

# Your council tax

## guide 2011/2012

Includes information from:

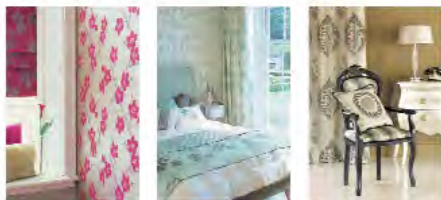
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# Venues

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**Bourne Hall**, a unique building in the heart of Ewell village set in its own stunning grounds, is perfect for weddings, parties, meetings, conferences, festivals and fairs.

**Ewell Court House**, a beautiful and historic Grade II listed mansion house set within beautiful parklands, is available for weddings, parties, meetings and community hire.

**The Ebbisham Centre**, a modern and distinctive building in the heart of Epsom town centre, houses several rooms for corporate meeting use and community activities.



All three venues also house libraries and cafes and offer a range of health, exercise, artistic, performance and learning activities.

Drop in for a visit at **Bourne Hall Museum**, which houses a display of over 5000 artefacts detailing Epsom & Ewell's fascinating history. Free entry all year round.

Don't miss a performance at **The Epsom Playhouse**, a thriving local theatre offering a fantastic combination of

professional and community events.

**The Wells and Longmead Social Centres** for the over 50's, offer a chance to socialise in a friendly cafe style setting with a great range of food and a wide variety of events, activities and classes.

For more information please visit [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk), telephone **01372 732000**, text **07950 080202** or email [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk).

# Value for money from your Council Tax

Dear Resident

## Responding to Public Sector funding cuts

Over the next two years the Borough Council will lose £920,000 in government grant due to public sector spending cuts. Government grant has been cut by 16% for 2011/12 alone. We are obviously disappointed about the high level of grant cuts directed at Councils in Surrey, especially as we know how much you value the local environmental, community and leisure services that the Council provides. We do however, recognise that local government has an essential role to play in the re-balancing of public finances by reducing costs.

The Council made some difficult service decisions in 2010 but was also able to significantly increase the level of efficiency savings. This has meant that although we did need to use reserves, this was at a level that could be managed within our financial plans.

In 2011 the Council will bring down its operating costs by £<sup>3</sup>/<sub>4</sub> million by reducing staffing and overheads. As a result no further service reductions will be made this year. I am also pleased that the Council will take advantage of the special funding offered and, despite central government cuts, we will not increase council tax in 2011/12.

The Council has agreed to reduce its budget by 10% from April 2011. The Council's strategy is to make the maximum operating savings possible in the 2011/12 budget and then to take stock of the Government's future funding proposals and how they can best be delivered.

The Council will be consulting with residents later this year on what the Borough Council's priorities should be going forward and we will prepare a new Corporate Plan later in the year. This will guide Councillor's decisions on how we will manage the Council's finances over the next four years.

**Councillor Keith Mann, Chairman  
Strategy and Resources Committee  
Epsom & Ewell Borough Council**

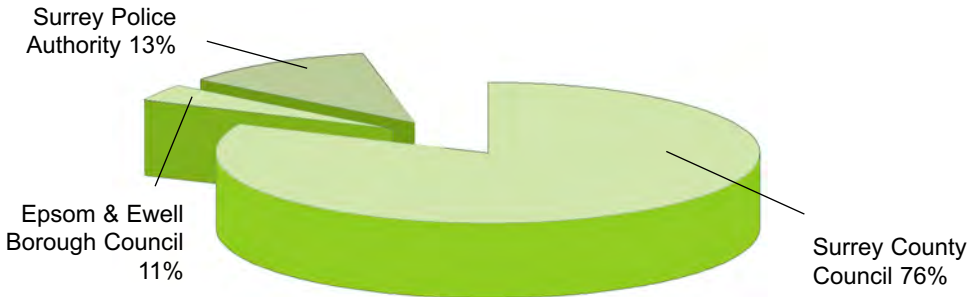
“ *Just one of the savings this year is for this leaflet to be done in partnership with Surrey Police Authority and Surrey County Council and for costs to be offset by revenue from advertising.* ”  
**Councillor Keith Mann**

## Where your Council Tax goes

Your bill is made up of three elements:

- An amount charged by Surrey County Council
- An amount charged by Surrey Police Authority
- An amount charged by Epsom & Ewell Borough Council.

Each authority will receive a portion of the Council Tax that you pay during 2011/12 as illustrated below:



This year the Borough Council will collect £47m from Council Tax payers. The following table compares the total amounts to be collected from Council Tax in 2011/12 with those in 2010/11:

	2010/11	2010/11	2011/12	2011/12	Increase for	
	Total precept £000	Amount per Band D property £	Total precept £000	Amount per Band D property £	£	%
Surrey County Council	35,534	1,116.36	35,536	1,116.36	0.00	0.00
Surrey Police Authority	6,319	198.54	6,320	198.54	0.00	0.00
Epsom & Ewell Borough Council	5,190	163.05	5,190	163.05	0.00	0.00
<b>Total</b>	<b>47,043</b>	<b>1,477.95</b>	<b>47,046</b>	<b>1,477.95</b>	<b>0.00</b>	<b>0.00</b>

## Council Tax charges

The Council Tax is calculated according to property bands. Single person discounts (25%) or other discounts and exemptions will be applied to your account if appropriate. The table below indicates the charges where the full amount is payable in 2011/12.

The way your Council Tax bill is calculated is set out in legislation. The total amount to be raised in the Borough is first calculated by adding together the amount Epsom & Ewell Borough Council needs to pay for services, to the amounts that Surrey Police Authority and Surrey County Council need to raise in this Borough. The money to be raised to pay for all services is divided by the tax base for the area (31,832 properties) to give the charge for properties in property valuation Band D.

Property Band	A £	B £	C £	D £	E £	F £	G £	H £
<b>Epsom &amp; Ewell Borough Council</b>	108.70	126.82	144.93	163.05	199.28	235.52	271.75	326.10
<b>Surrey Police Authority</b>	132.36	154.42	176.48	198.54	242.66	286.78	330.90	397.08
<b>Surrey County Council</b>	744.24	868.28	992.32	1,116.36	1,364.44	1,612.52	1,860.60	2,232.72
<b>Total per Household</b>	985.30	1,149.52	1,313.73	1,477.95	1,806.38	2,134.82	2,463.25	2,955.90
<b>Valuation Band</b> (An adjustment is made to Band D to calculate other property bands)	D x 6/9ths	D x 7/9ths	D x 8/9ths		D x 11/9ths	D x 13/9ths	D x 15/9ths	D x 18/9ths

### Some of the services provided by Epsom & Ewell Borough Council with your Council Tax money include:

- Affordable housing
- Allotments
- Car Parks
- Cemetery
- Council Tax and Housing Benefits
- Discretionary Rate Relief
- The Ebbisham Centre (in partnership with others)
- Epsom Playhouse, Ewell Court House, Bourne Hall
- Environmental Health
- Graffiti Removal
- Gypsy Site Management
- Housing Advice Service and Housing Needs Register
- Land Charges
- Licensing
- Meals on Wheels and RouteCall
- Parking enforcement
- Parks and Open Spaces (including Nonsuch Park with London Borough of Sutton)
- Planning and Building Control
- Rainbow Leisure Centre
- Recycling
- Refuse Collection
- Social Centres
- Sports and Leisure Development
- Streetcare and Environmental Improvements
- Support for Voluntary Organisations

## How we calculate the amount to be collected

The Borough Council's budget requirement includes its spend on local services less income raised from those services. It is the amount of money that will need to be raised through Central Government grants (including redistributed business rates) and local taxation:

	2010/11 Total £000	2010/11 Amount per Band D property £	2010/11 Amount per resident for year £	2011/12 Total £000	2011/12 Amount per Band D property £	2011/12 Amount per resident for year £
<b>Budget Requirement (Net Expenditure)</b>	<b>9,381</b>	<b>294.72</b>	<b>129.57</b>	<b>8,477</b>	<b>266.30</b>	<b>116.60</b>
Collection fund transfer	0.00	0.00	0.00	0	0.00	0.00
Less: Revenue Support Grant	(531)	(16.69)	(7.34)	(746)	(23.42)	(10.25)
Less: Business Rates	(3,660)	(114.98)	(50.55)	(2,411)	(75.75)	(33.17)
Less Council Tax Grant	0	0.00	0.00	(130)	(4.08)	(1.79)
<b>Council Tax</b>	<b>5,190</b>	<b>163.05</b>	<b>71.68</b>	<b>5,190</b>	<b>163.05</b>	<b>71.39</b>

The main areas of expenditure and net of service income are set out in the following table:

Net Expenditure 2010/11 £000	Service	Gross Expenditure 2011/12 £000	Government Grants £000	Other Income £000	Net Expenditure £000	Expenditure per resident 2011/12 £
1,776	Refuse Collection	3,365	0	1,649	1,716	23.59
535	Environmental Health	876	0	498	378	5.20
93	Highways & Car Parks	3,241	0	3,147	94	1.30
1,006	Housing	17,432	16,257	249	926	12.73
1,464	Social & Welfare	1,597	13	714	870	11.97
902	Planning	1,444	150	547	747	10.27
3,101	Recreation	5,336	0	2,344	2,992	41.16
504	Other Services	8,603	3,792	4,057	754	10.38
<b>9,381</b>	<b>Total</b>	<b>41,894</b>	<b>20,212</b>	<b>13,205</b>	<b>8,477</b>	<b>116.60</b>

## The main budget changes

Our net spending is estimated to reduce by £904,000 (9.6%) including the main budget changes in the table shown below:

		£000	£000
	<b>Budget requirement for 2010/11</b>		<b>9,381</b>
<b>Add:</b>	Reduced use of interest earned on balances	230	
	End of Housing & Planning Delivery Grant Scheme	180	
	Increase in transport and fuel costs	102	
	Reduction in Special Grant for concessionary fares	90	
	Contingency for loss of partner contributions	80	
	Increase homelessness expenditure	54	
	Local Elections May 2011	50	
	Grounds maintenance budget	50	
<b>Less:</b>	Operational savings – staffing and overheads	-750	
	Transfer of concessionary fares to Surrey County Council	-486	
	Increases in fees and charges	-152	
	New Homes Bonus Grant (estimate)	-150	
	Target for additional in-year savings	-128	
	Target for increase in Playhouse income	-65	
	Other miscellaneous (net)	-9	
			-904
	<b>Budget Requirement for 2011/2012</b>		<b>8,477</b>

- The main service change from April 2011 is the transfer of responsibility for the administration of the travel Concessionary Fares to Surrey County Council
- The main operational change will be a reduction in the level of staffing.

## Capital expenditure on projects and grants

Schemes	£000
Supporting Affordable Housing Schemes	1,130
Disabled Facility Grants and Small Repairs	350
Multi-Storey Car Park Pay on Foot Equipment (Ashley Centre and Hook Road)	225
Information Technology/Electronic Service Delivery	205
Energy Saving Initiatives	105
Harrier Track Refurbishment	85
Gibraltar Recreation Ground Pavilion Roof	80
Playhouse Film Projector	80
Other Smaller Schemes	160
<b>Total capital investment</b>	<b>2,420</b>

## Council Tax Benefit

If you are on a low income you may be able to get help towards paying your council tax. You can be working and still receive help. The amount of benefit you could receive depends on your personal circumstances such as the amount of money you have coming in each week, your age, or how many children you have. Generally you have to have savings of less than £16,000 although if you receive Pension Credit the savings rules are different.

The main Council Tax Benefit scheme has been designed to help people on low income. If your income and savings are too high for you to qualify for this you may still qualify for Second Adult Rebate.

To be eligible for Second Adult Rebate you must be the only person liable to pay the council tax and have at least one other person living with you. (For example, an adult son who doesn't pay you rent but is on a low income).

If you pay rent we may also be able to help by awarding Housing Benefit. This can be claimed on the same form as that for Council Tax Benefit.

To see if you might qualify, visit the Council Tax and Benefits section on our website [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) and use our Benefits calculator, or phone the Council's Benefits Section on 01372 732269 or email [benefits@epsom-ewell.gov.uk](mailto:benefits@epsom-ewell.gov.uk).

An application form will be sent to you within seven days. If you do not

receive this form you must contact the Benefit's Section directly. Do not delay in making your application as this will result in loss of benefit.

If you are already receiving Council Tax Benefit this will be shown on your bill.

## People with disabilities

If you, or someone who lives with you, needs a room, or an extra bathroom, kitchen or extra space in your property to meet special needs arising from disability you may be entitled to a reduced council tax bill.

The bill may be reduced to that of a property in the band immediately below the band shown on the valuation list, or a standard deduction in the lowest Band A properties. These reductions ensure that disabled people do not pay more tax on account of space needed because of disability.

A visit will be made by a Revenues Inspector to confirm your property meets the criteria to award disabled relief. For an application form please contact the Council on 01372 732000 or email [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk).



# Looking for **quality** and quantity?



Buying reusable furniture and kitchen appliances is a great way to give your house an affordable makeover.

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What  
services are  
priorities for  
you?

Are you  
volunteering?

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## Keeping Council Tax down

We are pleased to report that we have kept the amount you pay in council tax for county council services at last year's level. We firmly believe that is the right thing to do, although we face higher costs because of inflation, growing demand for adult care and the need to provide 8,000 more school places over four years.

The council's overall budget for 2011/12 is £1,587.1 million. As a council we are losing about £41 million in funding from central government this year and next, which adds to the pressures.

Fortunately the council anticipated the cuts to funding announced in the autumn, and we launched a programme of public value reviews of all our services to find savings and make improvements. That process, along with other initiatives, is expected to achieve about £66 million in savings for the year just gone, with further savings in the pipeline.

Major challenges remain, but we are in a better position to deal with them because of the early action we have taken. We are also working closely with the district and borough councils and Surrey Police to find £80 million in savings across all the public bodies under our Surrey First joint initiative. In addition, we have joined up with six other, mainly county, councils to find savings through closer co-operation and joint buying power.

We are looking at many changes over the coming year. Some of these will be difficult, but there are also new opportunities and ways of doing things. We are committed to listening to and working with you to ensure we remain focused on the things that are important to you and make Surrey so special.

The figures below only represent Surrey County Council's portion of your Council Tax bill.

Band	Council Tax	Band	Council Tax
A	£744.24	E	£1,364.44
B	£868.28	F	£1,612.52
C	£992.32	G	£1,860.60
D	£1,116.36	H	£2,232.72

### Tell us once

From June the new Tell Us Once service will make it easier for you to tell all council and government departments when someone dies.

Any death that takes place in Surrey must be formally registered with the local registrar. In addition to registering the death, the registrar will also be able to offer the Tell Us Once service at their offices across the county, making things easier and less stressful for the bereaved.

**This free service will cover** council tax, adult social services, blue badge, electoral register, housing and council tax benefit, libraries, DWP (state pensions and benefits), HMRC (tax credits), identity and passport service (passport), DVLA (driving licence).

More information will be available from council offices, libraries and register offices from June onwards. To make an appointment to register a birth or death, please phone **0300 200 1002**.

## How Surrey County Council uses its budget



2010/11* £Million	Expenditure - our spending	2011/12 £Million
294.7	Children and Young People – includes special educational needs, early years, children's social care and youth service	274.1
612.6	Schools – includes funding directly to schools	625.0
326.3	Adults Social Care – includes care and support for adults across a broad range of services	324.9
69.5	Customers & Communities - trading standards, libraries, fire and rescue services and adult education	67.5
107.5	Environment & Infrastructure – includes roads, public transport, disposal of waste and countryside	121.1
87.8	Change and Efficiency – includes finance, information management and technology, procurement, property and HR	88.8
18.3	Chief Executive's Office – includes performance management, communications and support to the voluntary sector	15.9
66.5	Central income and expenditure – includes capital financing, land drainage precept and contingency funding	69.8
<b>1583.2</b>	<b>Total spending</b>	<b>1587.1</b>
	<b>Where our money comes from</b>	
-16.2	Government formula grant	-36.0
-111.3	Contribution from business rates	-116.7
-902.8	Other Government revenue grants	-866.7
	Raised from reserves and balances	-11.7
-1.5	Collection fund surplus	-2.8
-551.4	Surrey Council Tax – the number of properties in Surrey has increased by 0.3%	-553.4
<b>-1583.2</b>	<b>Total income</b>	<b>-1587.1</b>

\* The budget now shows all expenditure funded by government grants, as well as the contribution from Surrey council taxpayers.

If you would like this document in large print, on tape or in another language, please contact us on: 03456 009 009 or [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

If you have a question about your own council tax bill, contact your local district or borough council.

# Have you got what it takes to foster for Surrey?

Call our fostering team on **08000 96 96 26**  
Visit **[www.surreycc.gov.uk/fostering](http://www.surreycc.gov.uk/fostering)**

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)



Making Surrey a better place

## We all want to get the most out of life.

Sometimes we need help and support to help us stay independent and active for longer.

You and your family can get free advice on financial matters, health conditions, support for people who are in a caring role...or even help finding leisure and social activities in your area.

Go to [surreyinformationpoint.org.uk](http://surreyinformationpoint.org.uk) for reliable care, community and health information or call the Adult Social Care Helpline on 0300 200 1005.

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**Surrey Information Point**

Promoting and supporting independence for adults

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)



Making Surrey a better place

# About your Police Authority

**Surrey Police Authority is a committee of 17 local residents – nine County Councillors and eight Independent Members of the public including a serving Magistrate - responsible for making sure that Surrey Police is efficient, effective and delivers the service that local residents expect.**

The Authority regularly holds the Chief Constable to account for the way in which Surrey Police is being run. In some ways, the Police Authority is like the board of a major company, responsible for making sure that its managers - in our case the Chief Constable - deliver excellent performance for its 'shareholders' - the people of Surrey.

We consult with Surrey residents each year to make sure we understand what it is that people expect from Surrey Police. What you tell us contributes directly to the priorities in the annual Local Policing Plan that the Chief Constable must deliver.

## How is Surrey Police performing?



The priorities set for the force for 2010/11 are set out below, along with the force's current performance in achieving them. The statistics cited below are based on the most up-to-date performance information available at the time of writing (January 2011)

- **Keep public confidence in Surrey Police high** – currently 87% of residents surveyed are confident in Surrey Police, above the target set for the year of 80%.
- **Provide a good service to victims of serious crime and anti-social behaviour** – 85% of victims of serious crime and 75% of victims of anti-social behaviour have been satisfied with the service they have received from the police. This is above the target set for victims of serious crime (79%) but not quite meeting the target for victims of anti-social behaviour (76%)
- **Work with other forces to stop organised criminal gangs from operating across the region and impacting on Surrey** – to date this year the force has stopped 12 criminal gangs from operating (many of these being drugs operations) and is confident it will meet the end of year target of stopping 15 gangs operating.
- **Arrest people who sell harmful drugs** – Surrey Police has so far arrested 92 people supplying Class A drugs. This is not on track to meet the annual target of 170.
- **Keep levels of serious crime low in Surrey** - to date serious crime such as burglary, car theft and violence have reduced in Surrey overall by 2.2%, close to the target set of a 3% reduction.
- **Catch people who commit serious crimes like burglary, car theft, mugging, serious violence, rape and sexual abuse** – this year to date 18.1% of people committing such crimes have been caught and dealt with by the police, just below the target set of 18.6%.
- **Save money by being more efficient** – the force has met its annual target in this area, having saved 3.3% of its budget by efficiency measures
- **Encourage the best police officers and staff to stay working for Surrey Police** – currently staff leaving Surrey Police is low at 3.3% of staff for the year leaving (excluding known leavers such as those retiring).



As we publish this leaflet before the end of our performance year to coincide with the Council Tax notifications, the figures shown above show latest performance available (mostly April to December 2010). After the

end of March 2011 we will publish the final force performance for the year on our website [www.surreypa.gov.uk](http://www.surreypa.gov.uk) together with a more detailed explanation of targets and measures set and performance achieved.

## Our aims for 2011-14



All of our work is guided by the principle of Surrey Public First. Rather than chasing bureaucratic Government targets, we believe very simply in basing our work around the things that local people tell us are important to them. In practice, this has seen us restore officers' discretion to resolve low-level incidents with common sense rather than formal action every time. Our Policing Plan is now based on the very simple local priorities listed above.

The major cuts being made to the policing budget have been widely publicised this year. In Surrey, we acted early and decisively by beginning a process of restructuring the whole force in 2009 to help us protect what matters most to residents – front line policing.

*By cutting senior officer numbers, restructuring the force and replacing our most expensive and little used police stations with more cost-effective shared alternatives, over the course of the last year we have been able to recruit 100 new Police Constables (in addition to our normal recruitment). Furthermore, we are aiming to recruit up to another 100 Constables over the next year.*

We will continue to focus on:

**Safety** – keeping you safe from harm.

**Confidence and satisfaction** – building your confidence in Surrey Police and your satisfaction with the service it delivers.

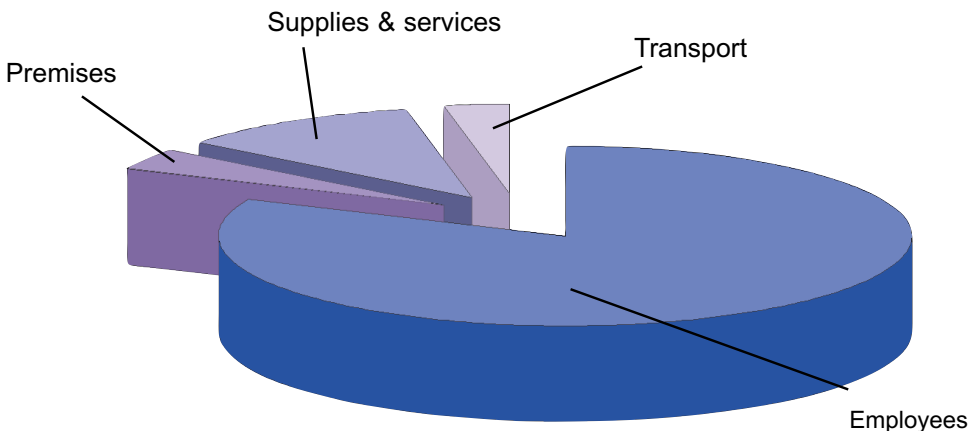
**Value for money** – making the most of our people and resources.

### How the money is spent

Surrey Police Authority has a net budget requirement of £204.2m for 2011/12. This compares to a figure of £202.7m for 2010/11.

	2011/12 £m	2010/11 £m
Employees	192.7	193.2
Premises	8.8	9.4
Supplies and services	26.1	25.9
Transport	6.7	6.6
Income	(21.1)	(19.3)
<b>Gross expenditure</b>	<b>213.2</b>	<b>215.8</b>
To/(from) balances	(1.2)	0.0
<b>Net revenue budget</b>	<b>212.0</b>	<b>215.8</b>
Community Support Officers Grant	(4.4)	(4.4)
Crime Fighting Fund Grant	0.0	(4.1)
Single Counter-terrorism Police Grant	(0.9)	(1.0)
Other Government Grant	(2.5)	(3.6)
<b>Net budget requirement</b>	<b>204.2</b>	<b>202.7</b>

**Note: The 2010/11 comparative data above shows the revised budget as at January 2011, reflecting changes made in the year.**



### Employee information

	2011/12	2010/11
Police officers	1,967	1,839
Operational police staff	1,914	1,914
Support police staff	365	400
Specials	375	316
<b>Total</b>	<b>4,621</b>	<b>4,469</b>

**Note: The 2010/11 comparative data above has been adjusted to reflect changes in the year.**

### What you will pay for policing in Surrey in 2011/12

Valuation Band	Council Tax payable per property £
Band A	132.36
Band B	154.42
Band C	176.48
<b>Band D</b>	<b>198.54</b>
Band E	242.66
Band F	286.78
Band G	330.90
Band H	397.08

### How the spending has changed

	£m
<b>2010/11 Gross expenditure</b>	<b>215.8</b>
Front line officer expansion	6.5
Protecting the public	0.5
Modernising the estate	(0.5)
Support function efficiency	(4.7)
Workforce modernisation and productivity	(3.0)
Non-staff efficiency gains	(4.3)
Inflation, economic changes and pay	2.9
<b>2011/12 Gross expenditure</b>	<b>213.2</b>

## Where the money comes from

	2011/12 £m	2010/11 £m
<b>Net budget requirement</b>	<b>204.207</b>	<b>202.692</b>
Less :		
Police Grant	(70.029)	(67.964)
Business Rates	(26.937)	(31.776)
Revenue Support Grant	(8.326)	(4.614)
<b>Gross Council Tax requirement</b>	<b>98.915</b>	<b>98.338</b>
Share of Collection Fund surpluses	(0.502)	(0.261)
<b>Net Council Tax requirement</b>	<b>98.413</b>	<b>98.077</b>
Taxbase i.e. number of equivalent D Band properties	495,684	493,987

As at 31 March 2010 Surrey Police had £15.0m invested with Surrey County Council.

There was no external borrowing outstanding at this date.

## Contacting us

For more details about the performance of Surrey Police in the previous year, please visit our website [www.surreypa.gov.uk](http://www.surreypa.gov.uk) or contact our office on **01483 630 200**

For more details about the Police budget for the year from April 2011 or to obtain a copy of our most recent Statement of Accounts, please write, giving your address, to: Surrey Police Authority, PO Box 412, Guildford, Surrey GU3 1BR

or email: [spa@surrey.police.uk](mailto:spa@surrey.police.uk) or call Ian Perkin, Treasurer to the Police Authority, on: **01483 630200**. [www.surreypa.gov.uk](http://www.surreypa.gov.uk)

Call **999** (Minicom users: **01483 539999**) if you have a genuine emergency requiring the attendance of the police or if a crime is in progress.

Call Surrey Police on **0845 125 2222** for non-emergency policing matters only.

Call your local council for abandoned vehicles or noise problems.

Call Crimestoppers on **0800 555 111** if you have information about a crime and don't want to leave your name.

Surrey Police is legally required to produce this information under The Council Tax (Demand Notices) (England) Regulations 2010 - SI 2010/2990 which prescribe the minimum requirements for financial information to be provided with council tax bills.



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Tel: 01342 810493 Fax: 01342 811206  
email: [blackland@girlguiding.org.uk](mailto:blackland@girlguiding.org.uk)

**Blackland Farm**

Registered charity No. 306016

## Council Tax valuation bands

Most domestic dwellings, whether they are rented or owned are subject to council tax. There is one bill per dwelling, whether it is a house, bungalow, flat, maisonette, mobile home or houseboat.

The Council Tax band for your property is set by the Valuation Office Agency, which looks at the value of the property on 1 April 1991. The bands are:

Valuation	Property value band
Up to and including £40,000	A
£40,001 - £52,000	B
£52,001 - £68,000	C
£68,001 - £88,000	D
£88,001 - £120,000	E
£120,001 - £160,000	F
£160,001 - £320,000	G
More than £320,000	H

Your council tax bill states which band applies to your dwelling.

## Appeals

All appeals about banding should be made in writing to:

The Listing Officer  
Valuation Office Agency  
First floor, Warwick House,  
67, Station Road  
Redhill, Surrey RH1 1DL

Telephone: 01737 754000

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

Common grounds for appeal are:

- After demolition
- Conversions of houses to flats

- Physical changes in the locality affecting value.

You can also appeal within six months of:

- Where you become the taxpayer in respect of the property for the first time
- A band change to your property
- A band change to a similar property to yours.

Further detailed information is available from the Listing Officer at the address above or online at [www.voa.gov.uk](http://www.voa.gov.uk).

You may also appeal if you consider that you are not liable to pay council tax, for example, because you are not the resident or owner, or because your property is exempt, or that we have made a mistake in calculating your bill.

If you wish to appeal, you must write to the Revenues Section at Epsom & Ewell Borough Council giving details of your appeal. The Council will then reconsider the liability decision and notify you of their review within two months. If your appeal is successful the Council will change its decision and notify you of what changes they have made.

If your appeal is not successful they will notify you within two months and you may then refer your case to an independent Valuation Tribunal. This must be done within two months of the Council's response.

Making an appeal does not allow you to withhold payment of council tax owing in the meantime. If your appeal is successful you will be entitled to a refund of overpaid council tax.



## Discounts and exemptions

You must apply for discounts and exemptions at the time they apply. If a discount, reduction or exemption has been allowed, and your circumstances change, you must inform the Council immediately. Each year you may be required to confirm that your circumstances have not changed.

### Exempt dwellings

Unoccupied dwellings which are exempt from council tax include those which:

- Are unfurnished (exempt for up to six months after which the full council tax will be payable)
- Require or are undergoing major repairs to make it habitable or undergoing structural alterations (exempt for up to 12 months)
- Are owned and last used by a charity (exempt for up to six months).

Those left empty by:

- Someone who has gone to prison, or is now a permanent hospital patient or has moved permanently to a care home
- Someone who is receiving care in a place other than a hospital or care home
- Someone who has moved to provide care to another person
- Students
- A person who has died where they

were the only person occupying the property (exemption applies for a maximum of six months from the date probate or letters of administration are granted).

In addition those that:

- Have been repossessed
- Are the responsibility of a bankrupt's trustee
- Are waiting to be occupied by a minister of religion
- Are a pitch for a caravan or mooring for a boat
- Form part of a single property and may not be let separately eg an annexe
- Are a property where occupation is prohibited by law.

Occupied dwellings are exempt when they are:

- Lived in only by students
- Lived in only by people aged under 18
- Lived in only by people who are severely mentally impaired where they are the liable persons
- Lived in by a foreign diplomat
- Visiting forces accommodation
- Forces' barracks and married quarters
- An annexe within a single property and occupied by a dependent relative of a person living within the single property.

## Discounts and exemptions

The full council tax bill assumes that there are two adults living in a property. If only one adult lives in a property as their main home the council tax bill will be reduced by 25%.

Certain people are not counted (disregarded) when considering the number of adults living in a property. These include:

- Full time students, student nurses, apprentices, and youth training trainees
- Patients resident in hospital
- 18/19 year olds who are at or have just left school
- People over the age of 18 for whom child benefit is payable
- People who are being looked after in residential care homes, hospices, mental nursing homes and hostels, providing a high level of care
- People who are severely mentally impaired and entitled to a qualifying benefit
- People in certain hostels and night shelters
- Members of religious communities
- Care workers, living in the property working for low pay through a charity or social services or caring, full time, for somebody with a disability who is not a spouse, partner or child under 18 but is in receipt of certain disability allowances

- Convicted or remand prisoners except those in prison for non-payment of fines or council tax
- Members of visiting forces, diplomats and certain international institutions
- Spouses of students who are not British citizens.

Please note the above discounts may only apply at the sole or main residence.

### Empty properties

Unoccupied dwellings which are furnished but not used as anyone's main residence (ie a second home) will be entitled to a 10% discount.

Unoccupied dwellings which are furnished but not used as anyone's main residence because the person is required to live elsewhere in order to carry out the duties of their job will be entitled to a 50% discount.



## How to pay

For full details of how to pay your Council Tax please see the back of your bill.

### Direct Debit

The easiest and most convenient way to pay your bill is by Direct Debit. Your Council Tax will be deducted automatically from your bank account each month and payments are protected by the Direct Debit Guarantee. It is safe for your bank, costs the Council less to set up and saves you having to contact us each month to pay your Council Tax.

**Please think about how you pay your Council Tax and consider switching to Direct Debit.** Please ring the Council on 01372 732000 to set up a direct debit. Please have your bank details ready.

### Online

Visit the Council's website online at

[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) and select 'Pay for It'.

### Credit or Debit Card

If you do not have access to the internet you can also make card payment by phoning 01372 732000. Please make sure you have your Council Tax reference number ready. **Please note that a charge of 1.5% applies to all credit card payments. There is no charge for debit or switch cards.**

### Late Payments

You must pay each instalment by the due date. If you make payments through the bank or post office please ensure you take into account the clearance time for payments. If you default you will be issued with a reminder and if you continue to pay late you could receive a summons.

## Be aware of bogus phone calls

If you receive a phone call from someone saying they work for Epsom & Ewell Borough Council asking for your bank details, **do not give them out.** In many cases, these bogus callers claim to work for the council tax section and tell residents they have overpaid their council tax or are due a loyalty payment. The callers then request bank details to issue a refund or payment. Some callers may even have some details of your bank card but are really trying to get your three digit security number from the reverse of your card. **Do not give them any information.**

The Council Tax section would never ring a resident to ask for their bank details to issue a refund. If a refund is due we would either refund the money via BACS if it has been paid by direct debit or a cheque would be issued to the bill payers' address.

For more information or to verify a call, please contact the Council on 01372 732000 or email [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk).

Report bogus calls to the police on 0845 125 2222.

If you think you've been the victim of a scam, call Consumer Direct on 08454 04 05 06 or visit [www.consumerdirect.gov.uk/scams](http://www.consumerdirect.gov.uk/scams).

## Want to know more ?

Alternative formats of the publication, including large print, are available on request.

If you require a translation of this Guide to Council Tax please contact:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

જો તમને ધોળાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબાની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

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01483 750548

The Council Tax booklet can also be downloaded from our website [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk).

## Environment Agency



The Environment Agency's flood defence work is funded by a levy on Surrey County Council. Surrey is covered by the Southern and Thames regions. We are required to show the following information on their behalf:

	Thames	Southern
	£000	£000
Gross Expenditure 2010/11	113,089	65,650
Gross Expenditure 2011/12	86,484	44,102
Local levy raised 2010/11	10,000	1,177
Local levy raised 2011/12	10,000	1,177

There are no increases in the total local levies raised in 2011/12.

For more information contact the Environment Agency on their Customer Service Line **08708 506 506**.





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