



# Council Tax and Business Rates for 2007-2008

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





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*The information contained in this booklet was correct at time of print.*



## What you get for your money

### – a good and improving 3 star council



Haringey Council provides everything from services for under-5s, care for older people, including all the basics – education, emptying the bins, keeping the streets clean, libraries, parks, planning, recreation and a whole range of enforcement services.

Very little happens here that doesn't involve the council, so efficient, effective services are vital for our community. We are working for you, and we aim to provide the excellent services you need and deserve.

Our improvements were recognised in 2006 when local government watchdog the Audit Commission carried out its Corporate Assessment of our work. We are proud to have achieved 3 out of 4, up from the previous 2. This is independent, national recognition that Haringey is a good council, improving well.

Value for money is important too, and in 2006 we scored 3 out of 4 for effective use of resources, using your money efficiently to deliver services.

The following pages highlight some Haringey Council achievements.



"Rapid progress has been made in improving services over the past 5 years"



*Audit Commission  
Corporate Assessment,  
Oct 2006*

## Achieving excellent services



- ◆ Social Services protecting children and supporting families rated 3 out of 4 in major independent review
- ◆ All child protection reviews completed within target timescales
- ◆ Libraries continued to improve, with 1.6 million visits to our libraries in the year to December. Borrowing is up more than any other London borough, and the cutting edge 'Supa-Kiosk' system allows customers to issue and check in books themselves
- ◆ You can now access all council services online through the council website
- ◆ 'On the ground' neighbourhood management service extended boroughwide.



“Outcomes for children and young people have improved significantly..”



*Audit Commission  
Corporate Assessment,  
Oct 2006*

## Raising educational achievement



Haringey children continued to do better at school:

- ◆ GCSE results improved for the fifth year running, with progress in Haringey since 2001 being twice the national average
- ◆ 52% of pupils achieved five A\*–C GCSEs in 2006
- ◆ Northumberland Park Community School saw 66% of students gain five A\*–C GCSEs, better than the national average of 59%, and up from just 18% in 2001
- ◆ GCSE results for ‘looked after’ children improved again, up nine per cent on 2005, and African Caribbean background students improved their results by 20%
- ◆ A Level results in 2006 better than national average for first time
- ◆ New 6th Form Centre constructed and ready for September 2007, and new primary places provided in the west of the borough.



"Action on anti-social behaviour has helped improve the quality of life"



*Audit Commission  
Corporate Assessment,  
Oct 2006*

## Building stronger and safer communities



Crime has fallen faster in Haringey than in most other London boroughs, and the council continues to work closely with local police:

- ◆ 4,300 fewer crimes committed in Haringey than in the previous year
- ◆ Domestic burglaries down 10.5% between 2004/05 and 2005/06
- ◆ Vehicle crime per 1,000 population reduced from 30 in 2002/03 to 22 in 2005/06
- ◆ 85 'crack houses' closed down by police and the council
- ◆ Safer Neighbourhood police teams now working with the council in every ward
- ◆ Anti-Social Behaviour Team tackled 48 anti-social behaviour orders, 71 acceptable behaviour contracts and issued 57 injunctions, with 100% success rate for legal action.



"The Better Haringey programme has been successful in delivering real outcomes"



*Audit Commission  
Corporate Assessment,  
Oct 2006*

## Better Haringey



We have continued to improve our environment through the Better Haringey campaign:

- ◆ Seven Haringey parks won the prestigious Green Flag award for high standards – more than any other London borough
- ◆ Recycling rates up to 22% of waste recycled, more than 20 times the amount recycled five years ago. Doorstep recycling extended to 3,700 Homes for Haringey council homes
- ◆ Recycling schemes set up in all Haringey primary schools
- ◆ New health and fitness facilities at Tottenham Green and Park Road leisure centres, attracting more than a million visits over the year.



"Improvements.. are focused on areas that matter to local people"



*Audit Commission  
Corporate Assessment,  
Oct 2006*

## Putting people first



Haringey continues to care for vulnerable people and tackle disadvantage:

- ◆ 88% of occupational therapy equipment now issued within seven days
- ◆ The Supporting People Service helping more than a thousand vulnerable people to live independently in their own homes rated as a 'good' 2 star service in an independent inspection in October 2006
- ◆ Mental health 684 Centre service short-listed for national excellence in social care award
- ◆ 936 new homes provided in the largest affordable housing programme underway in London
- ◆ Employment opportunities offered to more than 500 local people through the 'Haringey Guarantee' scheme offering work placement and interviews as well as training.





# This year's budget

This year, from April 2007 to March 2008, we plan to spend £384.6m (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 2007/08 it also includes the second

contribution agreed with Government towards delivering a successful 2012 Olympic and Paralympic Games in London.

See pages 99 to 103 for information on services provided by the GLA.

### *Our contributions to the GLA*

06/07 £m	% of Council Tax	07/08 £m	% of Council Tax
24.2	20.9	25.7	21.2

The total amount of £6.2m to be paid to other organisations represents 1.6% of the total cost of services.

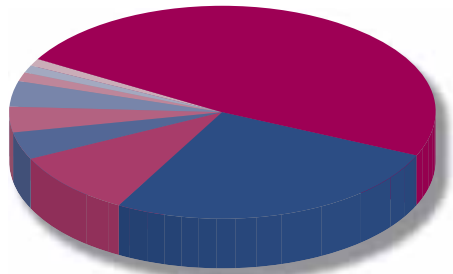
### *Contributions to other organisations*

Other organisations	Amount paid 2006/07 £'000	Amount due 2007/08 £'000
Environment Agency	97	155
Lee Valley Regional Park Authority	249	256
London Boroughs Grant Scheme	801	793
London Pensions Fund Authority	228	252
North London Waste Authority (NLWA)	4,463	4,785
<b>Total paid/due</b>	<b>5,838</b>	<b>6,241</b>



### Total spending on Services 2007/08

- Education 48.5%
- Social Services 26.3%
- Other Services 9.7%
- Recreation and Tourism 4.2%
- Highways 3.9%
- Rubbish Collection 3.7%
- Other Housing 1.6%
- Planning and Economic Development 1.1%
- Environmental Health 1.0%

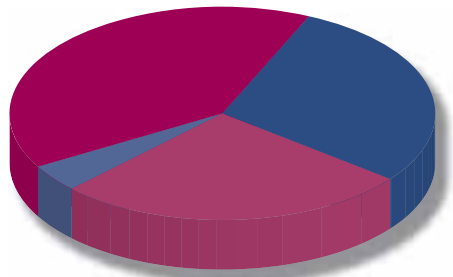


Total spending on services 2007/08

**£384.6m**

### Council Income for Services 2007/08

- Dedicated schools grant 41%
- Business Rates 29%
- Council Tax 25%
- Revenue support grant 5%





06/07 net spending £m	Service	07/08 expenditure £m	07/08 income £m	07/08 net spending £m	% of our net spending
176.7	Education	221.0	(34.4)	186.6	48.5
95.7	Social Services	163.4	(62.4)	101.0	26.3
15.2	Highways	28.2	(13.4)	14.8	3.9
0	Housing Revenue Account (council homes)	103.6	(103.6)	0.0	0.0
3.9	Other Housing	280.8	(274.9)	5.9	1.6
4.6	Planning and Economic Development	5.9	(1.5)	4.4	1.1
15.9	Recreation and Tourism	23.3	(7.1)	16.2	4.2
4.0	Environmental Health	6.9	(2.9)	4.0	1.0
13.0	Rubbish Collection	20.5	(6.2)	14.3	3.7
38.9	Other Services	77.8	(40.4)	37.4	9.7
<b>367.9</b>	<b>Spending on Services</b>	<b>931.4</b>	<b>(546.8)</b>	<b>384.6</b>	<b>100.0</b>
(1.4)	Use of balances			0	0
0	Council Tax collection fund			0	
<b>366.5</b>	<b>Total cost of Services</b>			<b>384.6</b>	
	<i>Income</i>				
(109.1)	Business Rates			(113.5)	
(21.1)	Revenue Support Grant (central government funding)			(19.0)	
(144.6)	Dedicated schools grant			(156.8)	
<b>91.7</b>	<b>Amount to be raised from Council Tax</b>			<b>95.3</b>	
83,739	Number of households in the borough (band D equivalent)			84,468	
<b>£1,094.98</b>	<b>Band D Council Tax for Haringey</b>			<b>£1,127.83</b>	<b>Increase 3.0%</b>
£288.61	Band D Council Tax for Greater London Authority			£303.88	5.3%
<b>£1,383.59</b>	<b>Total Band D Council Tax</b>			<b>£1,431.71</b>	<b>3.5%</b>



## Key budget differences between 2006/07 and 2007/08

- ◆ This year's budget for council services is £18.1m more than 2006/07
- ◆ This increase is caused by inflation and other unavoidable cost pressures of £26m, offset by efficiency savings of £7.9m.
- ◆ Capital spending (which provides long term economic benefit) for 2007/08 will be £96.8m compared to £105.2m in 2006/07. This will mostly be paid for by grants, surplus assets and borrowing.
- ◆ Page 83 gives a breakdown of the 2007/08 Council Tax by valuation band.

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



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



# Council Tax

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

## Who pays 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 84 to 88).

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.

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.



## 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 opposite.

The total band D rate is worked out by dividing the money to be raised by Council Tax (£95.3 million) by the number of band D equivalent homes in the borough (84,468).

### 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](http://www.voa.gov.uk)**

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



## 2007/08 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	£202.59	£751.89	£954.48	£95.45	£18.36
B	£40,001 to £52,000	78	£236.35	£877.20	£1,113.55	£111.36	£21.41
C	£52,001 to £68,000	89	£270.12	£1,002.51	£1,272.63	£127.26	£24.47
D	£68,001 to £88,000	100	£303.88	£1,127.83	£1,431.71	£143.17	£27.53
E	£88,001 to £120,000	122	£371.41	£1,378.35	£1,749.76	£174.98	£33.65
F	£120,001 to £160,000	144	£438.94	£1,629.10	£2,068.04	£206.80	£39.77
G	£160,001 to £320,000	167	£506.47	£1,879.71	£2,386.18	£238.62	£45.89
H	over £320,000	200	£607.76	£2,255.66	£2,863.42	£286.34	£55.07



# 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 a 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.





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



# 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.



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.

### 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, click on [www.haringey.gov.uk/change\\_address](http://www.haringey.gov.uk/change_address) or write to us at:

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

You can also call in at one of our Customer Service Centres with your details. The addresses are shown on page 104 of this booklet.

### 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 £210.00

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 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.



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



## For more Council Tax Benefit information:

Call Customer Services on 0845 071 2800. You can also visit our Customer Service Centres. See page 104 for the addresses and opening times.

Or you can go to [www.haringey.gov.uk/benefits](http://www.haringey.gov.uk/benefits)

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.**

## Reporting changes in your circumstances

If we can pay you Council Tax Benefit, 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 benefit 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.



Business Rates help to pay for the borough's services



# 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 as part of the annual formula grant settlement. The money, together with revenue from Council Tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area.

## Rateable Value

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is normally set by the valuation officers of the Valuation Office Agency (VOA), an agency of the Inland Revenue. It draws up and maintains a full list of all rateable values, available on their website at [www.voa.gov.uk](http://www.voa.gov.uk)

The rateable value of your property is shown on the front of 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, whose contact details are:

### **The Valuation Office Agency**

**Chase House**

**305 Chase Road**

**Southgate**

**London N14 6LZ**

**Tel: 020 8276 2700**

**website [www.voa.gov.uk](http://www.voa.gov.uk)**

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 this bill.

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

### **Unoccupied Property Rating**

Business Rates will not be payable in the first three months that a

property is empty. After this period, empty rate is charged at 50% of the bill that would have been due had the property been occupied. There are a number of exemptions from the empty rate (e.g. industrial properties and listed buildings and small properties with rateable values of less than £2,200). Full details can be obtained from the local authority.

### **Partly Occupied Property Relief**

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion to award relief in respect of the unoccupied part. Full details can be obtained from the local authority.

### **Small Business Rate Relief**

This relief is only available to ratepayers who apply to their local authority and who occupy either:

- (a) one property, or
- (b) one main property and other



additional properties providing those additional properties each have a rateable value of 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, including on 1st April each year.

Ratepayers who satisfy these conditions will have the bill for their single or main property calculated using the lower small business non-domestic rating multiplier rather than the ordinary non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, if the single or main property is shown on the rating list with a rateable value of up to £10,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property

with a rateable value of not more than £5,000.

If an application for relief is granted, provided the ratepayer's circumstances do not change, the application will not need to be renewed until the next revaluation of non-domestic premises, which happens every five years. Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are:

- (a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief; and
- (b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notification of these changes must be given to the local authority within





4 weeks of the day after the day the change happened. If this happens, there will be no interruption to the ratepayer's entitlement to the relief. However, failure to notify the authority within this timeframe will mean the ratepayer ceases to be entitled to the relief with effect from the day that the change happened. If they are still eligible, the ratepayer will be entitled to the relief again with effect from the day that they notify the local authority.

A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria and 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.

### **Hardship Relief**

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

### **Rating advisers**

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be



made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website [www.rics.org.uk](http://www.rics.org.uk) and the Institute of Revenues Rating and Valuation (IRRV – website [www.irrv.org.uk](http://www.irrv.org.uk)) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

If you would like more information about Business Rates please contact us either by phone on 020 8489 3551, email [business.rates@haringey.gov.uk](mailto:business.rates@haringey.gov.uk) or by writing to:

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

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



Many people prefer Direct Debit because it is cheaper and easier



## 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 Page 105 for a 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 normally payable each month from April 2007 to January 2008. Payments are 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 at [www.haringey.gov.uk/epaymentintro](http://www.haringey.gov.uk/epaymentintro) 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, except Thursday when it stays open until 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.

### Other Payment Services

#### Swipe payment card – Council Tax Only

If you currently pay your Council Tax by cash, cheque or standing order you can now pay by swipe payment card. This free to use card will allow you to pay your Council Tax locally where you see one of the signs below.



If you do not have a payment card please contact Customer Services.

#### 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 (one reminder in the case of Business Rates). 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.

Just ring us on 0845 073 3557 (Council Tax) or 020 8489 3551 (Business Rates), or write to:

**Benefits and Local Taxation Division**  
P.O. Box 10505

**Wood Green**  
London N22 7WJ

Email: [council.tax@haringey.gov.uk](mailto:council.tax@haringey.gov.uk)  
or [business.rates@haringey.gov.uk](mailto:business.rates@haringey.gov.uk)

For Council Tax enquiries you can also call in at one of our Customer Service Centres with your details. The addresses are shown on page 104 of this booklet.



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](http://www.adviceguide.org.uk)



# Greater London Authority

## Introduction

The Mayor of London's seventh budget continues to place public safety and policing at its heart, with 27p of the **29p** a week (Band D) council tax increase going towards policing and safety.

Neighbourhood policing is reinforced; there are extra Police Community Support Officers to patrol London Underground and National Rail stations; and there is extra funding for improving fire and rescue capability.

Transport continues to be improved with initiatives to meet demand growth and improve the quality of services for Londoners today while preparing for the demands of the 2012 Olympic and Paralympic Games. Free bus and tram travel will continue to be granted for those aged under 16 and for those under 18 in full time education.

A Band D household will pay £15.27 more for London wide services in 2007-08.

How the budget is funded	£m
Gross Expenditure	10,722
Fares, charges and other income	-3,704
Government grants for specific purposes	-3,528
Government grants and redistributed business rates	-2,177
Paid out of reserves (TfL)	-390
Paid out of reserves (other)	-41
<b>Amount met by council tax payers</b>	<b>882</b>

The £882m raised from council tax represents 8 per cent of total spending and requires a Band D amount of **£303.88**.

Changes in council tax	£	Increase per wk
2006-07 Band D amount	288.61	
Safer Neighbourhood teams	12.78	24p
London Fire & Emergency Planning Authority	1.49	3p
Transport for London	-0.03	
Greater London Authority	0.68	1p
Surplus on Borough Collection Funds	0.35	1p
<b>2007-08 Band D amount</b>	<b>303.88</b>	<b>29p</b>



## Policing – Safer Neighbourhoods

Every local community in London now has a dedicated policing team, with all 630 safer neighbourhood teams in place 18 months early. This has helped deliver a six-year low in crime in the capital. This budget meets the cost of delivering this. Extra visible reassurance and support is provided with funding for another 3 Police Community Support Officers for those teams covering London's most heavily populated wards.

## Policing – Safer Transport

New Safer Transport teams are to be set up – an extra 375 Police Community Support Officers to focus on transport links and communities in 21 outer London boroughs.

## Policing – Counter Terrorism

The budget provides an extra £23m for security policing and a further £15m for dealing with the threat of terrorism.

## Tackling Climate Change

The budget also accelerates the tackling of climate change with a new programme to increase the provision of decentralised energy supply and to enable Londoners to reduce emissions from energy use in their homes.

It also includes a comprehensive programme to fund energy efficient technology in transport and encourage walking and cycling, including setting up a £25m Climate Change Mitigation Fund to support initiatives to reduce carbon emissions and investing an extra £40m in cycling over the next three years.

In 2007-08, £30m will be spent on travel demand management to make further progress in areas such as schools, commuting, car clubs and town centres.





Changes in spending	£m
2006-07 Budget requirement	2,939.7
Inflation	238.9
Efficiency and other savings	-201.2
Existing services and new initiatives (net of grant increases)	420.8
2008 Mayor and Assembly Elections (funded from reserves)	16.0
Change in use of reserves and other financing adjustments	-352.4
<b>2007-08 Budget requirement</b>	<b>3,061.8</b>

- ◆ Continuing expansion of the bus network
- ◆ Extensions and capacity upgrades for the Docklands Light Railway
- ◆ Construction of the East London Line extension stage 1
- ◆ Increases in capacity on London Underground
- ◆ Schemes to provide safe and attractive environments for pedestrians
- ◆ The western extension of the central London congestion charge.

## Transport

Funding will focus on further service improvements to London Overground, London Underground, London Buses and Docklands Light Railway. Key developments are:

- ◆ Transport for London will take responsibility for the Silverlink Metro in 2007
- ◆ Oystercard ticketing on all National Rail stations in London, starting from 2008

## Fire

The main aims of the budget are to continue reducing the number of fires and fire deaths and improve emergency response capability. There is funding for six new Fire Rescue Units to respond to major incidents, building on the experience of the July 2005 bombings. A fleet of new Command Support Units will assist incident commanders and there will be targeted community safety initiatives.



## 2012 Olympic and Paralympic Games

The contribution from council tax payers for the Games delivery remains at the level set last year. The Band D amount is £20 (70 per cent of London taxpayers are Band D or lower). To raise up to £625m this will require £20 at Band D for 8 more years and £9 in the final year. The GLA will also spend £0.7m to realise the wider legacy benefits.

Police and fire service preparations for the Games are to be funded by central government grant.

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.

£

2006-07 Band D council tax precept

Increase for 2007-08

**2007-08 Band D council tax precept**

£m

Gross expenditure

Specific grants

Other income

**Net expenditure**

Use of reserves

**Budget requirement**



MPA	LFEPA	TfL	LDA	GLA	Collection fund	Total
210.82	45.63	4.16	Nil	29.32	-1.32	288.61
12.78	1.49	-0.03	-	0.68	0.35	15.27
<b>223.60</b>	<b>47.12</b>	<b>4.13</b>	<b>Nil</b>	<b>30.00</b>	<b>-0.97</b>	<b>303.88</b>

The Metropolitan Police District does not include the City of London and therefore a Band D council taxpayer in the City will pay £80.28 for LFEPA, TfL and GLA.

MPA		LFEPA		TfL		LDA		GLA		Total	
06-07	07-08	06-07	07-08	06-07	07-08	06-07	07-08	06-07	07-08	06-07	07-08
3,267.0	3,309.9	431.2	443.0	5,393.0	6,397.0	422.5	418.2	130.3	153.7	9,644.0	10,721.8
-425.7	-500.4	-9.6	-9.5	-2,383.0	-2,598.0	-422.5	-418.2	-2.2	-1.5	-3,243.0	-3,527.6
-391.6	-272.8	-17.5	-19.6	-2,946.0	-3,397.0	-	-	-10.2	-14.6	-3,365.3	-3,704.0
<b>2,449.7</b>	<b>2,536.7</b>	<b>404.1</b>	<b>413.9</b>	<b>64.0</b>	<b>402.0</b>	<b>Nil</b>	<b>Nil</b>	<b>117.9</b>	<b>137.6</b>	<b>3,035.7</b>	<b>3,490.2</b>
-24.0	-4.0	-24.6	-22.4	-52.0	-390.0	-	-	4.6	-12.0	-96.0	-428.4
<b>2,425.7</b>	<b>2,532.7</b>	<b>379.5</b>	<b>391.5</b>	<b>12.0</b>	<b>12.0</b>	<b>Nil</b>	<b>Nil</b>	<b>122.5</b>	<b>125.6</b>	<b>2,939.7</b>	<b>3,061.8</b>

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



# 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

*If neither of the above boxes are ticked, payment will be 1st of month*

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

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

To: The Manager Bank/Building Society

Address \_\_\_\_\_

Postcode \_\_\_\_\_

**Names of bank or building society holders**

\_\_\_\_\_

Bank or building society account no.

Branch sort code

**Instructions to your Bank or Building Society**

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

Your signature

\_\_\_\_\_

Date

\_\_\_\_\_

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

Originator's identification no.

9  9  2  3  5  7

This guarantee should be detached and retained by the Payer

**The Direct Debit Guarantee**



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

## Shqip

Për një kopje të Shërbimet e Haringejit nga A – Zh, ju lutem kaloni në faqe 68. Për një kopje të përkthyer të librit të Taksave të Këshillit 2007/08 që ju sqaron se sa dhe si të paguani, ju lutem plotësoni këtë formular dhe dërgojeni atë tek adresa e mëposhtme me postim falas.

## اللغة العربية

للحصول على نسخة خدمات A-Z لبلدية هارينجي، رجاء أرجع لصفحة رقم 68. لنسخة مترجمة لكتاب ضريبة 2007/08 للبلدية والذي توضح قيمة الدفع وكيفية العمل به، رجاء أكمل هذه الإستمارة وأرجعها إلى عنوان البريد المجني freepost في الأسفل.

## বাংলা

হারিংগে কাউন্সিল-এর সর্বস্বত্ব করা বিভিন্ন সেবার A-Z বা বর্ণানুক্রমিক তালিকার কপি পাওয়ার জন্য 68 পৃষ্ঠা দেখুন। কত ট্যাক্স দিতে হবে এবং কিভাবে তা দিতে হবে তার ব্যাখ্যাসহ 2007/08 সালের কাউন্সিল ট্যাক্স বইয়ের অনুবাদ পাওয়ার জন্য, এই ফর্ম পূরণ করুন এবং নিচের ফ্রীপোস্ট বা বিনা ডাকমাণ্ডলের ঠিকানায় সেটা ফেরত পাঠান।

## Français

Pour obtenir un exemplaire de l'A-Z des services du Conseil Municipal de Haringey, veuillez consulter la page 68. Pour obtenir un exemplaire traduit du livret des Impôts Municipaux de 2007/08 qui explique le montant à payer et comment effectuer le paiement, veuillez compléter ce formulaire et le renvoyer à l'adresse au port payé ci-dessous.

## Ελληνικά

Για αντίτυπο του Πλήρους Αλφαριθμητικού Οδηγού Υπηρεσιών του Δήμου Haringey, παρακαλούμε πηγαίνατε στη σελίδα 68. Για μεταφρασμένο αντίτυπο του φυλλαδίου Δημοτικού Φόρου 2007/08, που εξηγεί πώς και πώς θα πληρώσετε, παρακαλούμε συμπληρώστε αυτή τη φόρμα και επιστρέψτε την στην πιο κάτω διευθύνση χωρίς ταχυδρομικά.

## Kurdi Kurmanci

Heke hun kopîyeye xizmetên A-Z ên Şaredariya Haringey bi zimanê xwe dixwazin ji kerema xwe biçin rûpel 68. Ji bo kopîyeye wergerandî ya destpirtûka Baca şaredariyê ya 2007/08an ku îzeh dike ku çiqas û çawa tê dayin, ji kerema xwe vê formê tije bikin û ji navnîşana posta bêpere ya jêrin re bişînin.

## Português

Para uma cópia dos serviços do Concelho de Haringey de A a Z, por favor vá para a página 68. Para uma cópia traduzida do livro sobre Taxa do Concelho 2007/08 explicando quanto pagar e como fazer isso, por favor complete esse formulário e retorne-o para o endereço postal gratuito abaixo.

## Limba Română

Pentru un exemplar din "Serviciile De la A la Z ale Consiliului Haringey" vă rugăm, citiți pagina 68. Pentru o copie tradusă a "Taxei de Consiliu 2007/08" unde găsiți explicații despre cât anume să plătiți și cum, vă rugăm să completați acest formular și să îl trimiteți la adresa gratuită de mai jos.

## Soomaali

Si aad u hesho koobbi ah kawnsalka Haringey adeegyadiisa A-Z, fadlan tag bogga 68. Si aad u hesho koobbi la tarjumay ee buugga cashuurta degmada ee 2007/08 oo kuu sharxaya sida loo bixiyo, fadlan buuxi foomkan oo ku soo celi cinwaanka kharashkiisa boosta la bixiyay ee hoose ku qoran.

## Türkçe

A'dan Z'ye Haringey Belediyesi Servisleri için lütfen 68 sayfa bakınız. Ne kadar ve nasıl Belediye Vergisi ödenmesi gerektiğini açıklayan 2007/08 Belediye Vergisi Kitapçığının çevirisi için lütfen bu formu doldurun ve aşağıdaki "Freepost" adresine geri gönderin.

Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print     On audio tape     In Braille
- In another language, please state: \_\_\_\_\_



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

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

Email: \_\_\_\_\_

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

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.



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Council Tax and Business Rates

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