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# What you get for your money

**Haringey Council continues to perform well and is rated a good, three star authority by the Audit Commission, the government body that assesses councils' performance nationally.**

In its most recent assessment the Audit Commission states: 'Haringey has made good progress in priority areas of children and young people, environmental services and safer and stronger communities'. 'Haringey works well with partners and has achieved clear benefits for the community.' The assessment recognises improvements in GCSE attainment, recycling, securing employment through the Haringey Guarantee Programme and tackling crime including a new drugs service. The assessment also found that Haringey continues to make good use of its resources and to focus on value for money. (Haringey Council Comprehensive Performance Assessment scorecard, February 2007.)

## Progress in achieving the Council's priorities

### Making Haringey one of London's greenest boroughs

- More domestic waste is now being recycled or composted; Over 25 per cent of all waste is now recycled.
- Recycling schemes have been set up in all Haringey primary schools.
- The Council's achievements in improving road safety have resulted in Haringey being named as the 'most improved transport borough' in London by the magazine Transport Times in April 2007. The significant improvements included the introduction of innovative home zones, school travel plans and initiatives to promote cycling and walking in the borough.
- Haringey produced the eleventh lowest level of CO2 emissions per head of population in the country in 2005, and the fourth lowest in London.

### Creating a better Haringey: cleaner, greener and safer

- Haringey streets are cleaner than last year. The percentage of streets with unacceptable levels of litter and detritus has halved in the last year.
- A third fewer people have been killed or seriously injured on Haringey's roads based on provisional annual equivalent

numbers for the period January to September '07, putting us on track to exceed our target for 2007/08.



- Haringey is the joint leading London Borough for Green Flag awards for the quality of its parks, with Finsbury Park the latest to receive a green flag award, bringing the total to eight parks with green flags.
- There was a 0.4 per cent reduction in overall crime with a 20 per cent reduction in personal robbery, equating to 226 fewer robberies in Haringey than in the previous year.

- Haringey's domestic violence service, Hearthstone, is being further extended, providing better facilities for staff and survivors of domestic violence, and a nightline service for emergencies.
- Our latest residents' survey results show an eight per cent reduction in the number of residents citing crime as an area of personal concern.

### Encouraging lifetime well-being, at home, work, play and learning

- GCSE results improved for the sixth year running, with progress in Haringey since 2001 twice the national average, closing this gap from 19 per cent in 2001 to six per cent in 2007. 56.2 per cent of pupils achieved 5 or more A\*– C grades at GCSEs in 2007.
- A new Sixth Form Centre opened in September 2007, and 120 new primary school places have been provided in the west of the borough.
- 1,067 new homes were provided in the largest affordable housing programme underway in London with 46 per cent of new dwellings being affordable. In the last three years Haringey has the best record on new affordable housing in London.
- There were over 2 million visits to our libraries in the period April 2006 to January 2007, with our Wood Green library officially one

## What you get

of the 10 busiest libraries in the country.

- Our new sports, health and fitness facilities at White Hart Lane Community Sports Centre,



Tottenham Green and Park Road leisure centres attracted 1.2 million visits in 2007, up five per cent on the previous year.

- The Bernie Grant arts centre opened in September 2007. The centre, incorporating the listed facade of the old Tottenham baths

and a spectacular new performance space, will champion new work, produce and host music, dance, comedy, multi-media and theatre events and offer accredited education and training courses.

### Promoting independent living while supporting adults and children when needed

- GCSE results for looked after children have improved dramatically; 27.5 per cent of pupils achieved at least five A\*-Cs in 2007 compared with 21 per cent in 2006, 44 per cent of those leaving care achieved at least one GCSE A\*-G.
- 97 per cent of occupational therapy equipment was issued within seven days.
- 151.5 adults and older people per 100,000 population received a direct payment to allow them to purchase their social care services. This exceeded our 2007/08 target and puts Haringey in the top performance banding.
- The Haringey Guarantee scheme is tackling unemployment in the borough. The £1 million scheme works with local businesses and organisations making a pledge to guarantee job interviews to residents who have received appropriate training. The scheme aims to help 275 residents gain employment each year.

### Delivering excellent, customer focused, cost effective services

- The Council ran a Summer University from July to the beginning of September 2007. 2,342 sessions were attended by children and young people, participating in a range of activities in different venues.
- Haringey Council was one of the founding members of an innovative Insurance Mutual Company to obtain a better deal from insurance for councils in London and delivering savings for the Council.
- The Council successfully introduced the WOW awards scheme for customers to nominate staff for excellent service, attracting more than a thousand nominations in a year. Haringey is the first public sector body in the country to participate in this scheme.
- Our latest residents' survey shows 70 per cent of residents believe that the Council is doing a good job, above average for London, and 42 per cent feel that the Council is providing value for money, up eight per cent on 2006.

## This year's budget

**This year, from April 2008 to March 2009, we plan to spend £399.6m (net of income) on providing council services. The tables and charts in this section show how this spend is allocated.**

### 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. It also includes the third contribution agreed with Government towards delivering a successful 2012 Olympic and Paralympic Games in London.

#### *Our contributions to the GLA*

07/08 £m	% of Council Tax	08/09 £m	% of Council Tax
25.7	21.2	26.4	21.1

See pages 106 to 109 for information on services provided by the GLA.

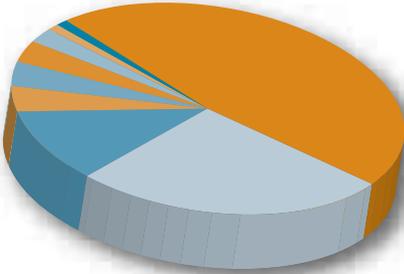
*Contributions to other organisations*

<b>Other organisations</b>	<b>Amount paid 2007/08 £'000</b>	<b>Amount due 2008/09 £'000</b>
Environment Agency	155	172
Lee Valley Regional Park Authority	256	260
London Boroughs Grant Scheme	793	791
London Pensions Fund Authority	252	358
North London Waste Authority (NLWA)	4,785	5,462
<b>Total paid/due</b>	<b>6,241</b>	<b>7,043</b>

The total amount of £7m to be paid to other organisations represents 1.8% of the total cost of services.



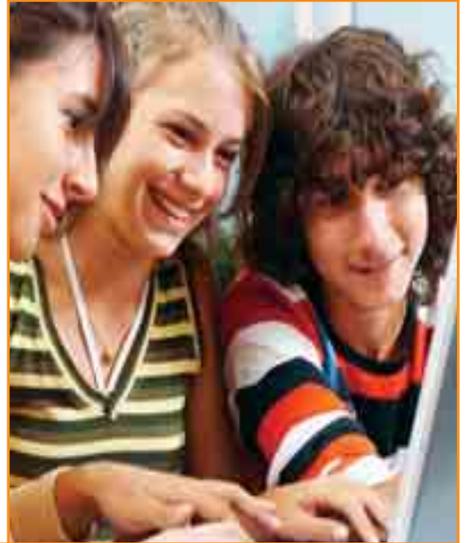
### Total spending on services 2008/09



- Education 47.2%
- Social Services 26.4%
- Other Services 10%
- Recreation and Tourism 4.2%
- Refuse Collection 3.9%
- Highways 3.6%
- Other Housing 2.7%
- Planning and Economic Development 1.0%
- Environmental Health 1.0%

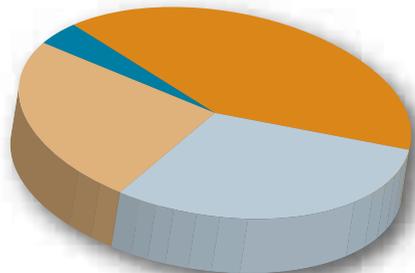
Total spending on services 2008/09

**£404m**



### Council income for services 2008/09

- Dedicated Schools Grant 40%
- Business Rates 31%
- Council Tax 25%
- Revenue Support Grant 4%



## This year's budget

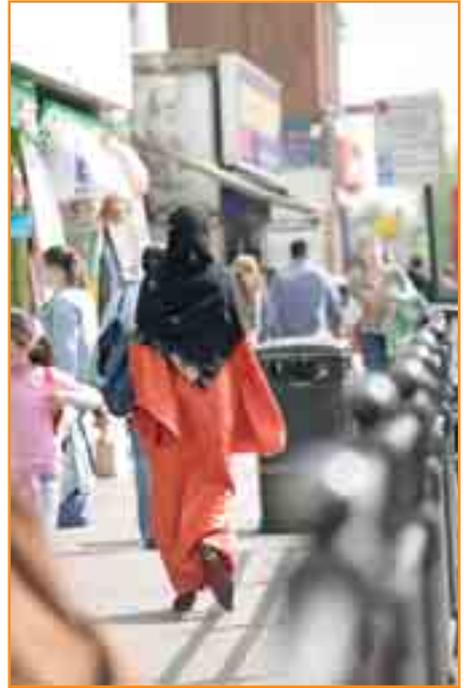
07/08 net spending £m	Service	08/09 expenditure £m	08/09 income £m	08/09 net spending £m	% of our net spending
186.6	Education	225.0	(34.3)	190.7	47.2
101.0	Social Services	168.2	(61.6)	106.6	26.4
14.8	Highways	28.4	(13.7)	14.7	3.6
5.9	Other Housing	280.9	(270.0)	10.9	2.7
4.4	Planning and Economic Development	5.7	(1.8)	3.9	1.0
16.2	Recreation and Tourism	24.7	(7.7)	17.0	4.2
4.0	Environmental Health	7.0	(3.1)	3.9	1.0
14.3	Refuse Collection	22.2	(6.5)	15.7	3.9
37.4	Other Services	87.0	(46.4)	40.6	10.0
<b>384.6</b>	<b>Spending on Services</b>	<b>849.1</b>	<b>(445.1)</b>	<b>404.0</b>	<b>100.0</b>
0	Use of balances			(4.4)	
0	Council Tax collection fund			0	
<b>384.6</b>	<b>Total cost of Services</b>			<b>399.6</b>	
	<b>Income</b>				
(113.5)	Business Rates			(123.0)	
	Revenue Support Grant (central government funding)			(17.2)	
(19.0)	Dedicated schools grant			(160.6)	
(156.8)					
<b>95.3</b>	<b>Amount to be raised from Council Tax</b>			<b>98.8</b>	
84,468	Number of households in the borough (band D equivalent)			85,056	
<b>1,127.83</b>	<b>Band D Council Tax for Haringey</b>			<b>1,161.66</b>	<b>Increase 3.0</b>
303.88	Band D Council Tax for Greater London Authority			309.82	2.0
<b>1,431.71</b>	<b>Total Band D Council Tax</b>			<b>1,471.48</b>	<b>2.8</b>

**Note:** The Housing Revenue Account (council homes) has budgeted to breakeven in 2007/08 and to make a small surplus of £0.5m in 2008/09

## Key budget differences between 2007/08 and 2008/09

- This year's budget for council services is £15m more than 2007/08.
- This increase is caused by inflation and other unavoidable cost pressures of £33.9m, offset by savings of £14.5m and contributions from balances of £4.4m.
- Capital spending (which provides long term economic benefit) for 2008/09 will be £146.4m compared to £98.1m in 2007/08. This will mostly be paid for by grants, surplus assets and borrowing.
- Page 93 gives a breakdown of the 2008/09 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.



## What is 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

## Council Tax

living in a property. However, we offer reduced Council Tax in many cases (see pages 94 to 97).

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 on page 93.

The total band D rate is worked out by dividing the money to be raised by Council Tax £98.8m by the number of band D equivalent homes in the borough 85,056.

## 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.



### Check your account on line

You can now check your Council Tax Account details on the Haringey website. For further information or to register, please visit our website at: <https://statement.secure.haringey.gov.uk/>

# 2008/09 Council Tax charges by valuation band

Valuation Band							
	Value of Home	% of Band D Home	GLA	Haringey	Full Council Tax Charge	10 Monthly Instalments	Weekly Charge
<b>A</b>	£40,000 or less	67	£206.55	£774.45	£981.00	£98.10	£18.87
<b>B</b>	£40,001 to £52,000	78	£240.97	£903.52	£1,144.49	£114.45	£22.01
<b>C</b>	£52,001 to £68,000	89	£275.40	£1,032.59	£1,307.99	£130.80	£25.15
<b>D</b>	£68,001 to £88,000	100	£309.82	£1,161.66	£1,471.48	£147.15	£28.30
<b>E</b>	£88,001 to £120,000	122	£378.67	£1,419.70	£1,798.37	£179.84	£34.58
<b>F</b>	£120,001 to £160,000	144	£447.52	£1,677.97	£2,125.49	£212.55	£40.87
<b>G</b>	£160,001 to £320,000	167	£516.37	£1,936.10	£2,452.47	£245.25	£47.16
<b>H</b>	over £320,000	200	£619.64	£2,323.33	£2,942.97	£294.30	£56.60

# 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.** This authority is under a duty to protect the public funds which it administers, and to this end may use information held about you for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

## 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.

**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 110 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 £220.00.

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.

### **For more Council Tax Benefit information:**

Call Customer Services on 0845 071 2800. You can also visit our Customer Service Centres. See page 110 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

**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 set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. 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 circumstances change. 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 the grounds on which appeals may be made and the process for doing so 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**  
**Phone: 020 8276 2700**  
**[www.voa.gov.uk](http://www.voa.gov.uk)**

### 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. 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, except in the City of London where special arrangements apply, according to formulae set by legislation. The multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of a revaluation, the multipliers are 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](http://www.mybusinessrates.gov.uk).

### Unoccupied Property Rating

Business Rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period, rates are payable in full unless the unoccupied property rate has been reduced by the

Government by order. In most cases, the unoccupied property rate is zero for properties owned by charities and Community Amateur Sports Clubs. In addition, there are a number of exemptions from the empty property rate. Full details on exemptions can be obtained from the local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

### 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 in certain cases 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 in London on 1st April in the financial year in question, on the day for which relief is being sought, and each intervening day. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

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. 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](http://www.rics.org)) and the Institute of Revenues Rating and Valuation (IRRV – website [www.irrv.org](http://www.irrv.org)) 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**

### Check your account on line

You can now check your Business Rate Account details on the Haringey website. For further information or to register, please visit our website at: <https://statement.secure.haringey.gov.uk/>

**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.**

## 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 111 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.

## A new way to check your account

We are pleased to offer a new way of checking your Council Tax or Business Rate account details using the internet. You can look at your account at a time that suits you, 24 hours a day, 365 days a year. We update your account details every night so the information is always up to date and accurate.



If you register for this service you will be able to view a full statement of your account from 1 April 2007 onwards. This will show details of all payments, any discount, exemption, relief, council tax benefit, as well as your current instalment plan if you have one. You will also help Haringey become a greener borough by helping us reduce the amount of paper we send out.

If you would like to sign up to this service you need to register.

Please visit:

<https://statement.secure.haringey.gov.uk/>

## Other ways to pay

Instalments are normally payable each month from April 2008 to January 2009. 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 8HF** (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?

**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

## What happens if I don't pay?

- 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 110 of this booklet.

## 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  
The 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's 2008-09 budget builds on the previous seven budgets, improving London's policing, transport and fire services. This year's budget also provides sustained investment to improve the capital's environment and tackle climate change.

Efficiencies and other savings of £270 million have helped the Mayor to restrict the increase in the council tax precept to 2% or **11p** per week for a band D property, below the rate of inflation.

The budget includes a further planned increase of 1,000 police officers in 2008-09. This is in addition to the 10,000 increase in uniformed officers since 2001.

Changes in council tax	£	Increase per wk
2007-08 Band D amount	303.88	
Metropolitan Police Authority	3.42	7p
London Fire & Emergency Planning Authority	3.34	6p
Greater London Authority	0.15	-
Transport for London	-0.04	-
Surplus on Borough Collection Funds	-0.93	-2p
<b>2008-09 Band D amount</b>	<b>309.82</b>	<b>11p</b>

The Mayor's responsibilities have been extended to include housing, adult skills, planning, waste, culture and sport, health, sustainable

How the budget is funded	£m
Gross Expenditure	11,346
Fares, charges and other income	-3,901
Government grants for specific purposes	-3,661
Government grants and redistributed business rates	-2,235
Paid out of reserves (TfL)	-613
Paid out of reserves (other)	-22
Surplus in the council tax collection fund	-6
<b>Amount met by council tax payers</b>	<b>908</b>

development, energy and climate change. The GLA is also now responsible for the Museum of London, for which additional funding will be received.

## Policing

Recorded crime has fallen for five consecutive years and the budget proposals include a net £3.9 million to develop borough partnerships in two-year deals to provide an extra 320 police officers to tackle specific community issues. There is an extra

£2 million for 20 officer posts to provide more proactive resources in combating the increasingly harmful gun and gang culture and an additional £5 million to continue the roll-out of Integrated Borough Operations to provide important local information and intelligence to help deliver the best response to incidents and ensure public and officer safety.

## Transport

2008 sees the beginning of the Low Emission Zone, which introduces improved emission control standards for all HGVs, coaches, taxis and buses entering the zone.

Other priorities for 2008-09 are:

- Victoria line being upgraded – a process that will end with new trains in 2009;
- all District line trains refurbished by 2009;
- DLR scheduled to introduce 55 new railcars from 2008;
- £30 million for Travel Demand Management;
- improvement programme for London Overground;
- charges on Dial-A-Ride services scrapped;
- 20% more investment in walking and cycling;
- financial incentives to boroughs to implement 20 mph zones.

Changes in spending	£m
2007-08 Budget requirement	3,061.8
Inflation	222.3
Efficiency and other savings	-270.3
Existing services and new initiatives (net of grant increases)	678.4
2008 Mayor and Assembly Elections (funded from reserves)	-11.1
Planned movements in reserves, working capital and borrowings	-532.5
<b>2008-09 Budget requirement</b>	<b>3,148.6</b>

## Fire

LFEPA has achieved significant fire reduction improvements through the “prevention is better than cure” strategy. Highlights of recent performance include reductions in the number of fires, fire deaths and injuries; an increase in community safety activity and a continued fall in the number of hoax calls.

The budget for LFEPA in 2008-09 has been developed to build on these achievements and to support the aim of making London a safer city, with resilience an integral part of the budget. In addition to this the budget will support LFEPA in promoting sustainable development and in maximising the impact the Fire

Authority can have on reducing pollution and harmful emissions.

### Olympics

The amount to be raised through the council tax precept for the 2012 Olympic and Paralympic Games remains at 38p per week for a band D household – the same as for each of the past two years. To raise £625 million will require £20 at band D for 7 more years and £9 in the final year, 2016-17.

Transport schemes for the Olympics are being designed to leave a lasting legacy, underpinning the regeneration of East London and providing the infrastructure to support 40,000 new homes for Londoners.

Security, safety and resilience arrangements for the 2012 Olympic and Paralympic Games are being co-ordinated by the Metropolitan Police. The costs of this and the dedicated project team at LFEPA will be met by Government.

### London Youth Offer

A £79 million fund has been set up, with £20 million of the funding provided by the LDA. The purpose of the Mayor’s Youth Offer is to help provide more places to go and things to do for young Londoners; provide more support for parents; and give

young people new opportunities to gain new skills and raise their aspirations.

### Climate Change

The Mayor’s Climate Change Action Plan, published in 2007, sets the framework for the GLA group to reduce carbon emissions up to 2025,

<b>£</b>
<b>2007-08 Band D council tax precept</b>
Increase for 2008-09
<b>2008-09 Band D council tax precept</b>

<b>£m</b>
Gross expenditure
Specific grants
Other income
<b>Net expenditure</b>
Reserves
<b>Budget requirement</b>

through measures to reduce non-renewable energy consumption, minimise waste and increase recycling, and promote water efficiency.

In 2008 the Mayor will continue to take a leading role in the Large Cities Climate Change group.

The LDA has committed £35 million over three years for the delivery of the Climate Change Action Plan programmes and will expand on the existing Green Homes programme. A further £18 million over three years has been committed for the delivery of new waste and recycling facilities.

MPA	LFEPA	TfL	LDA	GLA	Collection fund	Total
<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>
3.42	3.34	-0.04	-	0.15	-0.93	5.94
<b>227.02</b>	<b>50.46</b>	<b>4.09</b>	<b>Nil</b>	<b>30.15</b>	<b>-1.90</b>	<b>309.82</b>

*The Metropolitan Police District does not include the City of London and therefore a Band D council taxpayer in the City will pay £82.80 for LFEPA, TfL and GLA.*

MPA		LFEPA		TfL		LDA		GLA		Total	
07-08	08-09	07-08	08-09	07-08	08-09	07-08	08-09	07-08	08-09	07-08	08-09
3,309.9	3,510.8	443.0	453.4	6,397.0	6,821.0	418.2	406.7	153.7	153.7	10,721.8	11,345.6
-500.4	-613.6	-9.5	-8.3	-2,598.0	-2,649.0	-418.2	-389.7	-1.5	-0.6	-3,527.6	-3,661.2
-272.8	-302.2	-19.6	-19.8	-3,397.0	-3,547.0	-	-17.0	-14.6	-15.3	-3,704.0	-3,901.3
<b>2,536.7</b>	<b>2,595.0</b>	<b>413.9</b>	<b>425.3</b>	<b>402.0</b>	<b>625.0</b>	<b>-</b>	<b>-</b>	<b>137.6</b>	<b>137.8</b>	<b>3,490.2</b>	<b>3,783.1</b>
-4.0	-	-22.4	-20.2	-390.0	-613.0	-	-	-12.0	-1.3	-428.4	-634.5
<b>2,532.7</b>	<b>2,595.0</b>	<b>391.5</b>	<b>405.1</b>	<b>12.0</b>	<b>12.0</b>	<b>Nil</b>	<b>Nil</b>	<b>125.6</b>	<b>136.5</b>	<b>3,061.8</b>	<b>3,148.6</b>

*More information on the budget is available on the GLA website at [www.london.gov.uk](http://www.london.gov.uk) (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*

Turkish and Kurdish language interpreters are in the office at these sessions. No appointments are necessary.

**Customer Services Centres are open Monday to Friday between 08:45 and 17:00**

## 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)

# 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 80. Për një kopje të përkthyer të librit të Taksave të Këshillit 2008/09 që ju sqaron se sa dhe si të paguani, ju lutem plotësoni këtë formular dhe dërgojeni atë tek adresi e mëposhtme me postim falas.

## اللغة العربية

للحصول على نسخة خدمات A-Z لبلدية هارينجي، رجاءً أرجع لصفحة رقم 80، لنسخة مترجمة لكتاب ضريبة 2008/09 للبلدية والذي يوضح قيمة الدفع وكيفية العمل به، رجاءً أكمل هذه الإستمارة وأرجعها إلى عنوان البريد المجني freepost في الأسفل.

## বাংলা

হ্যারিংগে কাউন্সিল-এর সরবরাহ করা বিভিন্ন সেবার A-Z বা বর্ণানুক্রমিক তালিকার কপি পাওয়ার জন্য 80 পৃষ্ঠা দেখুন। কত ট্যাক্স দিতে হবে এবং কিভাবে তা দিতে হবে তার ব্যাখ্যাসহ 2008/09 সালের কাউন্সিল ট্যাক্স বইএর 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 80. Pour obtenir un exemplaire traduit du livret des Impôts Municipaux de 2008/09 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 πηγαίστε στη σελίδα 80. Για μεταφρασμένο αντίτυπο του φυλλαδίου Δημοτικού Φόρου 2008/09, που εξηγεί πόσα και πώς θα πληρώσετε, παρακαλούμε συμπληρώστε αυτή τη φόρμα και επιστρέψτε τη στην πιο κάτω διεύθυνση χωρίς ταχυδρομικά.

## Kurdî Kurmancî

Heke hun kopîyeye xizmetên A-Z ên Şaredariya Haringey bi zimanê xwe dixwazin, ji kerema xwe biçin rûpel 80. Ji bo kopîyeye wergerandî ya destpirtûka Baca şaredariyê ya 2008/09an ku îzeh dike ku çiqas û çawa tê dayin, ji kerema xwe vê formê tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin.

## Polski

Spis usług A-Z w Haringey jest na stronie 80. Aby uzyskać polską wersję informatora 2008/09 Council Tax and Business Rates, który wyjaśnia, ile wynosi i jak płacić podatek lokalny dla ludności i firm za rok 2008/09, wypełnij formularz i wyślij go adres poniżej, bez opłaty pocztowej.

## Português

Para uma cópia dos serviços do Concelho de Haringey de A a Z, por favor vá para a página 80. Para uma cópia traduzida do livro sobre Taxa do Concelho 2008/09 explicando quanto pagar e como fazer isso, por favor complete esse formulário e retorne-o para o endereço postal gratuito abaixo.

## Soomaali

Si aad u hesho koobbi ah kawnsalka Haringey adeegyadiisa A-Z, fadlan tag bogga 80. Si aad u hesho koobbi la tarjumay ee buugga cashuurta degmada ee 2008/09 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 80 sayfa bakınız. Ne kadar ve nasıl Belediye Vergisi ödenmesi gerektiğini açıklayan 2008/09 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.

Council Tax and Business Rates 2008/09



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