

# News Release

Communications and Media Team



**Tel:** 01803 861368 / 01822 813648

**Email:** [communications@swdevon.gov.uk](mailto:communications@swdevon.gov.uk)

## **It's Not What You Know...**

These days the majority of us now have access to a mobile phone or computer tablet, so South Hams District Council and West Devon Borough Council have launched two cartoon characters to remind us all that nearly everything you need to contact the council about can be done on a mobile phone or tablet using their websites.

It's not what you know, but who you know and we all have a Mike in our back pocket or a Tina in our bag.

Cllr Simon Wright, Deputy Leader of South Hams District Council said: "Let me introduce Mike the Mobile and Tina the Tablet.

We have been saying to our customers for years that they can do it online but I am not sure how many of them realise that this means on a mobile phone or tablet as well. Our customers can now apply for benefits, pay their council tax, even send us pictures of their key documents as evidence, all with their phones. They no longer need to scan documents in or bring them to us at the council. Just take a picture and load them onto the forms, just like they would upload a picture to Facebook or Instagram."

Cllr Lois Samuel, Deputy Leader of West Devon Borough Council said: "We want to make it as simple as possible for our customers to be able to send us information from the devices that they use everyday. Mike and Tina are here to remind customers that they do not need to phone or visit the council, just go on the internet on their mobile phones or tablets and use the council's websites."

So next time you want to contact the council, don't call the council, mention it to Mike or tell Tina. It will be like having the council in your pocket.

**ENDS**

Attached images show:

- (1) Mike the Mobile and Tina the Tablet
- (2) Mike and Tina larger pdf copy.

[www.southhams.gov.uk](http://www.southhams.gov.uk)

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Please be aware that telephone calls to and from the Council may be recorded for training and monitoring purposes.

Attachments

- 1. Mike and Tina JPeg.JPG [1. Mike and Tina JPeg.JPG](#)
- 2. Mike and Tina.pdf [2. Mike and Tina.pdf](#)

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