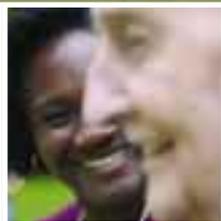


# Council Tax and Business Rate for 2005-2006



How much  
it is, how  
you can pay  
and how we  
use it







# Contents

- 2 Leader's message
- 4 This year's budget
- 7 Key differences between 2004/05 & 2005/06
- 8 **Council Tax**
- 9 How much do I pay?
- 10 2005/06 Council Tax charges per valuation band
- 11 Help with paying Council Tax
- 12 Homes exempt from Council Tax
- 14 Council Tax Benefit
- 16 **Business Rate**
- 17 How much do I pay?
- 19 Transitional arrangements
- 20 Advice on appealing against your rating valuation
- 21 Help with paying your Business Rate
- 23 **How to pay your Council Tax and Business Rate**
- 24 Paying by Direct Debit
- 25 What happens if I don't pay my Council Tax or Business Rate?
- 26 If you can't pay your Council Tax
- 27 **Government notes on Business Rate**
- 32 Greater London Authority (GLA) notes
- 36 Some useful numbers
- 38 Customer Services Addresses
- 39 **Services we provide**
- 43 Direct Debit form



# Leader's message



Haringey, your local council, provides a vast range of services, from schools and libraries to refuse collection, street cleaning, parks, leisure

centres, planning, road safety, parking control, social services and much more.

Your Council Tax or Business Rate, along with money from the Government, help pay for these services. This booklet gives information on how much you have to pay, and what Haringey Council is doing with your money, as well as the help we can give if you have difficulty paying.

We know that sorting out the environment and making Haringey cleaner, greener and safer is a top priority for residents – and that means it's our top priority too. In 2005 we are putting extra money into our Better Haringey drive to clean up

the borough, including more recycling facilities and action against fly-tipping and other environmental nuisance.

Better Haringey is already making a difference. The borough is cleaner, we are recycling more and tackling environmental problems, and crime is down. I'm pleased to report that in 2004/5 we improved our rating in the annual council 'league tables'. According to our watchdog the Audit Commission, Haringey is 'well placed to continue to improve the way it works and the services it provides to local people'.

Extra money will also be spent on open spaces, help for older people, housing, work and training opportunities, road safety, a new sixth form centre, more work on straightening out young offenders and CCTV to tackle crime. Overall we will be spending more than £6.5 million extra this year and next on these important services.



My pledge is to  
make sure that  
we deliver  
what we are  
promising

For 2005/06 we have been able to find efficiency savings of more than £10 million. These are not cuts, but smarter ways of working. Providing better value for money in ways like this has been recognised by the Audit Commission, which in December awarded Haringey a maximum 'excellent' rating for use of resources and money management.

These savings mean that we can strike what I believe is a reasonable balance between important investment and the level of Council Tax. We will be keeping the increase for the Haringey part of the tax down to 4.9 per cent, and the overall increase, including that part of the tax set by the Mayor of London, will amount to £1.22 a week on a band D home.

My pledge is to make sure that we deliver what we are promising. Any resident with suggestions or concerns is welcome to drop me an email, to [leader@haringey.gov.uk](mailto:leader@haringey.gov.uk)



Councillor Charles Adje,  
Leader, Haringey Council.



# This year's budget

## This year's budget

This year, from April 2005 to March 2006, we plan to spend £345.9m (net of income) on providing council services. The table and charts, opposite and overleaf, show how this spend is divided up.

## Precepts and Levies

As well as providing services directly, we give money to other organisations who provide services in the borough. These include the *Greater London Authority (GLA)*.

The money we give to the GLA helps to pay for the police, fire brigade and transport.

See *pages 32-35* for information on services provided by the GLA.

### *Our contributions to the GLA*

04/05 £m	% of Council Tax	05/06 £m	% of Council Tax
19.7	19.2	21.2	19.2

The total amount of £6.9m to be paid to other organisations represents 2% of the total cost of services.

### *Contributions to other organisations*

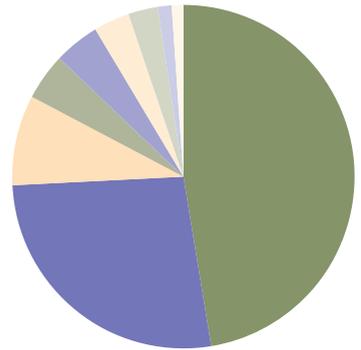
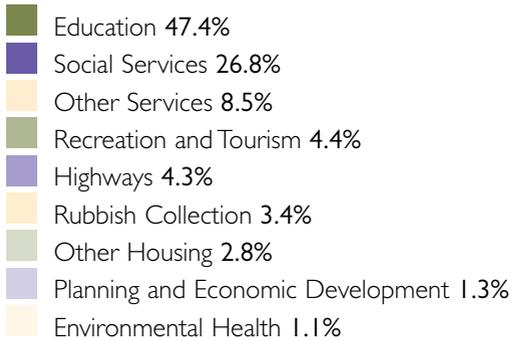
Other organisations	Amount paid 2004/05 £'000	Amount due 2005/06 £'000
Environment Agency	139	154
Lee Valley Regional Park Authority	227	242
London Boroughs Grant scheme	809	805
London Pensions Fund Authority	214	224
Greater London Magistrates Court	464	-
North London Waste Authority	4,998	5,510
<b>Total Paid</b>	<b>6,851</b>	<b>6,935</b>



04/05 net spending £m	Service	05/06 expenditure £m	05/06 income £m	05/06 net spending £m	% of our net spending
154.3	Education	211.6	(50.2)	161.4	47.4
87.1	Social Services	155.2	(64.0)	91.2	26.8
14.0	Highways	27.2	(12.6)	14.6	4.3
0	Housing Revenue Account (council homes)	132.9	(132.9)	0	-
13.2	Other Housing	274.0	(264.5)	9.5	2.8
4.2	Planning and Economic Development	5.9	(1.3)	4.6	1.3
13.7	Recreation and Tourism	23.4	(8.4)	15.0	4.4
3.8	Environmental Health	6.0	(2.1)	3.9	1.1
10.6	Rubbish Collection	17.6	(5.9)	11.7	3.4
29.2	Other Services	50.2	(21.3)	28.9	8.5
<b>330.1</b>	<b>Spending on Services</b>	<b>904.0</b>	<b>(563.2)</b>	<b>340.8</b>	<b>100</b>
(2.5)	Use of balances			5.1	
0	Council Tax collection fund			0	
<b>327.6</b>	<b>Total cost of services</b>			<b>345.9</b>	
	<i>Income</i>				
(181.7)	Revenue Support Grant (central government funding)			(182.0)	
(62.9)	Business Rates			(74.9)	
<b>83.0</b>	<b>Amount to be raised from Council Tax</b>			<b>89.0</b>	
81,499	Number of households in the borough (band D equivalent)			83,314	
<b>£1,017.97</b>	<b>Band D Council Tax for Haringey</b>			<b>£1,068.26</b>	
£241.33	Band D Council Tax for Greater London Authority			£254.62	
<b>£1,259.30</b>	<b>Total Band D Council Tax</b>			<b>£1,322.88</b>	



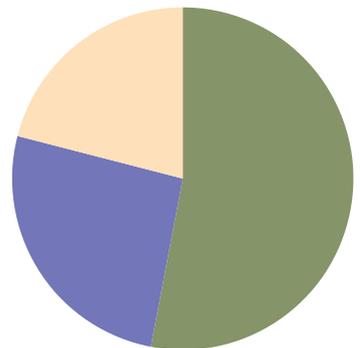
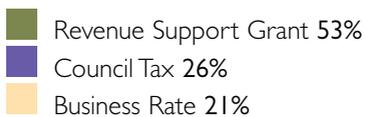
### Council Expenditure on Services 2005/06



Total spending on services 2005/06

**£340.8m**

### Council Income for Services 2005/06





# Key differences between 2004/05 & 2005/06

- 7,450 council staff will provide services this year, compared to 7,332 last year
- This year's budget for council services is £18.3m more than 2004/05
- This increase is caused by inflation and other unavoidable cost pressures of £17.4m, investment in priority areas of £6.5m, repayments and contributions to balances of £5m, offset by efficiency savings of £10.6m.
- Capital spending for 2005/06 will be £81.4m compared to £64.2m in 2004/05. This will mostly be paid for by grants, surplus assets and borrowing
- Page 10 gives a breakdown of 2005/06 Council Tax per valuation band

For more information on budget issues, contact the Core Team on 020 8489 3726



Council Tax  
pays for about  
a quarter  
of the cost of  
our services to  
the borough



# Council Tax

Council Tax pays for about a quarter of the cost of our services to the borough. The rest comes from Government Grants and Business Rates.

## Who pays tax?

Council Tax is paid by home-owners and tenants.

We charge full Council Tax if there are at least two adults aged 18 or over living in a property. But we offer reduced Council Tax in many cases (see pages 11 to 15).

If you do not live in your home, but own it, or have a tenancy of six months or more, you must still pay Council Tax if your home is:

- empty
- a second home
- a care home, nursing home or hostel
- lived in by more than one household (known as 'houses in multiple occupation')
- lived in by a minister of religion or a religious community, or

- sometimes used by an employer whose staff live at the property.

If you own or rent your home jointly, each of you may be responsible for the full Council Tax. Make sure you have clear arrangements with the other owners or tenants.

## If you move

If you are moving, please let us know as soon as possible, as well as the names of the people moving into your old address so that we can change your account quickly.

Just ring us on 0845 073 3557, or write to us at:

**Benefits and Local Taxation Division**  
**P.O. Box 10505**  
**Wood Green**  
**London N22 7WJ**  
**Email [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk)**

You can also call in at one of our Customer Services Centres with your details. The addresses are shown on page 38 of this booklet.



# How much do I pay?

The Council Tax you pay depends on the value of your home in April 1991, as set by the Government's Valuation Office Agency (not the Council).

Every home is in one of eight valuation bands (A to H). Your bill shows which band you're in. Your Council Tax charges are worked out as a percentage of the band D rate, as shown in the table on page 10.

The total band D rate is worked out by dividing the money to be raised by Council Tax (£89.0 million) by the number of band D equivalent homes in the borough (83,314).

## Appealing against your banding

You can appeal if:

- you have made major structural changes to your home, or there are physical changes in the local area that change the sale value
- you have become the Council Tax payer in the last six months (there are some restrictions – if you need more information, contact the Valuation Office Agency at the address shown on this page)

- the Valuation Office has changed your band in the last six months
- a Valuation Tribunal has changed the band of a similar home in the last six months.

If you think you have reason to appeal, please contact the Listing Officer at:

**The Valuation Office Agency**  
**Chase House**  
**305 Chase Road**  
**Southgate N14 6LZ**  
**phone 020 8276 2700**  
**[www.voa.gov.uk](http://www.voa.gov.uk)**

The Council cannot deal with any appeals. If you appeal, the law says you must continue to pay your current bill until the appeal is settled.



# 2005/06 Council Tax charges per valuation band

Valuation Band	Value of Home	% of Band D	GLA	Haringey	Full Council Tax Charge	10 Monthly Instalments	Weekly Charge
A	£40,000 or less	67	£ 169.75	£712.18	£ 881.93	£ 88.19	£ 16.96
B	£40,001 to £52,000	78	£ 198.04	£ 830.87	£ 1,028.91	£ 102.89	£ 19.79
C	£52,001 to £68,000	89	£ 226.33	£ 949.56	£ 1,175.89	£ 117.59	£ 22.61
D	£68,001 to £88,000	100	£ 254.62	£ 1,068.26	£ 1,322.88	£ 132.29	£ 25.44
E	£88,001 to £120,000	122	£ 311.20	£ 1,305.64	£ 1,616.84	£ 161.68	£31.09
F	£120,001 to £160,000	144	£ 367.78	£ 1,543.05	£ 1,910.83	£ 191.08	£ 36.75
G	£160,001 to £320,000	167	£ 424.37	£ 1,780.43	£ 2,204.80	£ 220.48	£ 42.40
H	over £320,000	200	£ 509.24	£ 2,136.52	£ 2,645.76	£ 264.58	£ 50.88



# Help with paying Council Tax

There are several ways we may be able to reduce your Council Tax bill.

These include:

- discounts;
- disability relief;
- exemptions, and
- Council Tax Benefit.

There is a summary of each of these below. If you think you are entitled to a reduction, please ring us on 0845 073 3557. We will send you more details and a claim form.

Your bill will show you if we have already given you any reductions.

## Discounts

If you are the only adult aged 18 or over in your home, we will usually reduce your bill by 25%. This is called the Single Person's Discount.

You can also qualify for a 25% discount if all the other adults in your home are:

- full-time students or student nurses;

- 18 to 19 year-olds who are at school or who have just left school;
- severely mentally disabled;
- caring for someone with a disability (other than a husband, wife, partner, or child under 18);
- careworkers on low pay (usually working for a charity);
- long-term hospital patients;
- in care homes;
- in prison (except those in prison for not paying Council Tax or a fine);
- staying in some hostels or night shelters;
- members of religious communities, for example, monks or nuns;
- apprentices, people on YTS, or
- diplomats.

## People with disabilities

If you, or anyone living with you, has a disability, and changes have been made to your home to help the disabled person, we can reduce your Council Tax bill.



# Homes exempt from Council Tax

You don't have to pay any Council Tax at all on the following homes – they are 'exempt'.

## *Homes with nobody living in them which are*

- unfurnished (exempt for up to six months);
- owned by a charity (exempt for up to six months), or
- having structural changes or major repairs so they can't be lived in (exempt for up to a year).

## *Homes which have been left empty because someone*

- is in prison, hospital (long-term) or a care home;
- has moved to care for another person or moved to receive care, or
- has died and no grant of probate or letter of administration has been made (also exempt for six months after probate, as long as the property stays empty).

## *Homes lived in only by people who are*

- under 18;
- full-time students, or
- severely mentally disabled (although the owner may still have to pay).

## *Homes which*

- have been repossessed;
- have nobody living in them and the last owner is bankrupt;
- are waiting to be lived in by a minister of religion;
- are empty but form part of another home and cannot be rented separately from it, or
- are 'granny' flats.

To qualify as a 'granny flat', a person aged 65 or over or a disabled person must live in it. The person must also be a dependent relative of the person who lives in the rest of the property.

This is only a guide. Please contact us for more information. Your bill will tell you if your home has already been treated as exempt.



Your bill will tell you if your home has already been treated as exempt.

### **Empty homes**

If your house or flat is empty, we can help you to bring your property back into use by giving you advice on grants, letting and repairs. For more information, please call the Empty Property Hot Line on 020 8489 4214.



# Council Tax Benefit

If you are on a low income, or getting Income Support, Pension Credit or Jobseeker's Allowance, you may be entitled to Council Tax Benefit.

**You can also get Council Tax Benefit on your full Council Tax regardless of your property band.**

How much you get will depend on:

- the amount of your Council Tax bill;
- your weekly income and any savings that you have;
- the number of people living with you and their incomes, and
- the number of children living with you and their ages.

If you have savings of £16,000 or more, you cannot claim Council Tax Benefit unless you get Guarantee Credit from the Pension Service.

People with disabilities can have an income higher than the usual limit and still claim benefit.

If your income or savings are too high for Council Tax Benefit, you may be able to get a Second Adult Rebate of up to 25%. You can claim if you are the only person responsible for paying Council Tax but share your home with one or more adults who:

- don't pay rent
- aren't your husband, wife or partner, or have a combined weekly income before tax of less than £193.99

If you have any questions about your Council Tax Benefit, please call Customer Services on 0845 071 2800. You can also visit our Customer Services Centres between 8.45am to 5pm Monday to Friday. See page 38 for the addresses.



You can also get Council Tax Benefit on your full Council Tax regardless of your property band.

If your questions are about any other reduction, please call the phone number on the front of your bill.

**You must continue paying your Council Tax while your application for benefit is being considered.**



The Business Rate covers about 20% of the cost of our services



# Business Rate

The Business Rate is a tax on business properties that helps to pay for the borough's services. It is also called the National Non-Domestic Rate.

The Business Rate is paid into a national pool and then the Government redistributes it to councils.

Anyone who uses business premises is responsible for paying the Business Rate, even if they are not the owner.

The Business Rate covers about 20% of the cost of our services. The rest comes from Government Grants and Council Tax.

**Your Business Rate payment does not include a waste collection service. For more information about trade waste collection, phone Haringey Accord Limited, on 020 8885 7700.**



# How much do I pay?

The results of the 2005 revaluation of all commercial properties will come into effect on 1 April 2005. This means that your property will have a new rateable value which will be based on the April 2003 rental value of your business property.

This 'rateable value' is multiplied by a number of pence in the pound (the multiplier) to arrive at the amount you have to pay. From 1 April 2005 there will be two separate multipliers. For properties which qualify for small business rate relief, the multiplier has been set at 41.5 p in the pound. For properties which do not qualify, the multiplier has been set at 42.2p in the pound which includes a supplement to pay for small business rate relief.

## **Small business rate relief**

From April 2005, small businesses with a rateable value of up to £10,000 may qualify for a reduction from their full rate bill. The cost of this relief is paid for by all other ratepayers. Small businesses which qualify, with a rateable value of less than £15,000 outside London and

less than £21,500 inside London, will have a lower multiplier used to work out their rate bill.

For more information about the scheme, see the section headed 'Government notes on Business Rates' or go to [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk).

We have recently written to local businesses with details about the small business rate relief scheme asking you to apply for the relief if you believe you qualify. You should return your form immediately if you want to apply so that we can consider your application. See page 21 for our contact details.

Your rates bill, and the information we send out with it, sets out the total amount you must pay for your business, when payments should be made, and for how much.



The results of the 2005 revaluation will come into effect on 1 April 2005



Your bill will have an area code which is for our use only. The property description on your bill may be followed by the words 'and premises'. This is a standard description, but if you have any questions, please contact the Valuation Office Agency.

### **Rating Valuation**

Rateable values are fixed by the Government's Valuation Office Agency, not the Council. Properties are revalued every five years and the next revaluation comes into effect on 1 April 2005.

You can see the current local rating list, which includes details of all the business properties in the borough and their rateable values, on the Valuation Office website at: [www.voa.gov.uk](http://www.voa.gov.uk) or by visiting us at the address shown on your bill.

If you think your valuation should be reduced, you can contact:

**The Valuation Office Agency**  
**Chase House**  
**305 Chase Road**  
**Southgate**  
**London N14 6LZ.**  
**phone 020 8276 2700**  
**website [www.voa.gov.uk](http://www.voa.gov.uk)**

See page 20 for advice on appealing against your rating valuation.



# Transitional arrangements

The effect of the 2005 revaluation will mean that property values will change a good deal. Transitional arrangements help to phase the effects of these changes by limiting increases in bills. To help pay for the limits on increases in bills, there are also limits on reductions in bills.

This is known as transitional relief and if your property is 'in transition', this will be shown on the front of your bill.

## Properties with a rateable value of less than £18,000

- If the rateable value is increased from 2005, this year's bill will rise by up to 5%. It will also include an increase for inflation of 1.031%.
- If the rateable value is reduced from 2005, this year's bill will fall by up to 30%, but will include an increase for inflation of 1.031%.

## Properties with a rateable value of £18,000 or more

- If the rateable value is increased from 2005, this year's bill will rise by up to 12.5%. It will also include an increase for inflation of 1.031%.
- If the rateable value is reduced from 2005, this year's bill will fall by up to 12.5%, but will include an increase for inflation of 1.031%.

The 'appropriate fraction' shown on your bill is the result of the percentage increase or decrease adjusted by inflation.

If you would like more details, please contact us at the address shown on your bill or by phone on 020 8489 3551.



# Advice on appealing against your rating valuation

You can appeal against your rating valuation yourself. It is quite straight forward.

Beware of companies claiming to be able to get reductions for you, especially if they ask for money up front.

Trading standards offices all over the country have received complaints from people who have been conned.

The valuation office staff would be happy to check the reputation of any company that approaches you.

The Valuation Office's address and telephone number are on page 18.



# Help with paying your Business Rate

There are several ways your Business Rate bill could be reduced.

These include:

- empty-property relief, and
- charitable and other relief.

Your bill will tell you if we have already given you any reductions.

## Empty properties

If business premises have been empty for three months or more, we only charge half the full Business Rate. This does not apply to factories and warehouses, which are completely free of charge while empty.

If building work means you cannot use your property, you should apply as soon as possible to the Valuation Office Agency for a reduction in your rateable value. You will find the address under rating valuation on page 18.

If you move out of your property during this year, please contact us to let us know:

- the date you move out and your new address, and

- the full name and address of the buyer if you sell the property.

## Charitable relief

If you are a registered charity or a registered Community Amateur Sports Club (CASC), you are entitled to an 80% reduction in your Business Rate bill.

We may also give:

- another 20% relief to registered charities or CASC, and
- between 80% and 100% relief to other non-profit making organisations.

Please contact us if you want to apply either by phone on 020 8489 3551, email [business.rates@haringey.gov.uk](mailto:business.rates@haringey.gov.uk) or by writing to us at:

**Benefits and Local Taxation Division  
P.O. Box 10505  
Wood Green  
London N22 7WJ**



Your bill will tell you if we have already given you any reductions



### **Hardship relief**

In very special circumstances, we may give Business Rate relief if your business is experiencing hardship of any kind. If you would like to apply, please write to us at the address on the previous page and give us the full details.

If you are having trouble paying your Business Rate, or are falling behind with your payments, please get in touch for advice. Our phone number and address can be found on page 21.



# How to pay your Council Tax and Business Rate

**Instalments** are payable each month from April 2005 to January 2006. Payments are normally due on the first day of the month if you pay by cash, cheque, credit and debit card or standing order. Please refer to your bill and check the dates to see when your instalments are due.

## **Paying by credit and debit cards**

You can use your credit and debit card to pay your Council Tax and Business Rate. Payment by credit and debit cards can be made by phone, over the internet or in person at:

**Haringey Cashiers**  
Level 1  
Alexandra House  
10 Station Road  
Wood Green  
London N22 7TR

Please refer to the back of your bill for the Haringey Cashiers opening times.

You can also pay by

- a one-off payment within 14 days of getting the bill;
- four equal payments due 1 April, 1 July, 1 October, 1 January;
- two equal payments due 1 April, 1 October, or
- every week or two weeks (this is only for Council Tax payers and only in very special circumstances).

If you pay by cash or cheque through a bank or post office you should allow at least five working days for your payment to reach your Council Tax or Business Rate account.



# Paying by Direct Debit

If it is difficult for you to pay by the 1st of each month, you can pay by Direct Debit. If you change to Direct Debit we will give you a choice of two payment dates of either the 1st or 15th of each month. If you would like to pay by Direct Debit, please fill in the form at the back of this booklet and return it to us as soon as possible.

## Why choose Direct Debit

Many people prefer Direct Debit because it is easier and cheaper as long as you have a bank or building society account. It also helps keep our costs down, which makes more money available for the services we all need.

## Pay on-line

You can make your payments securely on-line using a debit or credit card through the Haringey website. You can pay Council Tax, Business Rate, rent or other Haringey bills.

Just go to [www.haringey.gov.uk/services/epaymentintro.htm](http://www.haringey.gov.uk/services/epaymentintro.htm) and follow the instructions.



# What happens if I don't pay my Council Tax or Business Rate?

We take non-payment very seriously as it means we do not have the income we need to run the services on which many people depend.

If you don't pay by the date it is due, we will take action to get the amount you owe.

First, we'll send you a reminder letter. (A maximum of two reminders will be sent to you in any one year.) If you don't pay within seven days, we will send you a court summons, which adds extra costs to your account.

After you get a summons, a 'Liability Order' hearing takes place in a magistrates' court.

After the order has been granted, we can:

- declare you bankrupt in court (this will mean you won't be able to get a loan, a mortgage or a bank account);
- send bailiffs to your home to take away goods to the value of the money you owe;

- get your employer to take the money from your earnings (in the case of Council Tax), or
- ask the magistrates' court to consider sending you to prison.

If you get a letter from us but can't pay, contact us as soon as you can and we'll do our best to help you.

## Do not ignore the letter

We can also offer Direct Debit to people with arrears. If you can pay by Direct Debit contact us straightaway.

Our contact details are shown on page 36.



# If you can't pay your Council Tax

Please contact us straightaway if you cannot pay or are falling behind with your payments. We will do all we can to help you. The sooner you get in touch, the more help and advice we will be able to offer. Confidential debt counselling is available from a Citizens' Advice Bureau. There are three in Haringey.

To check opening times please phone 0870 126 4030 or go to [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## **Hornsey Citizens' Advice Bureau**

7 Hatherley Gardens  
Crouch End  
London N8 9JJ

## **Tottenham Citizens' Advice Bureau**

Tottenham Town Hall  
Town Hall Approach Road  
London N15 4RY

## **Turnpike Lane Citizens' Advice Bureau**

14A Willoughby Road  
Hornsey  
London N8 0JJ



# Government notes on Business Rate

This section contains information provided by the Government.

## Non-Domestic Rates

Non-Domestic Rates, or Business Rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London where special arrangements apply, the rates are pooled by central government and redistributed to local authorities according to the number of people living in the area. The money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area.

## Rateable Value

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is normally set by the

valuation officers of the Valuation Office Agency (VOA), an agency of the Inland Revenue. It draws up and maintains a full list of all rateable values, available on their website at [www.voa.gov.uk](http://www.voa.gov.uk). The rateable value of your property is shown on the front of this bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2005, this date was set as 1st April 2003.

The valuation officer may alter the value if the circumstances of the property have changed. The ratepayer (and certain others who have an interest in the property) can also appeal against the value shown in the list if they believe it is wrong. Further information about making appeals can be found on the VOA website or from your local valuation office.

Successful appeals against values shown in the rating list that came into



force on 1st April 2005 will normally be backdated to that date, although there are exceptions to this. Further information about these arrangements may be found on the VOA website.

### **National Non-Domestic Rating Multiplier**

The local authority works out the Business Rates bill by multiplying the rateable value of the property by the appropriate multiplier. From 1st April 2005 there are two multipliers; the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. The Government sets the multipliers for each financial year for the whole of England. The Government normally changes both multipliers every year in line with inflation. By law, the multipliers cannot go up by more than the rate of inflation apart from some minor adjustments to counteract losses from appeals and, in relation to the

standard multiplier, to pay for small business rate relief. In the year of a revaluation it is set at a level which will keep the total amount raised in rates after the revaluation the same as before, plus inflation for that year. The current multipliers are shown on the front of this bill.

### **Transitional Arrangements**

Property values normally change a good deal between each revaluation. Transitional arrangements help to phase in the effects of these changes by limiting increases in bills. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier).

The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after 1st April 2005, transitional arrangements



will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Any transitional adjustments are shown on the front of this bill.

Further information about transitional arrangements and other reliefs may be obtained from Haringey or the website [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk).

### **Unoccupied Property Rating**

Business Rates will not be payable in the first three months that a property is empty. After this period, empty rate is charged at 50% of the bill that would have been due had the property been occupied. There are a number of exemptions from the empty rate (e.g. industrial properties and listed buildings and small properties with rateable values of less than £2,200). Full details can be obtained from the local authority.

### **Partly Occupied Property Relief**

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only

partly occupied. Where a property is partly occupied for a short time, the local authority has discretion to award relief in respect of the unoccupied part. Full details can be obtained from the local authority.

### **Small Business Rate Relief**

This is available at 50% for ratepayers occupying single properties with a rateable value up to £5,000, with relief declining in percentage terms on a sliding scale until it is 0% at £10,000.

The relief is only available to ratepayers with either-

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties have rateable values less than £2,200.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all properties mentioned in (b), must be under £15,000 outside London or £21,500 within London.



The scheme is funded through a supplement on the rate bills of those businesses not eligible for the relief.

The supplement is built into the standard non-domestic rating multiplier. However, ratepayers of eligible business properties with rateable values between £10,000 and £15,000 (£21,500 within London) do not have to contribute towards the relief and will have their bills calculated using the lower small business non-domestic rating multiplier.

Ratepayers must apply for the relief each year and must be eligible on the 1st April of each year. If a ratepayer ceases to be eligible on a day during the year in question, the relief will cease on that day. An application for relief must be submitted in writing to the local authority within 6 months of the end of the financial year to which it relates.

Full details on how to apply for this relief are available from the local authority.

### **Charity and Registered Community Amateur Sports Club Relief**

Charities and Registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the Charity or Club and is wholly or mainly used for charitable purposes or as a Registered Community Amateur Sports Club.

The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

### **Non-Profit Making Organisation Relief**

The local authority has discretion to give relief to Non-Profit Making Organisations. Full details can be obtained from the local authority.

### **Former Agricultural Premises Relief**

Certain businesses set up on agricultural land or buildings that were previously exempt from the Non-Domestic Rate may be entitled



to 50% relief if the property is occupied and the rateable value less than £7,000. The local authority also has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

### **Hardship Relief**

The local authority has discretion to give relief in special circumstances. Full details can be obtained from the local authority.

### **Rating advisers**

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website [www.rics.org.uk](http://www.rics.org.uk) and the Institute of Revenues Rating and Valuation (IRRV – website [www.irrv.org.uk](http://www.irrv.org.uk)) are qualified and are regulated by rules of professional conduct designed to

protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.



# Greater London Authority (GLA) notes

## Mayor of London

The priorities for the Mayor's fifth budget are to extend the safer neighbourhood policing programme, deliver further transport improvements and provide a package of measures to improve Londoners' environment and quality of life. This will cost Londoners living in a band D household an extra 26p a week. Most of the increase is for policing, with a modest increase for the fire service and the GLA, partly offset by a reduction in the amount for transport. The 2 per cent of households in the top band H will have to pay an extra 51p a week.

This increase leads to a GLA precept of £254.62 for the year for a Band D household. Of this about £196 (three quarters) is for policing, £44 for the fire service, £7 for transport, and £8 for the GLA itself.

There is a 5.6 per cent increase in the budget requirement and a 5.5 per cent increase in the council tax precept.

GLA Group	Budget £m 2004-05	Budget £m 2005-06
<b>Gross expenditure</b>	<b>8,796.5</b>	<b>9,083.1</b>
Specific grants	-2,777.3	-2,782.4
Other income	-2,827.7	-3,234.8
<b>Net expenditure</b>	<b>3,191.5</b>	<b>3,065.9</b>
Reserves	-377.7	-93.3
<b>Budget requirement</b>	<b>2,813.8</b>	<b>2,972.6</b>
Grants	-2,126.8	-2,242.4
Collection fund	-3.3	-2.8
<b>Council tax income</b>	<b>683.7</b>	<b>727.4</b>

## Metropolitan Police Authority

This year's budget provides a further 160 safer neighbourhood teams, five for each London borough. These teams will be dedicated to serve the local community and not available for redeployment to other duties.

These additional officers will mean that the Metropolitan Police Service will have about 33,750 police and police community support officers by 31 March 2006. This is the highest



number ever and has allowed the police to get back where the public wants them – on the beat in local streets and neighbourhoods.

The statistics show that this investment is working and across the capital crime is down and continuing to fall. Detection rates are also rising and more criminals are being caught. During the last year these results have been even better in the safer neighbourhood areas.

### London Fire & Emergency Planning Authority

The Fire Authority budget reflects the continuing modernisation of the brigade, and includes proposals to move 10 fire engines from the central London area to other surrounding areas. This would deliver improvements in the overall performance of the fire service. The Fire Authority also proposes to concentrate more resources on preventing fires and other emergencies.

### Transport for London

With a ground-breaking five year funding settlement agreed with the Government, the TfL budget provides for a substantial investment in London's transport infrastructure, which will tackle congestion and make the network safer, more reliable, comfortable, environmentally friendly and accessible to all.

TfL service analysis	Budget £m 2004-05	Budget £m 2005-06
London Underground	1,255.1	1,327.5
London buses	666.9	661.9
Surface transport	532.3	588.9
Rail services	88.8	141.8
Other	108.7	80.0
<b>Net services expenditure</b>	<b>2,651.8</b>	<b>2,800.1</b>

This increasing investment is being funded by government grant, fares and borrowing. There is a £6m reduction in the amount to be raised from council taxpayers.



### London Development Agency

The activities of the LDA are funded entirely from specific grants and capital receipts, and so no income is raised in local tax from the precept.

### Greater London Authority

With the exception of Trafalgar Square, the GLA has few direct service responsibilities. The budget relates to all the GLA activities which support the delivery of the Mayor's vision and policy objectives, and the Assembly's scrutiny functions.

### Finding out more

More information is available on the budget and GLA activities as a whole on the GLA website at [www.london.gov.uk](http://www.london.gov.uk) (telephone 020 7983 4000).

The tables below show the gross expenditure for the GLA group and, with the application to this of grants, other income and reserves, the budget requirement (Table 1); reasons for the change in the budget requirement (Table 2); and the increase in council tax precept for a band D household (Table 3).

Table 1	MPA
	2004-05
<b>Gross expenditure</b>	<b>2,884.8</b>
Specific grants	-200.6
Other income	-317.2
<b>Net expenditure</b>	<b>2,367.0</b>
Contributions to/from reserves	-23.7
<b>Budget requirement</b>	<b>2,343.3</b>

Table 2	MPA £
<b>Budget requirement 2004-05</b>	<b>2,343.3</b>
Inflation	69.0
Full year cost of existing services	97.7
New initiatives	71.8
Savings and efficiencies	-73.0
Change in grants	-22.2
Change in use of reserves	1.7
<b>Budget requirement 2005-06</b>	<b>2,488.3</b>

Note 1: This TfL figure is exceptional and is mainly due to the establishment of reserves for London Underground in 2003-04 from funds specifically provided by the government on its transfer to TfL, and the use of these reserves in 2004-05. This GLA figure is exceptional and is mainly due to the draw down of elections reserve built up over four years.

Note 2: The Metropolitan Police District does not include the City of London and therefore a Band D council taxpayer in the City will pay £58.34, an increase of £1.09.

£m	LFEPA £m		TfL £m		LDA £m		GLA £m	
	2004-05	2005-06	2004-05	2005-06	2004-05	2005-06	2004-05	2005-06
<b>3,113.9</b>	<b>438.7</b>	<b>449.4</b>	<b>4,442.2</b>	<b>5,059.3</b>	<b>344.6</b>	<b>392.0</b>	<b>73.1</b>	<b>68.8</b>
-222.8	-13.7	-6.6	-2,229.8	-2,161.0	-344.6	-392.0	-	-
-380.8	-31.7	-34.2	-2,605.1	-2,806.9	-	-	-10.1	-12.8
<b>2,510.3</b>	<b>393.3</b>	<b>408.6</b>	<b>-392.7</b>	<b>91.4</b>	<b>Nil</b>	<b>Nil</b>	<b>63.0</b>	<b>56.0</b>
-22.0	-4.9	-5.2	418.5 <sup>1</sup>	-71.4	-	-	-6.7 <sup>1</sup>	4.9
<b>2,488.3</b>	<b>388.4</b>	<b>403.4</b>	<b>25.8</b>	<b>20.0</b>	<b>Nil</b>	<b>Nil</b>	<b>56.3</b>	<b>60.9</b>

m	LFEPA £m	TfL £m	LDA £m	GLA £m	GLA Group £m
	<b>388.4</b>	<b>25.8</b>	<b>Nil</b>	<b>56.3</b>	<b>2,813.8</b>
	13.5	163.1	-	2.7	248.3
	1.4	148.9	47.4	-10.3	285.1
	0.8	140.3	-	1.6	214.5
	-7.5	-39.2	-	-0.5	-120.2
	7.1	71.0	-47.4	-0.5	8.0
	-0.3	-489.9	-	11.6	-476.9
	<b>403.4</b>	<b>20.0</b>	<b>Nil</b>	<b>60.9</b>	<b>2,972.6</b>

Table 3	MPA <sup>2</sup>	LFEPA	TfL	LDA	GLA	Collection fund	GLA Group <sup>2</sup>
<b>Council tax precept 2004-05</b>	<b>£184.08</b>	<b>£42.30</b>	<b>£9.09</b>	<b>Nil</b>	<b>£7.04</b>	<b>-£1.18</b>	<b>£241.33</b>
Increase for 2005-06	£12.20	£1.85	-£2.10	-	£1.14	£0.20	£13.29
<b>Council tax precept 2005-06</b>	<b>£196.28</b>	<b>£44.15</b>	<b>£6.99</b>	<b>Nil</b>	<b>£8.18</b>	<b>-£0.98</b>	<b>£254.62</b>



# Some useful numbers

For your convenience here is a list of useful numbers. For enquiries regarding Education or Social Services, phone the main switchboard on 020 8489 0000.

## **Abandoned vehicles**

020 8489 6904

## **Business Rate**

020 8489 3551

## **Council Tax**

0845 073 3557

## **Environmental Health**

020 8489 5230

## **Highways**

020 8489 1300

## **Housing advice**

020 8489 4309

## **Housing and Council Tax Benefit**

0845 071 2800

## **Housing repairs**

0845 071 1023

## **Information about rubbish**

020 8885 7700

## **Mobile and housebound**

### **library service**

020 8489 1425

## **Noise nuisance**

020 8348 3148

## **Parking**

0845 073 1234

## **Pest control**

020 8489 5551

## **Recycling**

020 8889 7530

## **Special education needs**

020 8489 3877

## **Street lighting**

0500 236 458

## **Switchboard**

020 8489 0000

## **Trading standards**

020 8489 5134



## **Complaints**

### **Chief Executive's Services**

020 8489 2550

### **Education Services**

020 8489 3839

### **Environmental Services**

020 8489 3481

### **Finance Services**

020 8489 2822

### **Housing Services**

020 8489 4321

### **Social Services**

020 8489 3307

## **Emergency**

If you need a Council service between 4.45pm and 8.45am weekdays or during the weekend phone 020 8348 3148



# Customer Services Addresses

## **Hornsey Customer Services Centre**

Broadway Annex  
Hornsey Town Hall  
Crouch End N8 9JJ

## **South Tottenham Customer Services Centre**

Apex House  
820 Seven Sisters Road  
South Tottenham N15 5PQ  
*Turkish and Kurdish language sessions –  
Tuesdays and Wednesdays*

## **North Tottenham Customer Services Centre**

639 High Road  
Tottenham N17 8BD  
*Turkish and Kurdish language sessions –  
Wednesdays 9.00am – 1.00pm  
Thursdays 9.00am – 5.00pm*

## **Wood Green Customer Services Centre**

48 Station Road  
Wood Green N22 7TY  
*Turkish and Kurdish language sessions –  
Tuesdays and Wednesdays  
Coming soon – Late night opening  
Thursdays until 7.00pm  
Call 020 8489 0000 for further details*

## **Broadwater Farm surgeries**

Broadwater Farm  
Neighbourhood Office  
108c Gloucester Road  
Tottenham N17 6GZ  
*Open Tuesdays and Thursdays  
2.00pm – 4.45pm  
Call 020 8489 8650 (by  
appointment only)*



# Services we provide

## Improving services for all the community

During the last year Haringey Council has continued to improve its services to you. Progress has been recognised by the Audit Commission who assesses how well local authorities perform. The recent Comprehensive Performance Assessment, carried out in December 2004 rated Haringey as 'fair', an improvement on last year's rating. The assessment is based on measuring performance across the range of council services. Education, Benefits and Adult's Social Services scored well. The assessment of how the council uses its resources achieved the maximum score.

The Audit Commission recognises that: *'Haringey has made improvements in social care, environment and education services over the last year. Social Services for adults in particular shows significant improvement.'*

## Accessing services

The council has invested in its Customer Services Centres during the last year. Telephone calls are now answered much more quickly and personal callers' queuing times have greatly reduced.

## Education Services

Education Services have made good progress in the last three years and substantial improvements were made in 2004. The percentage of pupils achieving five or more GCSEs grade A\*-C improved from 39% in 2003 to 43.1% in 2004. Haringey's results have improved by 12.2% compared to a national increase of 3.7%.

Schools in Haringey have done well against the 'value added' measure, coming eleventh out of 150 local education authorities. Attendance at school has also improved.

## Libraries

Our two star library service has carried out a programme of refurbishment to libraries and



extended internet facilities. The number of people visiting Haringey libraries continued to increase in 2004/05.

### **Environmental services**

Continued investment in the Better Haringey campaign to clean up the borough has achieved good results in 2004.

#### **Achievements include:**

- quick removal of abandoned vehicles. The average time taken to remove an abandoned vehicle is 4 days, down from 7.5 days last year
- 1,800 new and replaced streetlights
- cleaner streets and less litter
- 32,000 square metres of graffiti removed
- programme of tree replanting. 500 new trees have been planted since 2003
- The Better Haringey campaign has been extended to schools, focusing on the environment including encouraging recycling, and citizenship issues.

### **Housing Services**

The council is now letting its vacant properties more quickly. During the last year it took on average 30 days to let a property once it became vacant, exceeding the target of 33 days.

The Anti Social Behaviour Team has successfully worked across services to improve the quality of life for residents in the borough. Results from the last year include obtaining 9 injunctions, 5 anti-social behaviour orders and 27 anti-social behaviour orders following conviction.

### **Working to make Haringey safer**

Recent surveys of residents' views show that many people are concerned about crime, so promoting safer and stronger communities is a key priority for the council and its partners.

Last year the total level of crime fell by 5.7% in Haringey. Youth crime has also decreased and the council has



Promoting  
safer and  
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the council  
and its  
partners

been successful in reducing the involvement of young people in vehicle crime, domestic burglary and robbery.

### **Social Services**

Social Services continues to make improvements and during the last year services for adults has been judged as serving most people well. The council, working with its partners has made good progress putting services in place, so that people who are ready to leave hospital can do so, and in helping people to live in their own homes where possible.

During the last year the stability of children's placements has improved with a reduction in the number of children having three or more placements in a year. Reviews of children on the child protection register have been completed on time.



Instruction to your Bank or Building Society to pay by Direct Debit

Name \_\_\_\_\_ Account Reference Number \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Please tick relevant box  **Council Tax**  **Business Rate**

Tick choice of payment date  1st of month  15th of month

**Please fill this in and send it in an envelope to:** Haringey Council, Benefits and Local Taxation Division, P.O. Box 10505, Wood Green London N22 7WJ

**Name and full postal address of your Bank or Building Society**

To: The Manager Bank/Building Society

Address \_\_\_\_\_

Postcode \_\_\_\_\_

**Names of bank or building society holders**

\_\_\_\_\_

Bank or building society account no.

Branch sort code

**Instructions to your Bank or Building Society**

Please pay London Borough of Haringey Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Haringey Council and, if so, details will be passed electronically to my bank or building society.

Your signature

\_\_\_\_\_

Date

\_\_\_\_\_

Banks or building societies may not accept Direct Debit instructions for some types of account.

Originator's identification no.

9  9  2  3  5  7

This guarantee should be detached and retained by the Payer

**The Direct Debit Guarantee**



- This guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change Haringey Council will notify you at least 14 days in advance of your account being debited or as otherwise agreed.
- If an error is made by Haringey Council or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to Haringey Council.



## **Rated ‘Excellent’ for use of resources and money management:**

we’ve found efficiency savings of more than £10 million for 2005/06 – with no cuts!

## **Education Services:**

Haringey’s GCSE results have improved by 12.2% compared to a national increase of 3.7% since 1991

## **Your schools in Haringey:**

rated eleventh out of 150 local education authorities in the value added measure (Key Stage 3 to GCSE)

## **Creating Safer Communities:**

2,180 fewer offences in Haringey in 2003/04 – a 5.6% reduction in crime



## Improving Services:

8,200 older people, families and vulnerable people benefiting from 170 support services

## The Antisocial Behaviour Team:

improving the quality of life in Haringey

## Creating a Better Environment:

- an extra 200 km's of street swept compared to 2003
- over 37,000m<sup>2</sup> of graffiti removed
- 1,800 new and replaced streetlights borough wide
- 95% of dumped rubbish cleared within 24 hours of being reported
- 92% of homes can now access recycling compared with 35% the year before

If you would like a translated copy of this **2005 / 06 Council Tax** booklet please tick the box and complete and return the form below.

Albanian

Nëse do të donit një kopje të përkthyer të kësaj broshure Taksa e Këshillit 2005/06, ju lutem shenjoni kutinë ✓ dhe plotësoni dhe ktheni formularin e mëposhtëm.

Arabic

إذا تريد الحصول على نسخة مترجمة من كراس "مصرية للبلدية لعام 2005 / 06" الرجاء التشير على المربع وعلى الاستمارة أدناه واعانتهما.

Bengali

আপনি এই ২০০৫/০৬ কাউন্সিল ট্যাক্স পুস্তিকার একটা কপি পেতে চাইলে দয়া করে এই বক্সে মাগ দিন এবং নিচের এই ফর্মটা পূরণ করে ফেরত পাঠান।

French

Pour obtenir une traduction de ce livret sur les impôts locaux 2005/06 ("Council Tax 2005/06"), cochez la case et remplissez et renvoyez-nous le formulaire ci-dessous.

Greek

Αν θέλετε μεταφρασμένο αντίγραφο αυτού του φυλλαδίου Δημοτικού Φόρου 2005 / 06, παρακαλούμε σημειώστε το τετραγωνίδιο, συμπληρώστε και επιστρέψτε το πιο κάτω έντυπο.

Kurdish

Heke hun qopyeke vê pirtûkoka Baca Belediyê(Council Tax) ya sala 2005/2006 an bi zimanê Kurdî dixwazin, ji kerema xwe qutiye îşaret bikin û forma li jêr tîji bikin û vegezinin me.

Portuguese

Se você gostaria de uma cópia traduzida deste livreto Taxa do Concelho 2005/06 por favor marque o quadradinho e complete e retorne o formulário abaixo.

Romanian

Dacă doriți o copie tradusă a formularului pe 2005/06 intitulat „Council Tax”, vă rugăm bifăți căsuța și completați și returnați formularul de mai jos.

Somali

Haddii aad u baahan tahay lagugu tarjumo luuqadaada qoraalka Council Tax ee sanadka 2005/06, fadlan sax mari sanduukha, soo buuxi foomka kuna soo dir ciwaanka hoos ku qoran.

Turkish

2005 / 06 Belediye Vergisi (Council Tax) ile ilgili bu broşürün tercümesini istiyorsanız, lütfen kutuyu işaretleyin ve aşağıdaki formu doldurup gönderin.

Please tell us if you would like a copy of this leaflet in any of the following formats, and send the form to the freepost address below.

In large print

On disk

On audio tape

In Braille

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Please return to: Haringey Council, Translation and Interpreting Services  
FREEPOST LON18649, London, N22 8BR.**

