

Council Tax & Business Rates for 2006-2007



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







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Leader's message



Haringey Council provides a vast range of services for local people, from refuse collection, street cleaning and recycling to schools and libraries, parks,

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

Your Council Tax or Business Rates, along with money from the Government, helps pay for these services. This booklet gives information on how much you have to pay, where the money goes, and the benefits available if you have difficulty paying.

In 2005 we again improved our rating in the official Council Performance Assessment carried out by the Audit Commission. Haringey is now officially a three star council improving well. My pledge is that we will continue working to achieve the excellent services you deserve.

Sorting out the environment is a top priority for residents – and that means it's our top priority too. So this year we are continuing our Better Haringey drive for a cleaner, greener, safer borough.

Getting the maximum value for every pound we spend on your behalf is vital too. For 2006 we are making efficiency savings of £6 million – not cuts, but smarter ways of working, which help keep your Council Tax down.

In these ways we are striking a reasonable balance between sensible investment and the level of Council Tax. The increase for the Haringey part of the tax will be 2.5 per cent, lower than in the last four years. Prudent budgeting means planning ahead, and we are working on the basis of the minimum possible increases in 2007 and 2008 as well.

Your Council Tax bill also includes that part of the tax set by the Mayor of London, including money for the 2012



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Olympics. Including that amount, the increase this year amounts to £1.17 a week for a Band D home (of which 65p is a Greater London Authority increase).

Any resident with suggestions or concerns is welcome to drop me an email, to leader@haringey.gov.uk

Charles Adje

Councillor Charles Adje,
Leader, Haringey Council.



What do you get for your money?

Haringey council provides a wide range of services, from under-5's nurseries to home support and residential care for older people.

It's the council that does the basics – emptying the bins, recycling, cleaning the streets, keeping lighting repaired and tackling dumped rubbish, abandoned cars and graffiti.

We oversee local schools, provide social services help for children, families and adults, and housing.

It's the council that you come to if you want planning permission, or to

object to a proposed development, and it's the council which checks takeaways and restaurants, runs trading standards, supports local voluntary groups and works with the police to make Haringey safer.

And we manage the parks, swimming pools, sports centres and libraries.

Improving services for all the community

Improvements in key areas were recognised in December when the council was officially rated as a good



– A 3 out of 4 star council

three star (out of a possible four) council improving well in the annual assessment of local authority performance by local government watchdog the Audit Commission.

This was the second year running that Haringey improved its rating, even though the assessment was made harder this year. The Audit Commission stated that nearly 75 per cent of performance indicators had been maintained or improved.

2005 also saw the council awarded Beacon Council status for its work in

getting closer to communities.

Achievements highlighted included:

- ★ the seven area assemblies and their popular 'making the difference budgets' for local people
- ★ local partnership boards and youth forums
- ★ the new Neighbourhood resource centre at Northumberland Park and the Laurels Healthy Living Centre in Seven Sisters.



Better Haringey

The council's flagship environmental programme has seen an additional £6.5 million invested to clean up your borough in 2005.

Achievements include:

★ **95% of residents have access to recycling services**

- ★ 80% of Haringey schools now recycle
- ★ cleaner streets and less litter
- ★ 50,000 square metres of graffiti removed
- ★ 1,800 streetlights replaced.

The council recycles more than 18% of rubbish compared with 9% in 2004. Recycling rates have trebled in the last two years and new services for kitchen and garden waste have been introduced.



Achieving excellent services

Haringey is now fully “e-enabled”, so you can access all services electronically.

Park Road pool was voted best in London in a capital-wide swimmers’ poll, and all four main parks were awarded “Green Flag” status. New state of the art gyms are opening at Tottenham Green and Park Road.

Libraries have seen the greatest increase in visitor numbers in London. Opening hours have been extended, more internet-enabled PCs have been provided alongside free “wi-fi” internet access in all libraries, and a pioneering “self-service” facility for checking out and returning materials has been introduced.

99% of housing repairs are now completed within the specified timescales.



Building stronger and safer communities

Improvements over the year include:

- ✪ extra funding to tackle anti-social behaviour through the council's Anti-Social Behaviour Action Team
- ✪ more CCTV around the borough
- ✪ **52 “crack houses” closed**
- ✪ “Hearthstone” domestic violence centre helping 1,300 clients
- ✪ car crime reduced by 13 per cent
- ✪ crime committed by young people down by 4.1%



Raising educational achievement

Haringey children are continuing to achieve better results. The percentage of pupils achieving five or more GCSEs grade A*-C improved from 43.1% in 2004 to 47.7% in 2005. The greatest improvement has been seen in the schools in the east of the borough. Good progress has also been made by black and minority ethnic pupils.

The results at Key Stages 1 and 2 in Haringey have been improving and at Key Stage 3 the progress is well ahead of the national figures.

£5.3 million was allocated for extra primary school places in the west, and up to £130 million earmarked to improve secondary schools.



Putting people first

Haringey Social Services was assessed by the Audit Commission in 2005 as an improving service with promising prospects.

Highlights include:

- ★ Learning disabilities partnership helping more than 400 people
- ★ **£5 million investment in improving older people's homes**
- ★ Award-winning night care service enabling 24/7 support for vulnerable clients
- ★ 1,200 elderly or vulnerable residents helped to live at home
- ★ Extra support for carers



This year's budget

This year, from April 2006 to March 2007, we plan to spend £366.5m (net of income) on providing council services. The tables and charts in this section 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. For 2006/07 it also includes the first contribution agreed

with Government towards delivering a successful 2012 Olympics and Paralympics Games in London.

See pages 38 to 41 for information on services provided by the GLA.

Our contributions to the GLA

05/06 £m	% of Council Tax	06/07 £m	% of Council Tax
21.2	19.2	24.2	20.9

The 2006/07 contribution to North London Waste Authority (NLWA) has yet to be finalised as NLWA are not clear if proposed government regulations will be agreed before 1 April 2006 to remove recycling

Contributions to other organisations

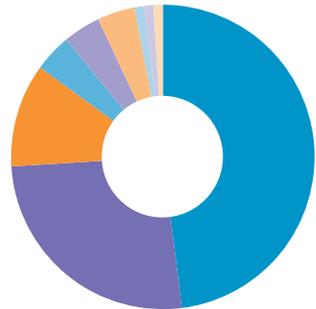
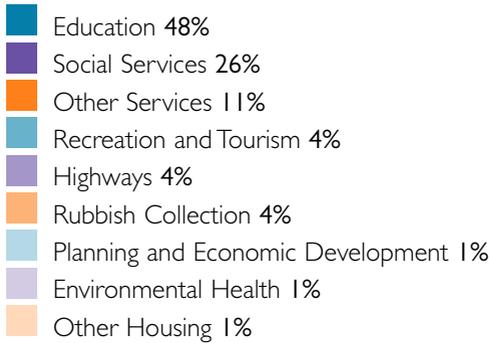
	Amount paid 2005/06 £'000	Amount due 2006/07 £'000
Other organisations		
Environment Agency	154	97
Lee Valley Regional Park Authority	242	249
London Boroughs Grant scheme	805	801
London Pensions Fund Authority	224	228
North London Waste Authority (NLWA)	5,510	4,463
Total paid/due	6,935	5,838



credits. If regulations are not agreed then our contribution will increase and the additional cost will be offset by additional recycling credits.

The total amount of £5.8m to be paid to other organisations represents 1.6% of the total cost of services.

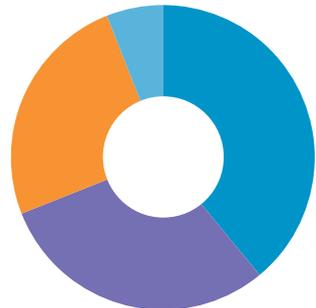
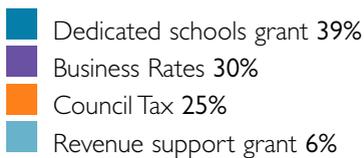
Total spending on Services 2006/07



Total spending on services 2006/07

£367.9m

Council Income for Services 2006/07





05/06 net spending £m	Service	06/07 expenditure £m	06/07 income £m	06/07 net spending £m	% of our net spending
161.4	Education	210.0	(33.3)	176.7	48.0
91.2	Social Services	156.6	(60.9)	95.7	26.0
14.6	Highways	27.9	(12.7)	15.2	4.1
	Housing Revenue				
0	Account (council homes)	103.4	(103.4)	0	0
9.5	Other Housing	273.7	(269.8)	3.9	1.1
	Planning and Economic				
4.6	Development	6.1	(1.5)	4.6	1.3
15.0	Recreation and Tourism	22.6	(6.7)	15.9	4.3
3.9	Environmental Health	6.8	(2.8)	4.0	1.1
11.7	Rubbish Collection	19.2	(6.2)	13.0	3.5
28.9	Other Services	67.0	(28.1)	38.9	10.6
340.8	Spending on Services	893.3	(525.4)	367.9	100
5.1	Use of balances			(1.4)	
	Council Tax				
0	collection fund			0	
345.9	Total cost of services			366.5	
	<i>Income</i>				
(74.9)	Business Rates			(109.1)	
	Revenue Support				
(182.0)	Grant (central			(21.1)	
	government funding)				
0	Dedicated schools grant			(144.6)	
89.0	Amount to be raised from Council Tax			91.7	
	Number of households				
83,314	in the borough			83,739	
	(band D equivalent)				
£1,068.26	Band D Council Tax for Haringey			£1,094.98	Increase 2.5%
£254.62	Band D Council Tax for			£288.61	13.3%
	Greater London Authority				
£1,322.88	Total Band D Council Tax			£1,383.59	4.6%



Key budget differences between 2005/06 and 2006/07

- This year's budget for council services is £20.6m more than 2005/06
- This increase is caused by inflation and other unavoidable cost pressures of £21.2m, investment in priority areas of £6.8m, offset by contributions from balances of £1.4m and efficiency savings of £6m.
- Capital spending (which provides long term economic benefit) for 2006/07 will be £105.2m compared to £81.4m in 2005/06. This will mostly be paid for by grants, surplus assets and borrowing.
- Page 18 gives a breakdown of 2006/07 Council Tax by valuation band.

For more information on budget issues, please either email budgets@haringey.gov.uk or telephone the Budget Team on 020 8489 3726.



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 Council Tax?

Council Tax is paid by home-owners or 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 19 to 23).

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.

Joint Liability

Partners living with you may also be responsible for the full Council Tax. The law has changed and single sex couples are now treated in the same way as opposite sex couples who are married or living together as husband and wife.

This means that from 1 April 2006 a partner is:

- a person you are married to or a person you live with as if you are married to them; or
- a civil partner or person you live with as if you are civil partners

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



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



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 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

You can also call in at one of our Customer Services Centres with your details. The addresses are shown on page 44 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 18.

The total band D rate is worked out by dividing the money to be raised by Council Tax (£91.692 million) by the number of band D equivalent homes in the borough (83,739).

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 below)

- 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

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.



2006/07 Council Tax charges by 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	£192.41	£729.99	£922.40	£92.24	£17.74
B	£40,001 to £52,000	78	£224.47	£851.65	£1,076.12	£107.61	£20.69
C	£52,001 to £68,000	89	£256.54	£973.31	£1,229.85	£122.98	£23.65
D	£68,001 to £88,000	100	£288.61	£1,094.98	£1,383.59	£138.36	£26.61
E	£88,001 to £120,000	122	£352.75	£1,338.30	£1,691.05	£169.10	£32.52
F	£120,001 to £160,000	144	£416.88	£1,581.65	£1,998.53	£199.85	£38.43
G	£160,001 to £320,000	167	£481.02	£1,824.96	£2,305.98	£230.60	£44.35
H	over £320,000	200	£577.22	£2,189.96	£2,767.18	£276.72	£53.21



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
- 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 an application 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 Occupier'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)
- care workers 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 or people on Youth Training Scheme
- diplomats.

If you already receive a discount and the reason no longer applies, you must tell us straight away. Contact details are shown on your bill.

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 may be able to 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 show you if your home has already been treated as exempt.



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

If you already receive an exemption and the reason no longer applies, you must tell us straight away. Contact details are shown on your bill.

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.

There are two types of Council Tax Benefit:

Main Council Tax Benefit and Second Adult Rebate.

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

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

If your income or savings are too high for Main Council Tax Benefit, you may

be able to get a Second Adult Rebate. You can claim up to 25% 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; and
- aren't your husband, wife or partner, and
- have a combined weekly income before tax of less than £204.00

From 1 April 2006, new rules apply if you are a student who is liable to pay Council Tax because you share with one or more adults who are not students. You can now get 100% Second Adult Rebate if, apart from other students, everyone else sharing your home:

- doesn't pay rent, and
- gets Income Support, Pension Credit or income-based Jobseeker's Allowance.

Civil Partners

The Civil Partnership Act came into force on 5 December 2005. Same sex couples are now treated in the same way as opposite sex couples who are



If you are on a low income you may be entitled to Council Tax Benefit



married or living together as husband and wife. This means that some people who previously claimed benefit as a single person will have to reclaim Housing or Council Tax Benefit as part of a couple.

If you and your same sex partner are living together as a couple and receiving either Housing or Council Tax Benefit you must contact us immediately as you may be getting paid too much and may be asked to pay it back.

For more Council Tax Benefit information:

Please call Customer Services on 0845 071 2800. You can also visit our Customer Services Centres. See page 44 for the addresses and opening times.

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.



Business Rates help to pay for the borough's services



Business Rates

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

Business Rates are paid into a national pool and then the Government redistributes it to councils according to the number of people living in the area.

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

Your Business Rates 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 came into effect on 1 April 2005. This means that your property has a rateable value 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. There are two separate multipliers. For properties which qualify for small business rate relief, the multiplier has been set at 42.6p in the pound. For properties which do not qualify, the multiplier has been set at 43.3p in the pound, which includes a supplement to pay for small business rate relief.

Small Business Rate Relief

Small businesses with a rateable value of up to £10,000 may qualify for a reduction from their full rate bill.

In addition, eligible businesses with rateable values between £10,000 and £21,499 (£14,999 outside London) will have their business rates calculated using the small business multiplier.

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 even if you currently receive small business rate relief as you must re-apply each year.

For more information about the scheme, see the section headed 'Government notes on Business Rates' or go to www.mybusinessrates.gov.uk.

Rating Valuation

Rateable values are fixed by the Government's Valuation Office Agency, not the council. Properties are revalued every five years and the last revaluation came 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 or by visiting us at the address shown on your bill.



Appealing against your rating valuation

You can appeal against your rating valuation yourself. It is free and quite straightforward. Beware of companies claiming to be able to get reductions for you, especially if they ask for a fee in advance.

Trading Standards Officers all over the country have received complaints from people who have been victims of rogue valuation companies. The valuation office staff will be happy to check the reputation of any company that approaches you.

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
www.voa.gov.uk

Transitional arrangements

The effect of the 2005 revaluation means that property values changed 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 £21,500

- If the rateable value has increased from 2005, this year's bill will rise by up to 7.5%. It will also include an increase for inflation of 1.026%.
- If the rateable value has reduced from 2005, this year's bill will fall by up to 30%, but will include an increase for inflation of 1.026%.



It's free and quite straight forward to appeal against your rating valuation yourself



Properties with a rateable value of £21,500 or more

- If the rateable value has increased from 2005, this year's bill will rise by up to 17.5%. It will also include an increase for inflation of 1.026%.
- If the rateable value has reduced from 2005, this year's bill will fall by up to 12.5%, but will include an increase for inflation of 1.026%.

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.



Help with paying your Business Rates

There are several ways your Business Rates 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 Rates. 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 on page 26.

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 Rates bill. We may also give:

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

If you want to apply please contact us either by phone on 020 8489 3551, email 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**

If you are having trouble paying your Business Rates, or are falling behind with your payments, please get in touch for advice.



Many people prefer Direct Debit because it is easier and cheaper



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, either the 1st or 15th of each month. If you would like to pay by Direct Debit, please fill in the form on the inside back cover 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.

Please see inside back cover for Direct Debit mandate.

No bank account? Why it could pay you to have one

The Financial Services Authority (FSA) can offer you independent advice on how to open and use a basic bank account. Please call 0845 606 1234 for an information booklet.



Other ways to pay your Council Tax and Business Rates

Instalments are payable each month from April 2006 to January 2007. Payments are normally due on the first day of the month if you pay by cash, cheque, credit or 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 card

You can use your credit or debit card to pay your Council Tax and Business Rates. Payment by credit and debit card can be made by phone, over the internet or in person at the Haringey Payment Service – 247 High Road, Wood Green, London N22 (next to Civic Centre).

Haringey Payment Service opening hours are 8.45am to 5pm Monday to Friday. Late opening Thursday 8.45am to 7pm. Saturday 9.30am to 12.30pm.

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 Rates account.

New Payment Services

Swipe payment card – Council Tax Only

If you have been paying your Council Tax by cash, cheque or standing order, you will be soon be receiving a swipe payment card which you can use to make payment at the Post Office, PayPoint or PAYzone outlets displaying these signs.



You will not be charged for this service. Further details will be sent with your payment card.

Automated Telephone Payment Service

You are now able to make a payment by credit or debit card via the automated telephone payment service. Just phone 0845 070 1414 and select option 1 for Council Tax or option 4 for Business Rates. You will be asked to quote your Council Tax or Business Rates account number.



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

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 straight away.

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



The sooner you get in touch, the more help and advice we will be able to offer



If you can't pay your Council Tax

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.

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

Hornsey Citizens Advice Bureau

Hornsey Town Hall
Broadway
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

To check opening times please phone 0870 126 4030 or go to www.adviceguide.org.uk



Government notes on Business Rates

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

The rateable value of your property is shown on the front of your Business Rates 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 your 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 your bill.

Further information about transitional arrangements and other reliefs may be obtained from Haringey or the website 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 six 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 until 14 August 2006 if the property is occupied and the rateable value is 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 and the Institute of Revenues Rating and Valuation (IRRV – website 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

Introduction

The Mayor of London's sixth budget concentrates on safer stations, safer neighbourhoods and a safer London. There are resources to ensure every neighbourhood in London gets a dedicated beat police team, extra British Transport Police to patrol our overground stations and more fire rescue crews.

The budget also delivers more transport improvements, a package of measures to improve Londoners' environment and quality of life, and support for the delivery of the 2012 Olympic Games and Paralympic Games.

This will cost a two person household in a Band D property an extra **65p** a week; **38p** of this is the financial contribution to support the cost of staging the 2012 Games that has been agreed with the Government.

The overall percentage increase in the GLA precept is **13.3** per cent of which **7.8** per cent is for the 2012 Games financial contribution.

How the budget is funded	£m
Gross Expenditure	9,644
Fares, charges and other income	-3,367
Government grants for specific purposes	-3,241
Government grants and redistributed business rates	-2,108
Paid out of reserves	-96
Amount to be met by council tax payers	832

The £832m raised from council tax represents 9 per cent of total spending and requires a Band D amount of **£288.61**.

Changes in council tax	£	Increase per wk
2005-06 Band D amount	254.62	
2012 Games	20.00	38p
Safer Neighbourhood teams	11.04	21p
Other policing	2.95	6p
2006-07 Band D amount	288.61	65p



2012 Olympic Games and Paralympic Games

Staging the 2012 Games will leave a lasting legacy across the whole of the capital. London will gain hugely in terms of infrastructure, new sporting facilities, business opportunities, tourism, foreign investment and the largest urban park in Europe for 150 years.

The budget includes the first contribution from council tax payers towards the delivery of the 2012 Games. The Band D amount is **£20** and the amount raised in 2006-07 will be £57.7m. It is estimated £550m will be raised from £20 at Band D for nine years and £5 for the final year. To raise £625m, if necessary, this will require £20 at Band D for ten years and £9 for the final year.

For every £1 raised from council tax, £7 comes from other sources including the National Lottery, the International Olympic Committee, business sponsorship and ticket sales.

Transport

In addition to funding for operational improvements to London

Underground, London Buses and Docklands Light Railway, Transport for London will fund key Olympic 'background' schemes which were a major factor in the successful bid.

These include:

- Extension of the East London Line to Dalston, West Croydon and Crystal Palace;
- New Docklands Light Railway links to Woolwich and Stratford International;
- Improved services on the North London Line to provide a higher capacity into Stratford Regional station (the new terminus for the North London Line);
- East London Transit and Greenwich Waterfront Transit.

Changes in spending

The main changes in spending that underpin the budget are shown below/overleaf:

Changes in spending	£m
2005-06 Budget requirement	2,972.6
Safer Neighbourhood teams	48.1
2012 Games	57.7
Inflation	201.5



Efficiency and other savings	-267.5
Existing services and new initiatives (net of grant increases)	12.9
Changes to police & fire pensions and other financing adjustments	-85.6
2006-07 Budget requirement	2,939.7

Policing – Safer Neighbourhoods

Every local community in London will have its own dedicated policing team by the end of April. The new teams will have four officers – a sergeant, a constable and two police community support officers – and will be based in all wards where there is not already a Safer Neighbourhood team.

This means all London’s 625 wards will have these teams two years earlier than the original April 2008 deadline. An extra constable and police community support officer will be added over the next 12 months, bringing each up to the full strength of a Safer Neighbourhood team by April 2007.

Policing – Safer Stations

There is extra funding for an additional 89 British Transport Police officers. These extra officers will be mobile and visible, and will deal with robbery, violent crime and knife crime hotspots at overground stations. The funding will also return to full strength the 670 officers directly responsible to Transport for London who work exclusively on London Underground and the Docklands Light Railway.

£
2005-06 Band D council tax precept
Contribution for Olympics
Increase for 2006-07
2006-07 Band D council tax precept

£m	05-06
Gross expenditure	3,113.9
Specific grants	-222.8
Other income	-380.8
Net expenditure	2,510.3
Use of reserves	-22.0
Budget requirement	2,488.3



Policing – Counter Terrorism

An increase in government grant of £30m for 2006-07 will be fully spent on strengthening the police service's capability to counter the threat of terrorism.

Fire

The budget reflects the continuing modernisation of the fire brigade and continuing improvements to the safety

and security of all Londoners. There is funding for six extra response vehicles to respond to major incidents such as terrorist attacks and other major catastrophic incidents. There are also more resources for action on preventing fires and targeted community safety initiatives.

The Metropolitan Police District does not include the City of London and therefore a Band D council taxpayer in the City will pay £77.79, an increase of £19.45.

MPA	LFEPFA	TfL	LDA	GLA	Collection fund	Total
196.28	44.15	6.99	Nil	8.18	-0.98	254.62
-	-	-	-	20.00	-	20.00
14.54	1.48	-2.83	-	1.14	-0.34	13.99
210.82	45.63	4.16	Nil	29.32	-1.32	288.61

MPA		LFEPFA		TfL		LDA		GLA		Total	
06-07	05-06	06-07	05-06	06-07	05-06	06-07	05-06	06-07	05-06	06-07	06-07
3,267.0	449.4	431.2	5,059.0	5,393.0	392.0	422.5	68.8	130.3	9,083.1	9,644.0	
-425.7	-6.6	-9.6	-2,161.0	-2,383.0	-392.0	-422.5	-2.2	-2.2	-2,784.6	-3,243.0	
-391.6	-34.2	-17.5	-2,807.0	-2,946.0	-	-	-10.6	-10.2	-3,232.6	-3,365.3	
2,449.7	408.6	404.1	91.0	64.0	Nil	Nil	56.0	117.9	3,065.9	3,035.7	
-24.0	-5.2	-24.6	-71.0	-52.0	-	-	4.9	4.6	-93.3	-96.0	
2,425.7	403.4	379.5	20.0	12.0	Nil	Nil	60.9	122.5	2,972.6	2,939.7	

Changes in financial arrangements mean figures for 2005-06 and 2006-07 are not directly comparable. On a like for like basis there is a 3.6 per cent increase in the budget requirement. More information on the budget is available on the GLA website at www.london.gov.uk/gla/budget/ (telephone 020 7983 4000).



Some useful numbers

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

Abandoned vehicle reports

0845 073 6904

Anti-Social Behaviour line

0845 671 1177

Business Rates

020 8489 3551

Council Tax

0845 073 3557

Environmental Health

020 8489 1335

Graffiti reports

0845 073 1979

Homes for Haringey

0800 195 3404 (from April 06)

Housing and Council Tax Benefit

0845 071 2800

Mobile and housebound library service

020 8489 1425

Noise nuisance

020 8348 3148

Older People Services

020 8489 1400

Parking and enforcement

0845 073 6904

Road Repairs

020 8489 1335

Rubbish and recycling

020 8885 7700

Street lighting

0500 236 458

Switchboard

020 8489 0000

Trading standards

020 8489 5134



Complaints and suggestions

Chief Executive's Service

020 8489 2554

The Children's Service

020 8489 3481

Customer Services

020 8489 2056

Environmental Services

020 8489 4505

Finance Services

020 8489 2822

Social Services

020 8489 3398

Emergency

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

Minicomms (for people with hearing and speech problems)

Call Centre

020 8489 2088

Council Tax and Business Rates

020 8489 3818



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 9am to 5pm*

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 –
Wednesdays 9am – 5pm
Thursdays 1pm to 5pm
Fridays 9am – 1pm*

Customer Services Centres are open
Monday to Friday between 8:45am
and 5:00pm

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)

Turkish and Kurdish language interpreters are in the office at these sessions.

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 Rates**

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.

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.

If you would like a translated copy of this **2006 / 07 Council Tax** booklet please tick the box and complete and return the form below.

Albanian

Nëse e doni të përkthyer një kopje të kësaj broshure që ju sqaron për Taksat tuaja të Këshillit 2006/07, ju lutem shënjoni ✓ kutinë, plotësoni dhe ktheni formularin në adresën e mëposhtme me postim falas.

Arabic

إذا كنت ترغب في نسخة مترجمة من هذا الكراس الذي يوضح ضريبة البلدية عليك لسنة 2006/2007، لرجاء وضع علامة على المربع وأملء الاستمارة وأرسلها إلى العنوان الذي لا يتطلب طابعاً بريدياً.

Bengali

আপনার ২০০৬/০৭ সালের কাউন্সিল ট্যাক্সের ব্যাখ্যাসহ এই পুস্তিকার অনুবাদ করা কপি যদি আপনি পেতে চান, তাহলে বাগ্গে টিক্ চিহ্ন দিন এবং এই ফর্ম পূরণ করে নিচে দেওয়া ষ্টীপোস্ট বা কিনা ডাকঘরের ঠিকানায় ফেরত পাঠান।

French

Pour obtenir une traduction de ce livret expliquant vos impôts locaux (Council Tax) 2006/07, veuillez cocher la case et remplir et nous renvoyer ce coupon à l'adresse ci-dessous (inutile de timbrer l'enveloppe).

Greek

Αν θέλετε μεταφρασμένο αντίτυπο αυτού του φυλλαδίου που σας εξηγεί τον Δημοτικό σας Φόρο 2006/07, παρακαλούμε σημειώστε το τετράγωνο, συμπληρώστε και επιστρέψτε το έντυπο στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

Kurdish

Ev pirtûkok Baca Belediyê(Council Tax) ya sala 2006-2007 an îzah dike. Heke hun qopyeke vê bi zimanê xwe dixwazin, ji kerema xwe qutiyê îşaret bikin, formê tijî bikin û vegeftinê adresa li jêr. Pûl hewce nake.

Portuguese

Caso você gostaria de receber uma cópia deste livreto, que explica sobre o imposto do Conselho de 2006/07, traduzido, por favor assinale no quadrado, preencha e envie o formulário para o endereço gratuito que abaixo se encontra.

Romanian

Dacă doriți o copie tradusă a acestui pliant referitor la „Council Tax” 2006/07, vă rugăm bifati caseta, completați și returnați formularul la adresa de mai jos fără timbru poștal.

Somali

Hadaad rabto in luuqadaada lagugu tarjumo nuqul ka mid ah buugyarahan sharaxaad ka bixiinaaya canshuurtaada dawlada hoose ee 2006/07 Council Tax, sax mari sanduukha, soo buuxi foomka kuna soo dir ciwaanka hoose.

Turkish

2006/2007 Belediye Vergisi Bilgilendirme Broşür'ünün kendi dilinize çevrilmiş bir kopyasını istiyorsanız, lütfen gerekli kareyi işaretleyip, aşağıda belirtilen adrese ücretsiz olarak postalayınız.

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: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ



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