



Contact Centre – Municipal and Advisory Services

The municipality provides many of the community services that are available to you – education, geriatric care, roads, parks, recreation and cultural events. The City of Helsingborg administers your municipality.

Our goal is to make it as easy as possible for you to communicate with the municipality and resolve any concerns you may have. That's why we started the Contact Centre. This way you don't have to look around for the municipal office that is in charge of a particular service. Feel free to ask us about any issue that comes up and we will do our best to address it as soon as possible. Our specialised team of advisors is also here to help you. We don't charge anything for the assistance we provide.

There are several different ways for you to reach the Contact Centre at a time that is convenient for you. We are even available on Saturdays. Our first language is Swedish, but all of us speak English as well, and some of us are also proficient in other languages.

Our advisors

Budget and debt

Are you having trouble making ends meet? We offer advice on how to cope with financial difficulties or set up a household budget.

Energy and climate

We can suggest ways of lowering your energy and heating bills. Of course, we want to cooperate on combatting climate change at the same time. It doesn't matter whether you are a private citizen or a businessperson.

Consumers

Don't be a victim of consumer fraud. Our advisers, who are experts on the laws of buying and selling, work with both private citizens and businesspeople.

EU

Are you curious about the EU? Many decisions at the municipal level are based on EU regulations. Our experts can answer your questions about the EU, as well as arrange lectures, debates and seminars.

Volunteering

Would you like to volunteer your services on behalf of another person during your time off? If so, we have just what you are looking for. Perhaps you would like to befriend someone who has come to Sweden from another country.

Senior advocate

Advice, support and guidance about your circumstances if you are 65 or older. Members of your family may also contact the senior advocate.

Disability advocate

Advice, support and guidance about your circumstances if you have a disability, whether visible or not. Members of your family may also contact the disability advocate.

Hours

Monday-Thursday: 7 am – 7 pm

Friday: 7 am – 5 pm

Saturday: 10 am – 3 pm

Many different ways to reach the Contact Centre

Phone: 042-10 50 00

Email: kontaktcenter@helsingborg.se

Visit: Stortorget 17

Post: Helsingborg Kontaktcenter, 251 89 Helsingborg

Chat: [helsingborg.se](https://www.helsingborg.se)

Facebook: [facebook.com/helsingborgsstad](https://www.facebook.com/helsingborgsstad)

Additional information

www.helsingborg.se/kontaktcenter