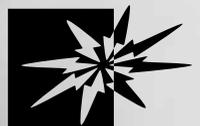


# Council Tax Guide

2013/2014

Haringey Council Tax frozen  
for fourth consecutive year





We're proud to have frozen your council tax for the fourth consecutive year, helping you to keep just a little extra money in your pocket.

The freeze means that since 2010, the average family has saved around £140 against the cost of inflation-rate increases.

Your council tax is vital in helping us to deliver the many services that you and others in Haringey rely on – from day-to-day provision such as recycling, parks, street cleaning and libraries, to services such as the safeguarding of children and adults.

This guide sets out the council's budget for 2013/14, so that you can see where your money will be spent. I'm pleased that we've been able to invest in Haringey's future with an extensive programme of improvements to our town centres. Also this year we've been able to set a budget that demonstrates our ambitions to improve Haringey through investment in our schools and our housing.

This guide also includes information about the Mayor of London's council tax precept, and sources of information on how to pay your bills.

Below, we have set out progress made over the past year against some of the council's key priorities, to give you an idea of how the budget we spent in 2012/13 has made a difference to local people.

**ClIr Claire Kober**  
**Leader of Haringey Council**

## Haringey's progress in 2012/13

Haringey Council identified five key priorities and a number of other important areas of work for 2012/13.

A brief summary of these priorities and progress made over the past 12 months is outlined below.

2013/14 will see new priorities as the council faces fresh challenges to the ways in which it delivers the services that you rely on.

### Delivering regeneration

- The 'Plan for Tottenham' sets out ambitious proposals to transform Tottenham by 2025 – with quality housing; stronger communities; a vibrant arts and culture scene; a welcoming civic heart; wide retail mix; attractive public spaces, and successful businesses.
- Major regeneration projects are already underway in Tottenham and at Haringey Heartlands in the centre of the borough, and plans have been approved for schemes in Hornsey and Crouch End, as well as further projects in Tottenham.
- The Green Lanes Strategy Group, in partnership with the council, has been awarded £1.78million from the Outer London Fund, which will be invested in Harringay town centre

and street scene improvements over the next two years.

## **Working with local businesses to create jobs**

- The Haringey Welcome scheme has helped non-EU residents to integrate into the local community by helping them to transfer overseas qualifications in key skills into a UK equivalent.
- In partnership with the Greater London Authority, a new Enterprise and Employment Centre will open in Tottenham this year to support businesses, create jobs and provide a focal point for volunteering and the community.
- More than 130 local people have been helped into work through our Jobs for Haringey programme, which offers dedicated support with job hunting, applications and interviews together with training and work experience.

## **Tackling housing challenges**

- We've helped more than 400 families to avoid becoming homeless, and the number of households in temporary accommodation has continued to fall.
- We are on target to provide a minimum of 200 new affordable homes this year.

- The north London practical support hub has offered advice and help to those affected by housing benefit reforms – including helping tenants claim benefits; negotiating with creditors to reduce debt repayments, and discussing rents with landlords.

## **Improving school standards and outcomes for young people**

- 71% of our primary schools and 75% of our secondary schools are now judged by Ofsted as good or outstanding, and attainment levels for Early Years, Key Stage 2 and GCSE have improved further.
- Our independent 'Outstanding for All' education commission has put forward a number of key recommendations that we will be putting into an action plan to help give our young people the best possible education.

## **Delivering responsive, high quality services**

- More than 60,000 households have moved to our new recycling arrangements, which allow for all recyclable waste – including food – to be collected weekly. The service has significantly increased recycling in the borough, and further improvements are planned.

- Motorists in Haringey can now pay by phone for Pay and Display parking in Haringey and 10 other London boroughs.
- Online parking services now allow residents to challenge penalty notices online by viewing photographic and CCTV evidence of reported violations.
- The borough's leisure centres at Park Road, Tottenham Green, Broadwater Farm Community Centre and White Hart Lane Community Sports Centre are now being managed by Fusion Lifestyle. The agreement with not-for-profit organisation Fusion will bring a £15 million investment in facilities.

## Community safety

- Personal robbery and residential burglary offences have continued to fall.
- The number of first time entrants to the youth justice system has reduced.
- Our Noel Park Week of Action saw us teaming up with partners in the police and fire brigade to promote community safety and drive down crime in Noel Park.
- Haringey's Hearthstone domestic violence support centre won the 2012 Andy Ludlow Homelessness Award in recognition of the innovative approach it takes to help survivors of domestic abuse.

## Environment

- 15 of our parks and open spaces have retained their Green Flag status.
- The Green Deal demonstration project – a low-carbon loan scheme that offers loans for energy saving measures has been launched.
- More than 1,500 households in some of the borough's poorest wards have been helped with low-cost energy and water saving measures under the Re:New scheme.

## Health, social care and safeguarding

- Our Healthier Haringey strategy has a focus on making sure local children have the healthiest start in life; reducing the gap in life expectancy in the borough, and improving mental health and wellbeing.
- The 2012/13 Haringey annual public health report, "All food and no play... are Haringey's children healthy?" explores ways to tackle childhood obesity and keep children active.
- Teenage pregnancy levels have reduced significantly following focused action to raise awareness, including targeted contraception and advice for teenagers in partnership with Whittington Health.
- The Men's Health scheme, in partnership with Tottenham Hotspur Foundation, is focusing on working with men who are not registered with GPs.

- We have increased health checks for people with learning disabilities.
- The Tobacco Control Alliance – led by Haringey and Enfield Councils – is hoping people to quit smoking and educating adults and children about the dangers of second hand smoke.
- We are on track to meet the government's 70% target for social care clients receiving a personal budget.
- The Reablement team sees carers help people rebuild their confidence, skills and independence following illness or a fall.
- Our successful Tom's Club project offers information and therapeutic support to carers and people with dementia.
- The 2012 Carer of the Year awards honoured four young carers and 29 adult carers.
- We have extended the Metropolitan Care and Repair service, which offers advice on repairs; contacts for reliable builders; help accessing grants; support for burglary victims, and a gardening and handyperson service.
- We continue to work with partners to deal promptly and effectively with safeguarding issues affecting both children and adults, and offer a variety of free training for staff and carers so that they can best support those in need.

## Resident empowerment and social inclusion

- Five community projects were awarded funding from the £1.5m One Borough One Future Fund, launched to support projects that would help tackle inequality across the borough.
- Community events have included Holocaust Memorial Day, International Women's Day and Black History month.
- A range of activities were held across the borough to mark the London 2012 Olympics and Paralympic Games, including a sports festival and party to mark the torch relay coming to Haringey.

# This year's budget

This year, from April 2013 to March 2014, we have budgeted £539.7m for providing council services. The tables and charts in this section analyse this over services and set out the main sources of funding.

## Precepts and Levies

As well as delivering services directly, we contribute to London wide services provided by other organisations through a number of levies. In addition the council collects a precept on behalf of the Greater London Authority (GLA).

This precept helps to pay for the Metropolitan Police, fire brigade and Transport for London.

## Contributions to other organisations

Other Organisation	Amount Paid 2012/13 £'000	Amount Due 2013/14 £'000
Environment Agency	170	149
Lee Valley Regional Park Authority	250	208
London Borough's Grant Scheme	331	280
London Pensions Fund Authority	293	255
North London Waste Authority (NLWA)	6,213	6,452
Total Paid/ Due	7,257	7,344

## Our contributions to the GLA

	12/13 £m	% of Council Tax	13/14 £m	% of Council Tax
Council Tax	26.7	20.6%	19.2	20.4%
Business Rates	N/A	N/A	12.4	20.0%
Total	26.7		31.6	

See pages 23 to 26 for information on services provided by the GLA.

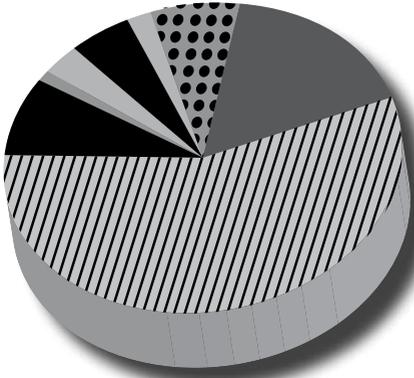
### **Total funding Requirement for Services 2013/14**

	£'000	
Adults and Housing	92,099	17.1%
Children and Young People (incl. Schools)	311,434	57.7%
Place and Sustainability	43,632	8.1%
Public Health	17,811	3.3%
Corporate Resources	24,809	4.6%
Chief Executive's Service	9,870	1.8%
Capital Financing, Inflation and other Non Service Revenue	40,026	7.4%
	<b>539,681</b>	<b>100.0%</b>

### **Total Funding for Council Services 2013/14**

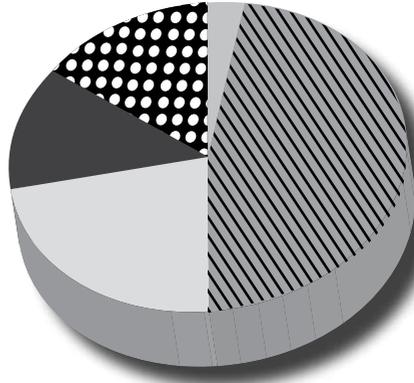
Dedicated Schools Grant (incl. Pupil Premium and Post 16)	251,605	46.6%
Other Government Grant (incl. Formula Grant)	123,962	23.0%
Business Rates (incl. Top Up)	71,287	13.2%
Council Tax	75,240	13.9%
Public Health Grant	17,587	3.3%
	<b>539,681</b>	<b>100.0%</b>

## Total funding requirement for services 2013/14



-  Adults and Housing **17%**
-  Children & Young People (inc. schools) **58%**
-  Place and Sustainability **8%**
-  Public Health **3%**
-  Corporate Resources **5%**
-  Chief Executive's Service **2%**
-  Capital Financing, Inflation and other Non Service Revenue **7%**

## Funding for Council services 2013/14



-  Dedicated Schools Grant (inc. Pupil Premium) **47%**
-  Other Government Grant (inc. Top Up) **23%**
-  Business Rates (inc. Formula Grant) **13%**
-  Council Tax **14%**
-  Public Health Grant **3%**

Total funding requirement for services 2013/14

**£539.681m**

<b>2012/13 £m</b>		<b>2013/14 £m</b>
929.0	Gross expenditure	954.9
(434.3)	Income	(415.2)
<b>494.7</b>	<b>Total Funding Requirement (net expenditure)</b>	<b>539.7</b>
216.3	Dedicated Schools Grant (including Pupil Premium)	251.6
n/a	Business Rates including top up	71.3
141.2	Formula Grant	108.5
n/a	Public Health Grant	17.6
34.2	Other Core/Specific Grants	15.5
<b>103.0</b>	<b>Council Tax Requirement:</b>	<b>75.2</b>
86,979	Number of households in the Borough (Band D equivalent)	63,530
£1,184.32	Band D Council Tax for Haringey	£1,184.32
£306.72	Band D Council Tax for Greater London Authority	£303.00
<b>£1,491.04</b>	<b>Total Band D Council Tax</b>	<b>£1,487.32</b>

# Key budget differences between 2012/13 and 2013/14

The 2013/14 budget reflects fundamental changes to the way that Local Government is funded in comparison to 2012/13. The whole system of grant funding via a formula has been re-designed to allow Local Government to retain a share of local business rates, although central government will still retain 50% of the revenue generated. This change explains the difference in funding between the two years, including the contribution to the GLA. Because of the way that these changes work, together with changes to the Council Tax Benefit Scheme, there is no direct impact on the level of Band 'D' council tax.

Increases in the budget for schools have been driven by there being more pupils, a rise in the level of the Pupil Premium and receipt of additional resources in recognition by the government of the higher area costs faced by our schools following the long running campaign for Fair Funding of Haringey pupils.

The council has also assumed responsibility for Public Health from April 2013 which is supported by a new Public Health Grant.

The 2013/14 budget continues to reflect the need for the council to respond to reductions in the overall level of funding for Local Government; in particular savings in excess of £20m are included as part of the budget package. Despite the funding reductions, the council has frozen its element of the council tax again.

# Council Tax

## What is council tax?

Council tax is a locally set tax that is payable on all domestic properties whether owned or rented. The tax pays for about a fifth of the cost of the services to the borough such as education, libraries and refuse collection. The rest comes from government grants and business rate.

## Who pays council tax?

Council tax is paid by home owners or tenants aged 18 or over. Where there is more than one person aged 18 or over resident in the property, the one nearest the top of the following list will be responsible for paying council tax:

- resident freeholder
- resident leaseholder
- resident tenant
- resident licensee
- any other resident
- the owner, where there are no occupants.

A resident is someone aged 18 years or over who has their only or main home at the property. If two residents meet the same description i.e. joint tenants, they will be jointly and severally liable for payment of the bill. This means that the council can require all or any one of them to pay.

Married couples and those living together as husband and wife or civil partners are jointly liable for payment, whether or not they have an equal interest in the property. You should inform us if your bill does not include your partner's name. For more details visit [www.haringey.gov.uk/counciltax-faqs](http://www.haringey.gov.uk/counciltax-faqs).

## How much do I pay?

The council tax you pay depends on the value of your home as at 1 April 1991, as set by the Government's Valuation Office Agency which is part of HMRC (Her Majesty's Revenue and Customs).

Every home is placed in one of eight valuation bands (A to H). Your bill shows which band your property is in. Your council tax charges are worked out as a percentage of the band D rate, as shown in the table on page 12. The total band D rate is worked out by dividing the money to be raised by council tax (£75.2m) by the number of band D equivalent homes in the borough 63,530. Details can also be viewed at [www.haringey.gov.uk/bands\\_and\\_charges](http://www.haringey.gov.uk/bands_and_charges).

# 2013/14 Council Tax charges by valuation band

## Valuation Band

	Value of Home	GLA	Haringey	Full Council Tax Charge
		£	£	£
<b>A</b>	£40,000 or less	202.00	789.56	991.56
<b>B</b>	£40,000 to £52,000	235.67	921.14	1,156.81
<b>C</b>	£52,001 to £68,000	269.33	1,052.73	1,322.06
<b>D</b>	£68,001 to £88,000	303.00	1,184.32	1,487.32
<b>E</b>	£88,001 to £120,000	370.33	1,447.39	1,817.72
<b>F</b>	£120,001 to £160,000	437.67	1,710.70	2,148.37
<b>G</b>	£160,001 to £320,000	505.00	1,973.87	2,478.87
<b>H</b>	Over £320,000	606.00	2,368.65	2,974.65

## Appealing against your banding

Existing occupiers may need to show that there have been major structural changes, or there are physical changes in the local area that change the sale value.

New occupiers have six months to appeal from the date they receive their first council tax bill - there are some restrictions - if you need more information contact the Valuation Office Agency at the address shown below.

The council cannot deal with banding appeals. If you appeal, the law says you must continue to pay your current bill until the appeal is settled. You may be contacted by companies offering to appeal the banding of your property on a 'no win, no fee' basis. However, if they are successful in reducing your council tax band they receive around 30% of any refund you may be due. We are aware of a company canvassing taxpayers in the area and would advise taxpayers to contact the Listing Officer at The Valuation Office Agency directly at:

**Council Tax South  
Valuation Office Agency  
Second Floor  
1 Francis Grove  
Wimbledon  
London  
SW19 4DT**

Please be aware that if a valid appeal is made and the Valuation Office Agency investigates the band of your property, there are 3 possible outcomes:

- the band of your property is deemed too high and is reduced retrospectively to the date you became liable for council tax
- the band of your property is deemed correct and remains the same
- the band of your property is deemed too low and will be increased.

## Scams

Some households have received telephone calls claiming to be from the Valuation Office Agency or council officials asking for credit card or bank details so that they can refund money to you or take a one off administration fee. The Valuation Office Agency will never ask for your financial details. If you have any doubt about a call from the council tax office please call us directly on 020 8489 1000.

# How to pay council tax

## Paying by direct debit



If you chose to pay by direct debit we will give you a choice of two payment dates, either the 1st or 15th of each month. Just telephone 020 8489 1000 and have your bank account details ready. Alternatively, download a direct debit instruction via [www.haringey.gov.uk/dd](http://www.haringey.gov.uk/dd) or complete the instruction enclosed with your bill. Once set up, payments are taken automatically so you don't have to worry. Your direct debit will continue from year to year so there is no need for you to contact your bank at the beginning and end of your instalment plan.

If you sign up to to pay by direct debit before 30 June 2013 you will automatically be entered into our prize draw and could win £25,000. Existing direct debit payers will be included in the draw.

## Other ways to pay

Council tax is usually paid in ten instalments from April to January if you pay by debit or credit card, over the internet, via the automated telephone service or by cash, cheque or standing order. New rules introduced by the

Government allow taxpayers to pay over twelve months (April to March) if they wish. If you wish to extend your instalment plan for 2013-14 until March 2014 please contact us as soon as possible.

Please complete the online form via [www.haringey.gov.uk/dd](http://www.haringey.gov.uk/dd) before 17 March 2013. Alternatively, telephone 020 8489 1000 before 17 March 2013. If you contact us after 17 March, we will only be able to offer instalments that end in March 2014.

If you do not wish to pay by direct debit we can offer the following payment options:

## Paying by debit or credit card

You can use your debit or credit card to pay your council tax:

- over the internet at [www.haringey.gov.uk/payments](http://www.haringey.gov.uk/payments)
- by telephone using the automated telephone payment service on 0845 070 1414. You will be asked to quote your council tax account number which is shown on the front of your bill.

## Telephone and PC banking

Most banks and building societies offer telephone and online banking. To make a payment contact your bank or building society and quote Haringey's bank account number 43399710, sort

code 20-98-21 and your full council tax account number which is shown on the front of your bill.

## Post office and PayPoint



You can also pay by cash, debit or credit card or by cheque at any post office or by cash at any outlet displaying the PayPoint logo using the barcode on the reverse of your bill. To find your nearest PayPoint outlet visit [www.paypoint.co.uk/](http://www.paypoint.co.uk/) locator. If you have a swipe payment card you can continue to pay by this method however replacement cards will no longer be issued.

If you pay by cash or by cheque through a bank or post office you must allow five working days for the payment to reach your council tax account. Postal payments should be sent to Haringey Council, PO Box 55235, Wood Green, N22 9DF. Please make your cheque payable to Haringey Council and write your council tax account number and the address the payment is for on the reverse of the cheque. Please enclose a stamped addressed envelope if you require a receipt.

Recovery action may be taken against you if payments are not received in accordance with the instalment plan set.

## Help with paying your council tax

There are several ways you may be able to reduce your council tax bill. These include:

- exemptions
- discounts
- disability relief
- council tax reduction.

Full council tax is charged if there are two or more adults aged 18 years or over living in a property. If you are the only adult aged 18 or over in the property we will usually reduce your bill by 25%. This is called the single occupiers discount.

Some other groups of people such as full time students, people who have severe mental health needs and 18 and 19 year olds still at school or who have recently left school are not counted when we work out how many adults there are in a property. So even if there are two or more adults resident you may still be able to get a discount.

For a full list of the discounts available and evidence required visit [www.haringey.gov.uk/housing-ctaxdiscounts](http://www.haringey.gov.uk/housing-ctaxdiscounts). Alternatively, telephone 020 8489 1000 for further information and an application form. You may need to provide evidence to support your application. Without this your application may be refused.

You must continue to pay your council tax bill as demanded until your request has been dealt with. An outstanding request for a discount, exemption, relief or reduction is not grounds for not paying your council tax.

Haringey Council is under a duty to protect the public funds which it administers and from time to time we will check claims for reductions with third party records to make sure that claims are accurate. We may share personal information you have supplied for council tax with other departments, the police and other public bodies if this relates to the prevention of crime, fraud or the collection of taxes.

If your circumstances change during the year this may affect your entitlement to a discount, exemption, relief or reduction. You must notify us of any changes within 21 days of the change to allow the council to independently verify the position. If this does not happen any claim may not be dealt with retrospectively. If we know that your discount, exemption, relief or reduction is due to end we will send you a revised council tax bill nearer the time telling you the revised amount to pay. Failure to notify us without reasonable excuse of any matter that affects your entitlement to a discount, exemption, relief or reduction may result in a financial penalty being imposed.

## Empty properties

With effect from 1 April 2013 the Government has replaced council tax exemptions given to certain types of empty property with a new range of discounts. The level and duration of discount has been determined by Haringey Council.

There is no right of appeal against this relief either within the Council or to any external independent body as this is a matter of council policy which is allowed under council tax regulations.

Properties that are unfurnished may receive a 100% discount for one calendar month from the date the property first became empty. Thereafter the full charge will be payable. The discount does not restart if there is a change of ownership. Properties that have been empty and unfurnished for two or more years will attract an empty homes premium of an additional 50%. Some properties will be exempt from the empty homes premium. For further details visit [www.haringey.gov.uk/housing-ctaxdiscounts](http://www.haringey.gov.uk/housing-ctaxdiscounts)

- Furnished lets that are unoccupied and those properties used as second homes will be charged the full amount of council tax from 1 April 2013.
- Properties undergoing major structural changes or repair may be entitled to a discount of 50% for up to one year.

- Properties owned by charities will receive a 100% discount for up to six months.

Discounts are also available for other types of empty property such as those left empty following the death of the resident or where the resident is receiving long term hospital care or has moved into a care home. For a full list and further information visit [www.haringey.gov.uk/ctaxreductions](http://www.haringey.gov.uk/ctaxreductions).

## People with disabilities

People with disabilities whose homes have been adapted for their use may be entitled to a disabled band reduction. This means that their council tax will be calculated as if their property is one band lower than it would normally be. If you think that you should be receiving this reduction visit [www.haringey.gov.uk/ctaxreductions](http://www.haringey.gov.uk/ctaxreductions) for further details and to download an application form. Alternatively, telephone 020 8489 1000. An officer from the council will visit the property to ensure that the relevant adaptations have been made prior to the reduction being awarded.

## Appeals

You can appeal against certain decisions made by the council, for example if we have refused to grant a discount, exemption or relief and you believe you meet the requirements. In such circumstances you should write to us, heading your

letter 'Council Tax Appeal' and send any supporting documents you believe will support your case. You must also state why you disagree with our decision.

The council tax section will review your case and provide you with a response within two months. If you remain unhappy with the decision you can appeal to the Valuation Tribunal Service within two months of the council's notification of the decision. Their address is

### **Valuation Tribunal Service Second Floor**

**Black Lion House  
45 Whitechapel Road  
London E1 1DU**

**Tel: 020 7426 3939**

**Fax: 020 7247 6598**

**Email: [vtwhitechapel@vto.gsx.gov.uk](mailto:vtwhitechapel@vto.gsx.gov.uk)**

### **If you move**

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

- Just click on [www.haringey.gov.uk/counciltaxhowtoregister](http://www.haringey.gov.uk/counciltaxhowtoregister)
- telephone us on 020 8489 1000 or
- write to us at:  
Revenues, Benefits and Customer Services  
P.O. Box 10505  
Wood Green  
London N22 7WJ
- Email: [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk)

## Empty homes

The council is committed to getting empty homes back into use and uses compulsory purchase and enforced sale if necessary to achieve this. Grants are sometimes available to help with renovation costs on long term empties. For more information email empty.properties@haringey.gov.uk

## Council Tax Reduction

If you are on a low income, or getting income support, employment and support allowance, pension credit or jobseeker's allowance, you may be entitled to council tax reduction. There are two types of reduction: council tax reduction and alternative maximum council tax reduction.

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.

If you are of qualifying pension credit age, and applying for the first time for an award of council tax reduction, you will be protected from the reduction and awarded the maximum level of help depending on your income and savings.

If you are in receipt of specified disability benefits you will be protected from the reduction.

If you or your partner are of working age and have savings of £10,000 or more, you cannot get council tax reduction even if you are in receipt of specified disability benefits.

If your income or savings are too high for council tax reduction, you may be able to get a reduction based on the second adult in the property. This is called alternative maximum council tax reduction. You can claim up to 25% if you are the only person responsible for paying the council tax but share your home with one or more adults who:

- don't pay rent; and
- aren't your husband, wife or partner, and
- have a combined weekly income before tax of less than £239.00
- If you live in a student house but cannot get a student exemption because one or more people who are not students live in the property, and the people who are not students receive income support, job seekers allowance (income based), employment support allowance (income related) or pension credit and nobody pays rent to the taxpayer, you may be entitled to apply for a reduction of up to 100% of the council tax charge.

## For more information on the council tax reduction

Visit

[www.haringey.gov.uk/benefits](http://www.haringey.gov.uk/benefits) or call Customer Services on 020 8489 1000.

You can also visit our Customer Service Centres.

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 council tax reduction is being considered.

## Reporting changes in your circumstances

If you qualify for council tax reduction or alternative maximum council tax reduction, it is your responsibility to inform us of any changes that may affect the amount of money credited to your council tax account. Unreported changes can lead to a reduction being overpaid, which we can ask you to repay.

Things you must tell us about:

- if you or your partner's income or benefits go up or down
- if you, your partner or other household member stop or start working
- if your savings or your family's savings change
- if people whom you live with move in or out
- if you change your address.

- if you are in receipt of pension credit you do not need to tell us about changes in your income as the Pension Service should do this for you.

## Help us root out fraud

If for any reason you have information about someone you think is claiming a council tax discount, exemption, relief or reduction in Haringey that they are not entitled to please contact us immediately by emailing [fraudcall@haringey.gov.uk](mailto:fraudcall@haringey.gov.uk) or by telephone on 020 8489 1000. You do not have to give your own details.

## What happens if I don't pay?

We take late and non-payment very seriously. If you do not pay your instalments on or before the due date you run the risk of falling into arrears and losing the right to pay by instalments. We will take action to recover the amount you owe.

If an instalment is overdue, a reminder notice is issued for the amount of the arrears. If payment of this amount is made within seven days, your instalments can continue. If you can't pay the amount of the arrears within seven days and fail to contact us to make a payment arrangement you will lose the right to pay by instalments and the whole balance on your council tax account is due to be paid in full. Please be aware that a reminder notice is not sent every month.

A maximum of two reminders will be sent to you in any one year. If you do not pay the reminder notice within a further seven days, we will send you a court summons. If it is necessary to issue a summons for late or non payment, you will incur costs of £125.00.

It is important that you contact us as soon as possible on 020 8489 1000 or via [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk) if you are having difficulties in meeting your monthly instalments. We will review your circumstances and advise you how to repay the amount owed. We will also look at ways to reduce the amount payable by way of reductions. If you fail to do so it is likely that recovery action will be taken against you and this will include additional costs.

If it is necessary for us to issue a summons against you for late or non payment, we will apply for a liability order against you. This hearing takes place in a Magistrates' Court. If this happens you must pay the full amount due, plus costs. You will no longer be entitled to pay by instalments.

Once a liability order is granted we can take further recovery action against you such as:

- declare you bankrupt in court (this will mean you won't be able to get a loan, a mortgage or a bank account)
- put a charge on your property and consider forcing sale
- send bailiffs to take away goods to

the value of the money you owe (plus additional costs)

- get your employer to take the money from your earnings
- deduct amount directly from benefit paid to you by the Department for Work and Pensions
- ask the Magistrates' Court to consider sending you to prison.

Please remember that we will take action against those who wilfully withhold or avoid payment of council tax, the results of which can include the loss of your home.

To avoid unnecessary action being taken against you, you must pay your council tax on time. 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.

We can also offer the option to pay by direct debit to people with arrears. Please contact us straight away to arrange this.

- Email: [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk)
- just ring us on 020 8489 1000
- or write to:  
Revenues, Benefits and Customer Services  
P.O. Box 10505  
Wood Green London N22 7WJ

## If you can't pay your council tax?

Lots of people are in debt for all sorts of reasons and the council recognises that 2013/14 is going to be difficult for many households. If your circumstances change, for example if you lose your job, please contact us straight away 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.

## Priority debts

Some debts are more important than others. Council tax and rent arrears are examples of priority debts. The law gives different creditors (the people you owe money to) different ways of getting their money back. With priority debts, some creditors could take your home away (repossession or eviction) or send out bailiffs to take items from your home to sell (called distraint) It is therefore important to sort out your priority debts first.

Don't ignore the problem, it won't go away and the longer you leave it the worse it will get. Contact us straight away.

Confidential debt counselling is available from a Citizens Advice Bureau. There are two in Haringey.

**Tottenham Citizens Advice Bureau**  
**551B High Road**  
**London N17 6FB**

**Turnpike Lane Citizens Advice Bureau**  
**14A Willoughby Road**  
**Hornsey**  
**London N8 0JJ**

For opening times please go to:  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
or phone 0844 826 9715

# How to contact us

We are continually making improvements to our website to make it easier for you to access our services at a time that suits you.

The council website is available 24 hours a day, 7 days a week and is the quickest way to find out how to pay your council tax and download information and application forms about discounts, exemptions, reliefs and reductions.

We aim to do our best to deal with all queries as quickly as possible however, our telephone call centre and customer service centres are very busy and, on occasions you may have to wait for your query to be dealt with.

So before telephoning or writing to us why not use the website to:

- pay your council tax  
**[www.haringey.gov.uk/payments](http://www.haringey.gov.uk/payments)**
- check your account balance  
**[www.haringey.gov.uk/citizensaccount](http://www.haringey.gov.uk/citizensaccount)**
- sign up for direct debit  
**[www.haringey.gov.uk/dd](http://www.haringey.gov.uk/dd)**
- find out about an exemption, discount, exemption, relief or reduction  
**[www.haringey.gov.uk/housing-ctaxdiscounts](http://www.haringey.gov.uk/housing-ctaxdiscounts)**

- notify us of a change of address  
**[www.haringey.gov.uk/counciltaxhowtoregister](http://www.haringey.gov.uk/counciltaxhowtoregister)**

If you would like a copy of this information sent to you by post please contact [counciltax@haringey.gov.uk](mailto:counciltax@haringey.gov.uk) or telephone 020 8489 1000.

# GREATER LONDON AUTHORITY

## Introduction

The Mayor of London, Boris Johnson, is committed to leading a transparent administration. This guide explains how your council tax pays for GLA services. His fifth budget continues to deliver on his promise to reduce council tax and invest in London's infrastructure. For the second year running the Mayor is cutting his part of the council tax. This means it has fallen 20 per cent in real terms since 2008. He is also on course to meet his commitment to reduce it by ten per cent during his second term.

The current economic climate means that the public sector must deliver improved public services with fewer resources. This year's budget has required some tough but necessary choices, including proposals to rationalise the Metropolitan Police and London Fire Brigade estates. These rationalisations will result in equivalent or better public access to the police and will actually increase the number of boroughs that fall within the Fire Brigade's target for response times.

## Council tax and budget information

The Greater London Authority's (GLA) share of the council tax for a typical band D property has been reduced to £303.00. The table below shows how this is allocated. A band D council taxpayer in the City of London, which has its own police force, will pay £86.08.

Council Tax	2011-12	Change	2012-13
MOPC (Police)	228.10	-11.8	216.92
LFEPA (Fire Brigade)	39.54	10.33	49.87
GLA & Olympics	37.11	-3.23	33.88
TfL (Transport)	1.97	0.36	2.33
<b>Total (£)</b>	<b>306.72</b>	<b>-3.72</b>	<b>303.00</b>

## Controlling costs at City Hall (Core GLA)

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly and cut out waste. This is reflected in the £421 million of savings and efficiencies which will be delivered by the GLA family in 2013-14.

These savings have allowed the Mayor to reduce the precept for residents of the 32 London boroughs as well as releasing money to deliver his key priorities over his current Mayoral term. This includes maintaining police officer numbers at around 32,000; investing £300 million for new transport projects to unlock growth and generate jobs; the transformation and reopening of the Queen Elizabeth Olympic Park and venues; the creation of over 200,000 jobs and the delivery of 55,000 affordable homes.

## Mayor's Office for Policing and Crime (Met Police)

The Mayor has set the Metropolitan Police a 20:20:20 challenge to drive down crimes in key categories and boost public confidence by at least 20 per cent by 2016; while delivering 20 per cent savings in its budget.

A new local policing model will see more police in boroughs by redeploying officers to the frontline. This will mean 2,600 more officers in local Safer Neighbourhood Teams compared to October 2011. This new model will make the police more visible and accountable.

The decision to focus on street policing and keeping police officer numbers at or around 32,000 means it will be necessary to sell many of the under-used and outmoded buildings in MOPAC's estate and reform the Metropolitan Police's back office functions. However, the Mayor has promised that an equivalent or better public access will be provided following the rationalisation.

Every London borough will continue to have at least one front counter open 24 hours a day 7 days a week. The Mayor will make it easier and more convenient for Londoners to access the police in new ways while ensuring that more officers are out on the beat where Londoners want to see them.

## Transport for London (TfL)

With London's population forecast to grow by one million in the next decade, the Mayor is investing in making the transport network more reliable. TfL's ten year investment plans will deliver major upgrades and improvements in day to day service reliability to support jobs, economic growth and prosperity. This investment includes:

- delivering a 30 per cent improvement in the Tube's reliability by the end of 2015 and upgrading key stations across the network;
- completing Crossrail which will increase London's rail capacity by ten per cent;
- increasing capacity on London Overground and tackling congestion on Tramlink and the DLR;
- working with London boroughs to protect all existing free and concessionary travel schemes in full, including free 24 hour travel for the over 60s, the disabled and eligible war veterans;
- putting 600 New Bus for London vehicles on the streets as part of a programme to deliver 1,600 hybrid buses by 2016; and
- making cycling safer and improving the safety and quality of London's roads for all users.

## London Fire and Emergency Planning Authority

LFEPA faces a challenging financial situation, with further anticipated savings of almost £35 million needed over the next two years. The Mayor supports improvements to operational efficiency and effectiveness which will not only balance the authority's budget but also protect the London Fire Brigade's response times. The proposals will bring more London boroughs into the target response times, which are amongst the best in the country. A public consultation on LFEPA's Safety Plan for 2013 to 2016 will take place during 2013.

## London Legacy Development Corporation (LLDC)

To ensure that London benefits from a lasting legacy from the Olympics, the Mayor has set up the LLDC to transform the Olympic Park and surrounding area with plans for 7,000 new homes and supporting social developments such as schools and medical facilities.

## Summary of GLA group budget

The tables below give information on the GLA's key funding sources, including council tax and the reasons for the change in overall budget since last year.

How the GLA budget is funded (£m)	2013-14
Gross Expenditure	11,243
Fares, charges and other income	-5,303
Government grants and business rates	-5,108
Net transfer to/from reserves	-53
<b>Amount met by Council Tax payers</b>	<b>779</b>

The change in gross expenditure reflects the impact of the phasing of transport investment and savings within the GLA group.

Changes in spending	£m
2012-13 council tax requirement	935
Inflation	81
Efficiencies and other savings	-421
New investment to improve services	377
Other changes (including income growth)	-193
<b>2013-14 Council Tax requirement</b>	<b>779</b>

## Detailed budget by service area

The table below compares the GLA group's expenditure police, fire and other services (including transport) in 2013-14 with 2012-13. The council tax requirement has fallen as a result of the precept reduction and changes in the funding of council tax benefit.

Find out more about the budget on our website: [www.london.gov.uk](http://www.london.gov.uk) (tel: 020 7983 4000).

Summary of Spending and Income £m	Police (MOPAC)		Fire (LFEPA)		Other Services (including GLA, LLDC and TfL)		GLA Group Total	
	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14
(Figures may not sum exactly due to rounding)								
Gross expenditure	3,624.4	3,269.9	459.7	445.1	6,954.8	7,527.9	11,038.9	11,242.9
Government grants and business rates	-2,599.2	-2,443.0	-273.3	-283.3	-2,166.6	-2,382.2	-5,039.1	-5,108.4
Other income (incl. fares and charges)	-300.1	-297.1	-29.4	-30.1	-4,611.5	-4,975.4	-4,941.0	-5,302.6
<b>Net expenditure</b>	<b>725.1</b>	<b>529.8</b>	<b>157.0</b>	<b>131.7</b>	<b>176.7</b>	<b>170.3</b>	<b>1,058.8</b>	<b>831.8</b>
Change to Level of Reserves	-30.1	27.3	-36.3	-3.3	-57.3	-77.1	-123.7	-53.1
<b>Council Tax requirement (income)</b>	<b>695.0</b>	<b>557.1</b>	<b>120.7</b>	<b>128.4</b>	<b>119.4</b>	<b>93.2</b>	<b>935.1</b>	<b>778.7</b>

