours:	Monday-Thursday 8:45am-5:15pm  Friday 8:45am-4:45pm
---	------------------------------	---

## 2 Info in Herefordshire

Info has one telephone number which serves the whole of the county:  
 Call **01432 260500** to make your enquiry.

You can also visit one of our One Stop Shops or Info Points in person. These are located in :

Info Shop	Address	Opening Hours	
<b>Bromyard</b>	The Bromyard Centre Cruxwell Street Bromyard HR7 4EB	Monday, Wednesday, Friday	08:15 – 21:30
		Tuesday and Thursday	09:00 - 21:30
		Saturday and Sunday	09:00 – 16:00
<b>The Hereford Centre</b>	Garrick House Widemarsh Street Hereford HR4 9EU	Monday – Thursday	08:45 - 17:15
		Friday	08:45 - 16:45
		Saturday	09:00-13:00
<b>The Kington Centre</b>	64 Bridge Street Kington HR5 3DJ	Monday, Thursday and Friday	09:00 – 16:00
		Wednesday and Saturday	09.00 – 12.00
		Tuesday	09:00 – 18:00

		Thursday	12:00 – 18:00
<b>Ledbury</b>	St Katherines High Street Ledbury HR8 1EA	Monday – Thursday	08:45 – 17:15
		Friday	08:45 – 16:45
<b>Leominster</b>	11 Corn Square Leominster Herefordshire HR6 8YP	Monday – Thursday	08:45 – 17:15
		Friday	08:45 – 16:45
<b>Ross-on-Wye</b>	Ross-on-Wye Library Cantilupe Road Ross-on-Wye Herefordshire HR9 7AN	Monday , Wednesday, Thursday, Friday	8.45 -17.30
		Tuesday	8.45 -19.30
		Saturday	9.30-16.00

### 3 Out of hours emergency contacts

- Herefordshire Housing Repairs Tel: (01432) 352555
- Social Services Emergency Duty Team Tel: (01905) 768020
- Homelessness or Eviction Tel: (01432) 260000
- Housing Harassment or Illegal Eviction Tel: (01432) 260000
- Highways Tel: (01432) 260000
- Civil Emergencies Tel: (01432) 260000

### 4 Libraries

We have public libraries in ten locations throughout the county.

<p><b>Belmont Library</b> Belmont Community Centre Eastholme Avenue Belmont Hereford HR2 7UQ</p> <p>Tel: 01432 383295 <a href="mailto:belmontlibrary@herefordshire.gov.uk">belmontlibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: Closed</li> <li>• Tuesday: 9.30 - 1.00, 2.00 - 5.00</li> <li>• Wednesday: Closed</li> <li>• Thursday: 9.30 - 1.00, 2.00 - 5.00</li> <li>• Friday: 9.30 - 1.00, 2.00 - 5.00</li> </ul>	<p><b>Bromyard Library</b> The Bromyard Centre Cruxwell Street Bromyard HR7 4EB</p> <p>Tel: 01432 260280 <a href="mailto:bromyardlibrary@herefordshire.gov.uk">bromyardlibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: 8.15 - 9.30</li> <li>• Tuesday: 9:00 - 9.30</li> <li>• Wednesday: 8.15 - 9.30</li> <li>• Thursday: 9:00 - 9.30</li> <li>• Friday: 8.15 - 9.30</li> </ul>
---	---

<ul style="list-style-type: none"> <li>• Saturday: 10.00 - 1.00</li> </ul> <p>Sunday: Closed</p>	<ul style="list-style-type: none"> <li>• Saturday: 9.00 – 4:00</li> </ul> <p>Sunday: 9.00 – 4:00</p>
--	--

<p><b>Colwall Library</b> Walwyn Road Colwall WR13 6QT</p> <p>Tel: 01684 540642 <a href="mailto:colwalllibrary@herefordshire.gov.uk">colwalllibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: Closed</li> <li>• Tuesday: 2.00 - 7.30</li> <li>• Wednesday: 10.00 - 1.00, 2.00 - 5.30</li> <li>• Thursday: 5.00 - 7.30</li> <li>• Friday: 10.00 - 1.00, 2.00 - 5.30</li> <li>• Saturday: 10.00 - 1.00, 2.00 - 4.00</li> </ul> <p>Sunday: Closed</p>	<p><b>Hereford Library</b> Broad Street Hereford HR4 9AU</p> <p>Tel: 01432 383600 <a href="mailto:herefordlibrary@herefordshire.gov.uk">herefordlibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: Closed</li> <li>• Tuesday: 9.00 - 7.30</li> <li>• Wednesday: 9.00 - 7.30</li> <li>• Thursday: 9.00 - 5.30</li> <li>• Friday: 9.00 - 7.30</li> <li>• Saturday: 9.30 - 4.00</li> </ul> <p>Sunday: Closed</p>
<p><b>Kington Centre</b> 64 Bridge Street Kington Herefordshire HR5 3DJ</p> <p>Tel: 01432 260600 <a href="mailto:kingtonlibrary@herefordshire.gov.uk">kingtonlibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: 9.00 - 4.00</li> <li>• Tuesday: 9.00 - 6.00</li> <li>• Wednesday: 9.00 - 12.00</li> <li>• Thursday: 12.00 - 4.00</li> <li>• Friday: 9.00 - 4.00</li> <li>• Saturday: 9.00 - 12.00</li> </ul> <p>Sunday: Closed</p>	<p><b>Ledbury Library</b> Bye Street Ledbury Herefordshire HR8 2AA</p> <p>Tel: 01531 632133 <a href="mailto:ledburylibrary@herefordshire.gov.uk">ledburylibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: Closed</li> <li>• Tuesday: 9.00 - 5.30</li> <li>• Wednesday: 9.00 - 7.30</li> <li>• Thursday: 9.00 - 5.30</li> <li>• Friday: 9.00 - 7.30</li> <li>• Saturday: 9.30 - 4.00</li> </ul> <p>Sunday: Closed</p>

<p><b>Leintwardine Library</b>                  Community Centre                  High Street                  Leintwardine                  SY7 0LZ</p> <p>Tel: 01547 540459  <a href="mailto:leintwardinelibrary@herefordshire.gov.uk">leintwardinelibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: Closed</li> <li>• Tuesday: 10.00 - 1.00</li> <li>• Wednesday: Closed</li> <li>• Thursday: Closed</li> <li>• Friday: 3.00 - 6.00</li> <li>• Saturday: Closed</li> </ul> <p>Sunday: Closed</p>	<p><b>Leominster Library</b>                  8 Buttercross                  Leominster                  HR6 8BN</p> <p>Tel: 01432 383290  <a href="mailto:leominsterlibrary@herefordshire.gov.uk">leominsterlibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: Closed</li> <li>• Tuesday: 9.00 - 5.30</li> <li>• Wednesday: 9.00 - 7.30</li> <li>• Thursday: 9.00 - 7.30</li> <li>• Friday: 9.00 - 5.30</li> <li>• Saturday: 9.30 - 4.00</li> </ul> <p>Sunday: Closed</p>
<p><b>Ross Library and Customer Service Centre</b>                  Cantilupe Road                  Ross-on-Wye                  Herefordshire                  HR9 7AN</p> <p>Tel: 01432 383280  <a href="mailto:rosslibrary@herefordshire.gov.uk">rosslibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: 8.45 - 17.30</li> <li>• Tuesday: 8.45 - 19.30</li> <li>• Wednesday: 8.45 - 17.30</li> <li>• Thursday: 8.45 - 17.30</li> <li>• Friday: 8.45 - 17.30</li> <li>• Saturday: 9.30 - 16.00</li> </ul> <p>Sunday: Closed</p>	<p><b>Weobley Library</b>                  Old Police Court                  Back Lane                  Weobley                  HR4 8SG</p> <p>Tel: 01544 318956  <a href="mailto:weobleylibrary@herefordshire.gov.uk">weobleylibrary@herefordshire.gov.uk</a></p> <p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: 10.00 - 1.00</li> <li>• Tuesday: Closed</li> <li>• Wednesday: Closed</li> <li>• Thursday: 3.00 - 6.00</li> <li>• Friday: Closed</li> <li>• Saturday: Closed</li> </ul> <p>Sunday: Closed</p>
<p><b>Stock Unit</b>                  Herefordshire Libraries                  Libraries Unit                  Shirehall                  Hereford                  Herefordshire                  HR1 2HX</p>	<p><b>Opening Times</b></p> <ul style="list-style-type: none"> <li>• Monday: 9:00 - 5:00</li> <li>• Tuesday: 9:00 - 5:00</li> <li>• Wednesday: 9:00 - 5:00</li> <li>• Thursday: 9:00 - 5:00</li> <li>• Friday: 9:00 - 5:00</li> </ul>

Tel: 01432 261556  
[libraryacquisitions@herefordshire.gov.uk](mailto:libraryacquisitions@herefordshire.gov.uk)

• Saturday: Closed  
Sunday: Closed

## 5 Tourist Information Centres

### 5.1 Hereford

Tourist Information Centre  
1 King Street, Hereford  
HR4 9BW

Tel: (01432) 268430  
Fax: (01432) 342662

E-mail: [tic-hereford@herefordshire.gov.uk](mailto:tic-hereford@herefordshire.gov.uk)

Open: Oct - March 10.00am – 4.00pm  
April - Sept 10.00am – 4.00pm

### 5.2 Ledbury

Tourist Information Centre  
The Masters House  
St. Katherines  
Ledbury  
HR8 1EA

Tel: (01531) 636147 Fax: (01531) 634313

E-mail: [tic-ledbury@herefordshire.gov.uk](mailto:tic-ledbury@herefordshire.gov.uk)

Open: Monday – Thursday 8.45am – 5.15pm  
Friday 8.45am – 4.45pm

### 5.3 Leominster

Tourist Information Centre  
1 Corn Square, Leominster  
HR6 8LR

Tel: (01568) 616460 Fax: (01568) 615546

E-mail: [tic-leominster@herefordshire.gov.uk](mailto:tic-leominster@herefordshire.gov.uk)

Open: Monday – Saturday 10.00am – 2.00pm until 11<sup>th</sup> March  
Monday – Friday 10.00am – 2.00pm from 11<sup>th</sup> March

## 5.4 Queenswood

Tourist Information Centre  
Queenswood Country Park  
Dinmore Hill,  
Nr. Leominster  
Herefordshire  
HR6 8LR

Tel: (01568) 797842

Email: [queenswoodtic@herefordshire.gov.uk](mailto:queenswoodtic@herefordshire.gov.uk)

Currently closed.

## 5.5 Ross on Wye

Tourist Information Centre  
Swan House, Edde Cross Street  
Ross-on-Wye  
HR9 7BZ

Tel: (01989) 562768      Fax: (01989) 565057

E-mail: [tic-ross@herefordshire.gov.uk](mailto:tic-ross@herefordshire.gov.uk)

Open: 1<sup>st</sup> October to 31<sup>st</sup> March  
10.30am – 4.30pm {Monday to Saturday}  
10.30am – 4.00pm (Sunday)

1<sup>st</sup> April to 30<sup>th</sup> September  
10.30 – 4.30 (Monday to Saturday)

## 5.6 Bromyard

The Bromyard Centre  
Cruxwell Street  
Bromyard  
Herefordshire  
HR7 4EB

Tel: (01432) 260621      Fax: (01432) 383031

E-mail: [tourism@herefordshire.gov.uk](mailto:tourism@herefordshire.gov.uk)

Open: Monday	8.15am – 9.30pm
Tuesday	9.00am – 9.30pm
Wednesday	8.15am – 9.30pm
Thursday	9.00am – 9.30pm

Council offices opening hours

March 2011

To return to top please press **ctrl + Home**

Friday 8.15am – 9.30pm  
Saturday and Sunday 9.00am – 4.00pm

## 5.7 Kington

Tourist Information Centre  
2 Mill Street, Kington  
HR5 3BQ  
Tel: (01544) 230778

E-mail: [contact@kingtontourist.fsnet.co.uk](mailto:contact@kingtontourist.fsnet.co.uk)

Open: Easter - End of September 10am-1pm, 2pm-5pm  
October 10am-1pm, 2pm-4pm

## 6 Cemeteries and Crematoria

### 6.1 Summer Opening - 1st April to 31st October

#### Monday to Sunday

- Hereford Crematorium & Cemetery Grounds - 9:00 a.m. to 8:00 p.m.
- The Book of Remembrance Room – 9.00 a.m. to 5.00 p.m.

#### Monday to Friday

- Crematorium Office open 9:00 a.m. to 5:00 p.m.

Leominster, Kington & Wigmore Cemetery Grounds - Open 24 Hours

### 6.2 Winter Opening - 1st November to 31st March

#### Monday to Sunday

- Hereford Crematorium & Cemetery Grounds - 9:00 a.m. to 5:00 p.m.
- The Book of Remembrance Room – 9.00 a.m. to 5.00 p.m.
- Leominster, Kington & Wigmore Cemetery Grounds - Open 24 Hours

Leominster, Kington & Wigmore Cemetery Grounds - Open 24 Hours

For Further information please use the following link

[http://www.herefordshire.gov.uk/community\\_and\\_living/life\\_events/1399.asp](http://www.herefordshire.gov.uk/community_and_living/life_events/1399.asp)

## 7 Sites for the recycling and disposal of household waste

- **Hereford**

Chapel Road  
Rotherwas Industrial Estate  
HR2 6LD Tel: (01432) 343420

Mon-Sun 08:00 - 18:00  
(Inc. Bank Holidays except Christmas Day, Boxing Day & New Years Day)

- **Leominster**  
Bridge Street  
HR6 8EA  
Tel: (01568) 614271  
  
Mon-Sun 08:00 - 18:00  
(Inc. Bank Holidays except Christmas Day, Boxing Day & New Years Day)
- **Ross on Wye**  
Station Approach  
HR9 7AQ  
Tel: (01989) 762460  
  
Thu & Sat 08:00 - 18:00  
Sun 10:00 - 17:00 (Except Christmas Day , Boxing Day & New Years Day)
- **Bromyard**  
Linton Industrial Estate  
HR7 4QT  
Tel: (01885) 488261  
  
Tues 08:00 - 18:00  
Sat & Sun 08:00 - 18:00  
(Except Christmas Day, Boxing Day & New Years Day)
- **Ledbury**  
Little Marcle Road  
HR8 2DR  
Tel: (01531) 635615  
  
Wed & Sat 08.00 - 18:00  
Sun 09:30 - 13:00  
(Except Christmas Day, Boxing Day & New Years Day)

**Please note** Hereford and Leominster are the only sites to accept asbestos, household chemicals, plaster and plasterboard. Otherwise all sites accept all materials including fridges.

For full details of the waste accepted at each site please use the following link [http://www.herefordshire.gov.uk/housing/household\\_waste/2319.asp](http://www.herefordshire.gov.uk/housing/household_waste/2319.asp) or contact one of the Info shops detailed above.

**No trade waste accepted at any site.**

For General Enquiries contact: -  
Herefordshire Council, Waste Management, Plough Lane, Hereford  
Tel: 01432 260051 Email: [ethelpline@herefordshire.gov.uk](mailto:ethelpline@herefordshire.gov.uk)

Further information is available on the Council website,  
[http://www.herefordshire.gov.uk/housing/household\\_waste/2319.asp](http://www.herefordshire.gov.uk/housing/household_waste/2319.asp)

## **8 Museums and Art Galleries**

### **8.1 Hereford Museum and Art Gallery**

Broad Street  
Hereford, HR4 9AU

Tel: 01432 260692

[herefordmuseums@herefordshire.gov.uk](mailto:herefordmuseums@herefordshire.gov.uk)

Opening Hours: All year, Tuesday to Saturday 10am–5pm.  
Plus April-Sept, Sunday and Bank Holiday Mondays 10am-4pm  
Closed: Mondays, Good Friday, Christmas Day, Boxing Day, New Years Day.

## 8.2 Ledbury Heritage Centre

Church Lane

Ledbury

HR8 1DN

Tel: 01432 260692

[herefordmuseums@herefordshire.gov.uk](mailto:herefordmuseums@herefordshire.gov.uk)

### Opening Hours:

The building is currently staffed by volunteers from the local community who endeavour to keep it open daily from 1<sup>st</sup> April through to 1<sup>st</sup> October.

Our aim is to open from 10.30am to 4.30pm each day, but sometimes this is simply not possible since volunteers are not always available.

## 8.3 Market House Visitor Centre

Market Place

Ross-on-Wye

HR9 5BZ

Tel: 01432 260675

[herefordmuseums@herefordshire.gov.uk](mailto:herefordmuseums@herefordshire.gov.uk)

Open April to October      Monday to Sunday (Closed Tuesday) 10.30am – 4.30pm  
November to March Monday to Saturday (Closed Tuesday) 10.30am – 4.30pm &  
Sunday 10.30am – 4.00pm

### Closed for lunch 1:00-1:30 daily

Closed: Christmas Day & Boxing Day

## 8.4 Museum Resource and Learning Centre

Friar Street, Hereford, HR4 0AS

Tel: 01432 260692

[herefordmuseums@herefordshire.gov.uk](mailto:herefordmuseums@herefordshire.gov.uk)

Opening Hours: 10am to 4pm Monday to Friday (except Bank Holidays)

### From 1st January 2010

Opening Hours: 10:00- 12:00 on the 2nd Thursday and 3rd Tuesday of each month and at other times by appointment only, or for open days and events.

## 8.5 The Old House

High Town

Hereford  
 HR1 2AA Tel: 01432 260694  
[herefordmuseums@herefordshire.gov.uk](mailto:herefordmuseums@herefordshire.gov.uk)

**Opening Hours:** Open all year Tuesday to Saturday, 10am to 5pm.

From April to the end of September, Sundays and Bank Holiday Mondays - 10am to 4pm.

**Closed on** Mondays, Good Friday, Christmas Day, Boxing Day, New Years Day.

## 9 Herefordshire Archive Service

Herefordshire Record Office  
 Harold Street  
 Hereford  
 HR1 2QX

Date	Times
Monday	<b>Closed</b> (From 1 <sup>st</sup> June 2009)
Tuesday	9.15am - 4.45pm
Wednesday	9.15am - 4.45pm
Thursday	9.15am - 4.45pm
Friday	9.15am - 4.45pm
Saturday (2nd in month)	9.15am - 4.45pm

## 10 Register Offices

To register a birth, death or to give notice of marriage or civil partnership, please telephone Hereford office **01432 260565** during the times below to make an appointment or to check the opening times of our other offices.

Hereford Register Office Monday, Tuesday, Wednesday & Thursday 9.00-4.30  
 Friday 9.00- 4.00

Addresses	
Herefordshire Register Office Town Hall St Owen's Street Hereford HR1 2PJ	Bromyard Registration Office 1 Rowberry Street Bromyard Herefordshire HR7 4DU
Kington Registration Office Old Court House Kington Herefordshire HR5 3DP	Ledbury Registration Office Town Council Offices Church Street Ledbury Herefordshire HR8 1DH
Leominster Registration Office The Priory	Ross Registration Office The Old Chapel

Leominster Herefordshire HR6 8EQ	Cantilupe Road Ross-on-Wye Herefordshire HR97AN
--	--