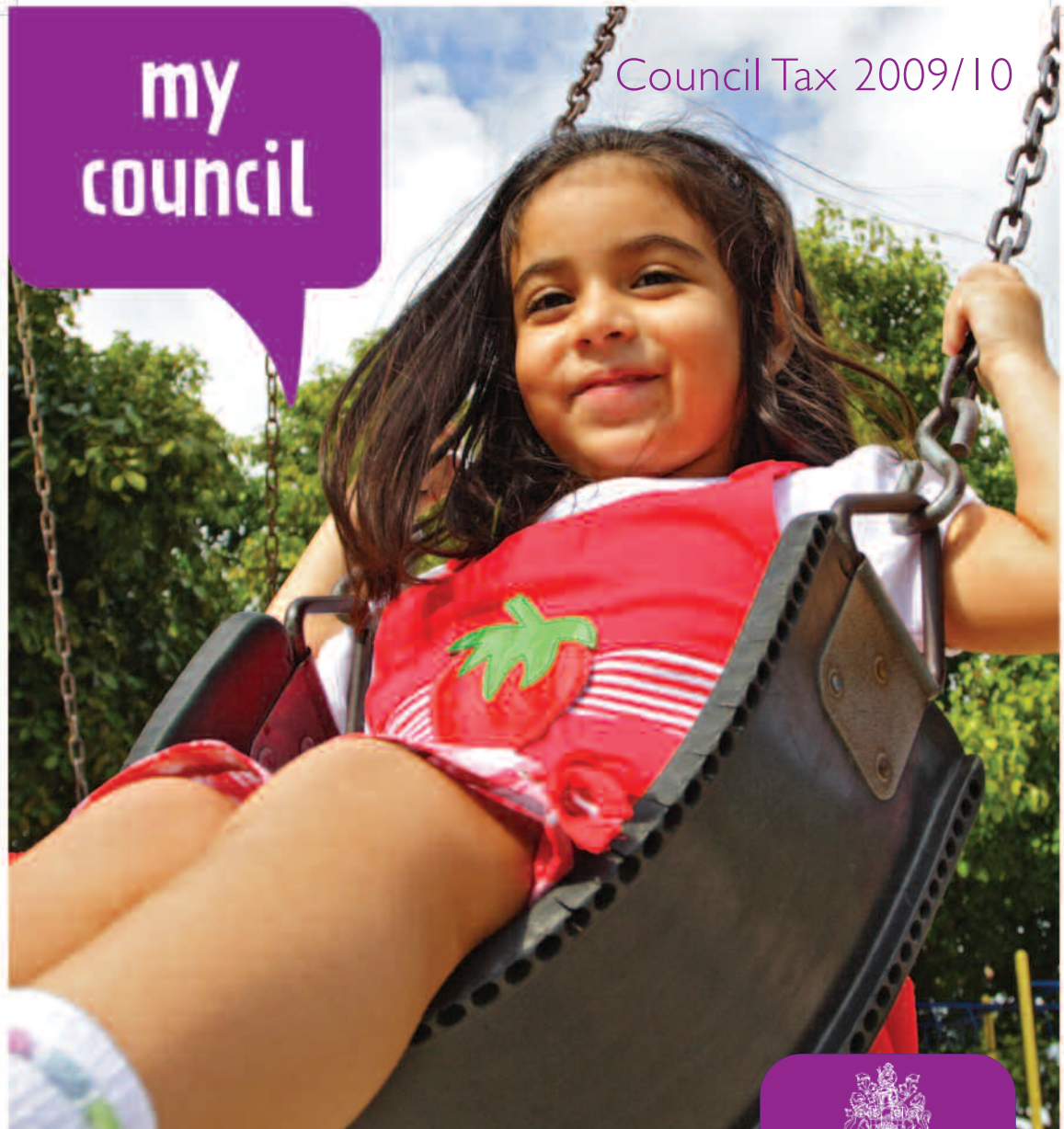


my
council



Reigate & Banstead
BOROUGH COUNCIL
Banstead | Horley | Redhill | Reigate

“...only gets 13p from every £1 you pay in council tax. And they still give me somewhere to play.”

For every £1 you pay in council tax, 13p goes to Reigate & Banstead Borough Council, 13p goes to Surrey Police and 74p goes to Surrey County Council.

my
council



“...makes sure this romantic
meal won't make us ill”

Our environmental health team carries out
400 inspections a year of food premises.

01737 276000

Our environmental health team sniff out dangers that you won't even be aware of and tackle problems before they become a public hazard.

We also:

- licence taxis and minicabs, bars, restaurants and dangerous animals!
- inspect 2,500 businesses to make sure they're safe places to work
- monitor 100 air quality 'hotspots' around the borough including the impact of Gatwick airport on Horley
- respond to noise complaints

We issued 19,000 bus passes enabling residents over 60 and people with disabilities, to travel free throughout England on local bus services.

We deal with 4,799 housing benefit and council tax benefit claims.



my
council



© shutterstock.com

“...taught me how to swim”

We run leisure centres with gyms, swimming pools and offer holiday activities for 11-16 year olds.

01737 276000

Every day teams of council workers are out and about collecting litter, sweeping the streets and maintaining our parks and open spaces.

- Our refuse and recycling workers empty 5.8 million rubbish, recycling and garden waste bins each year
- Thanks to you 40% of all rubbish is sent for recycling and so doesn't end up in landfill
- Our street sweeping and litter picking team clears 1,400 tonnes of rubbish from our streets every year
- Our parks team keep 55 parks and open spaces safe, clean and green

Our housing team gives help and advice to prevent people being made homeless.

We also:

- work with developers to ensure that around a quarter of all homes built in our borough are affordable
- help people find a home through our lettings scheme
- help with grants for disabled adaptations to homes so people can stay in their homes for longer
- process 1,825 planning applications per year



Need help paying your council tax bill?

If you need financial help to pay your Council Tax bill, you may be able to get Council Tax Benefit. You may also get Second Adult Rebate if you share your home with another adult (not your partner or civil partner) who's unable to pay towards the Council Tax.

Who is eligible?

Council Tax Benefit

You may get Council Tax Benefit if you pay Council Tax and your income and capital (savings and investments) are £16,000 or below.

If you're entitled to Income Support, income-based Jobseeker's Allowance or the 'guarantee credit' of Pension Credit you could get maximum help with your Council Tax.

Second Adult Rebate

You may get Second Adult Rebate if the person you share your home with is:

- not your partner or civil partner
- aged 18 or over
- not paying you rent
- not paying Council Tax themselves
- on a low income

You may be able to get Second Adult Rebate even if you don't receive Council Tax Benefit.

If you're either:

- not entitled to Council Tax Benefit
- only entitled to benefit which would cover 25 per cent or less of your Council Tax

Your local authority should automatically check if you're entitled to a Second Adult Rebate.

Who isn't eligible?

If you have savings of over £16,000 you can't normally get Council Tax Benefit, unless you're aged 60 or over and getting the 'guarantee credit' of Pension Credit.

Your income and savings won't affect Second Adult Rebate. Second Adult Rebate is based on the other person's circumstances.

How to claim

Visit www.reigate-banstead.gov.uk or telephone 01737 276000 for a form.

Becoming more efficient

Each year we look to see where we can make savings on our budgets. An efficiency saving occurs when the cost of an activity falls but its effectiveness is not reduced, and is different from savings arising from reducing services. If the cumulative saving of £926,000 shown by Reigate & Banstead Borough Council had not been made then their share of this year's Council Tax bill would be 3% higher.

For 2009/10 each authority has shaved the following off its budget:

Forecast Cumulative Efficiency Savings By March 2009		as a % of 2007-08 spend
Surrey County Council	£24,500,000	4.4%
Reigate & Banstead Borough Council	£926,000	3.0%
Surrey Fire & Rescue Authority	£1,199,000	2.7%

Surrey Police Authority are not shown in the table but Central Government plans to include them in future years efficiency targets.

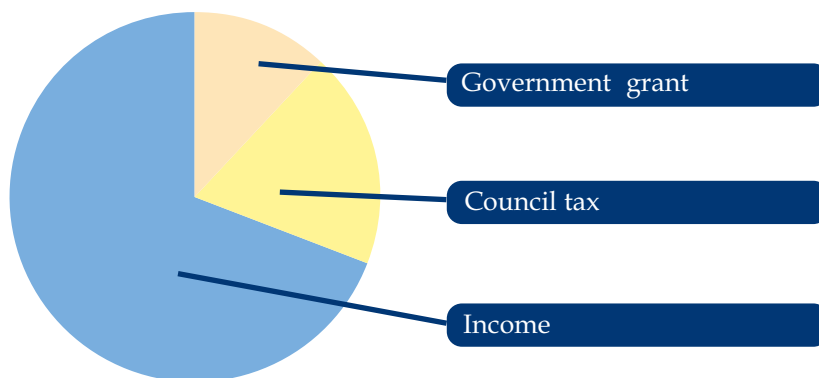
Council Tax 2009/10

Your questions answered

Why pay council tax?

We spend over £62 million providing services to residents.

Of that £62 million, the government gives us 11 per cent, 71 per cent is met by income (such as fees for services, grants and investments) and 18 per cent is met by council tax.



Who decides how much council tax I pay?

Your overall council tax bill is decided by us, Surrey Police and Surrey County Council, with the level of council tax that the County Council sets having the greatest impact. Also, if you live in the Salfords and Sidlow or Horley Town Council areas of the borough, you will pay a little more Council Tax to meet the costs of the services provided by your local parish council.

For 2009/10 the average council tax for a band D property is £1,480.11 an increase of 3.46 per cent. This is broken down as follows:

	2009/10	2008/09	Increase since 2008/09
Reigate & Banstead Borough Council	£193.83	£184.69	£9.14
Surrey County Council	£1,089.18	1,058.04	£31.14
Surrey Police	£197.10	£187.92	£9.18
Plus one of the following charges if you live in a parished area:			
Salfords & Sidlow Parish Council	£20.20	£18.06	£2.14
Horley Town Council	£32.69	£32.59	£0.10

How much does it cost to provide these services?

For 2009/10 the cost of providing these services is:

Services	Expenditure	Income ¹	Net ²
Leisure	£3,764,600	£1,192,200	£2,572,400
Neighbourhood Services	£11,126,200	£2,895,500	£8,230,700
Engineering Services	£1,417,400	£2,021,400	(£604,000)
Building & Development Control	£2,886,000	£1,425,400	£1,460,600
Environment, Health & Safety	£1,855,600	£456,300	£1,399,300
Housing & Community Initiatives	£2,134,000	£63,500	£2,070,500
Council Tax & Benefits	£33,930,700	£31,575,300	£2,355,400
Corporate Development	£3,145,100	£71,800	£3,073,300
Finance & Resources	£3,863,000	£4,395,600	(£532,600)
Corporate Plan Themes	£703,400	£81,300	£622,100
Cost of Services	£64,826,000	£44,178,300	£20,647,700
Less Capital Charges³			(£2,498,800)
Less Use of Reserves⁴			(£5,200)
Net Borough Requirement			£18,143,700

¹From grants, fees for services and investments

²Net is expenditure minus income. Figures in brackets are where income exceeds expenditure and therefore reduces the amount of council tax required.

³Capital Charges contains the credit arising from internal charges to services for the use of Capital Assets, therefore, these charges have no effect upon the level of the council tax

⁴Use of Reserves funds this amount of spend from previous years surpluses, rather than this year's Council Tax.

Further details will be given in the Council's annual financial report, obtainable on request by telephoning 01737 276000.

Why has my council tax gone up?

The Council receives income of £44,178,300 and we spend £62,322,000 (£64,826,000 less capital charges of £2,498,800 and less a contribution from reserves of £5,200), which means our net budget to pay for all our services in 2009/10 is £18,143,700.

The Government gives us £6,908,600, so the amount we need to raise from council tax in 2009/10 is £11,235,100.

Plus, for Salfords and Sidlow Parish Council's budget for 2009/10 we need to add £28,000 and for Horley Town Council's budget for 2009/10 we need to add £280,886.

Why has my council tax gone up?

(Continued)

The difference between last year's & this year's budget is as follows:

	£000's
Budget 2008/09	£17,436.0
Savings	(£2,169.6)
Unavoidable contracts and commitments	£1,848.5
Enhancements to services	£161.5
Inflation	£867.3
Reigate and Banstead Net Budget Requirement	£18,143.7
Salfords and Sidlow Parish Council.....	£28.0
Horley Town Council.....	£280.9
Budget requirement 2009/10	£18,452.6

So how much council tax does each band pay?

The Council Tax payments for Reigate and Banstead Borough for 2009/10 for all bands (based on a two adult household) are:

BAND	Horley Town Council area	Salfords & Sidlow Parish area	Rest of Borough	% of properties in Band
A	£1,008.53	£1,000.21	£986.74	1.7%
B	£1,176.62	£1,166.91	£1,151.20	6.2%
C	£1,344.71	£1,333.61	£1,315.65	19.5%
D	£1,512.80	£1,500.31	£1,480.11	28.5%
E	£1,848.98	£1,833.71	£1,809.02	18.0%
F	£2,185.16	£2,167.11	£2,137.94	12.3%
G	£2,521.33	£2,500.52	£2,466.85	12.2%
H	£3,025.60	£3,000.62	£2,960.22	1.6%

How much does the Parish and Town Council get?

The budget requirements for Salfords and Sidlow Parish Council and Horley Town Council for 2009/10 is as follows:

	2009/10	2008/09
Salfords & Sidlow Parish Council	£28,000	£25,000
Horley Town Council	£280,886	£278,560

Horley Town Council Budget - 2009/10

Services	Expenditure	Income	Net
Recreational Areas & Town Centre	£120,951	£20,701	£100,250
Property Maintenance & Improvement	£7,500	0	£7,500
Churchyard Maintenance	£13,000	0	£13,000
Rent, Rates, Lettings & Utilities	£27,245	£18,680	£8,565
Administration	£142,231	£7,110	£135,121
Grants	£3,500	0	£3,500
General Expenditure	£27,950	0	£27,950
Increase in Earmarked Funds	£19,000	0	£19,000
Totals	£361,377	£46,491	£314,886
From Reserves			(£34,000)
Precept			£280,886

Do you borrow money?

Our statement of borrowing and investments for 2008/9 is:

	£000's
Invested	£40,400.0
Borrowed	£0

How many staff do you employ?

As at the 1st February 2009 we employ 526 people. This equates to 493 full-time equivalent staff once the effect of part-timers has been calculated.

COUNCIL TAX DEMAND NOTICE EXPLANATORY NOTES

1. Council Tax Valuation Bands

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

Each dwelling has been allocated to one of eight bands according to its open market capital value at 1st April 1991:

Valuation Band	Range of Values
A	Up to & including £40,000
B	£40,000-£52,000
C	£52,001-£68,000
D	£68,001-£88,000
E	£88,001-£120,000
F	£120,001-£160,000
G	£160,001-£320,000
H	More than £320,000

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

2. Exempt Dwellings

Some dwellings are exempt, including properties occupied only by students, and vacant properties which:

- are unfurnished (exempt for up to six months)
 - are owned by a charity (exempt for up to six months)
 - require or are undergoing structural alteration or major repair (exempt for up to 12 months)
 - are left empty by someone who has gone into prison, or who has moved to receive personal care in a hospital or a home or elsewhere
 - are left empty by someone who has moved in order to provide personal care to another person
 - are left empty by students
 - are waiting for probate or letters of administration to be granted (and for up to six months after)
 - have been repossessed
 - are the responsibility of a bankrupt's trustee
 - are empty because their occupation is forbidden by law
 - are waiting to be occupied by a minister of religion
- Forces' barracks and married quarters are also exempt, their occupants will contribute to the cost of local services through a special arrangement. If you think your property may be exempt you should contact the council, which issued this bill (your billing authority).

3. Discounts

The full council tax bill assumes that there are two adults (over 18) living in a dwelling. If only one adult lives in a dwelling (as their main home), the council tax bill will be reduced by a quarter (25 per cent). If a dwelling is no-one's main home and it remains furnished, the bill is reduced by 10 per cent. If a dwelling is no-one's main home and it remains

unfurnished after the statutory period of exemption has expired under exempt class A or class C the full council tax charge will be payable.

People in the following groups, who meet certain conditions, will not count towards the number of adults resident in a dwelling:

- full time students, student nurses, apprentices and Youth Training trainees
- patients resident in hospital
- people who are being looked after in care homes
- people who are severely mentally impaired
- people staying in certain hostels or night shelters
- 18 and 19 year olds who are at or have just left school
- careworkers working for low pay, usually for charities
- people caring for someone with a disability who is not a spouse, partner, or child under 18
- members of visiting forces and certain international institutions
- members of religious communities (monks and nuns)
- people in prison (except those in prison for non-payment of council tax or a fine)

If you think you may be entitled to a discount you should contact your billing authority.

If your bill indicates that a discount has been allowed, you must tell your billing authority of any change of circumstances which affects your entitlement. If you fail to do so you may be required to pay a penalty.

4. People with Disabilities

If you, or someone who lives with you, need a room, or an extra bathroom or kitchen, or extra space in your property to meet special needs arising from a 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 current band shown in the valuation list. These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability. If your home is in Band 'A' from 1st April 2000 you will also be entitled to a reduction.

5. Transitional Reductions

No Transitional Reductions applied from 1st April 1996.

6. Benefits

If you have a low income or get Income Support, income based Jobseekers Allowance or Guaranteed Pension Credit, council tax benefit could help pay towards some or all of your council tax bill. If you would like a leaflet on council tax benefit please contact the Benefits Section whose address appears in the last section. Normally benefit can only be granted from the time we receive your form, so don't delay.

7. Appeals

The grounds for appeal about banding are restricted to the following cases:

- where you believe that the banding should be changed because there has been a material increase or material reduction (this is explained below) in the dwelling's value
- where you start or stop using part of your dwelling to carry out a business, or the balance between domestic and business use changes
- where the Listing Officer has altered a list without a proposal having been made by a taxpayer
- where you became the taxpayer in respect of a dwelling for the first time (your appeal must be made within six months, but if the same appeal has already been considered and determined by the Valuation Tribunal, it cannot be made again)

A material increase in value may result from building, engineering, or other work carried out on the dwelling. In these cases revaluation does not take place until after a sale – so the person appealing would usually be the new owner or resident.

A material reduction in value may result from the demolition of any part of the dwelling, any change in the physical state of the local area or an adaptation to make the dwelling suitable for use by someone with a physical disability. In these cases revaluation should take place as soon as possible.

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 your billing authority has made a mistake in calculating your bill. If you wish to appeal on these grounds you must first notify your billing authority in writing so that they have the opportunity to reconsider the case.

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

Further details of the appeal procedures (including the role of valuation tribunals) may be obtained from the Valuation Office at Betchworth House, 57-65 Station Road, Redhill, RH1 1QB, Tel: 01737 754000.

8. 'Granny Annexes'

The Government has introduced proposals that where an annexe or similar self-contained part of a property is occupied by an elderly or disabled relative of the residents living in the rest of it, then it should not be regarded as a separate dwelling for council tax purposes. These proposals came into force on 1st April 1997. If you think you are affected by these proposals please contact the Local Taxation Unit on 01737 276536.

9. Paying by Direct Debit

Collecting local taxation by direct debit is much cheaper for the council as it saves the substantial administrative time and expense of processing cash or cheques. Such savings free more council funds for providing local services.

The rules of the direct debit scheme protect customers by a number of safeguards. Should the amount or date of collection of council tax change, the council will advise customers in writing well in advance of the change. Mistakes very rarely happen but should there be an error, the direct debit guarantee means that the bank or building society will make an immediate refund. Also customers can cancel a direct debit at any time by simply informing their bank or building society.

For more details or a direct debit mandate please telephone 01737 276779.

10. Local Government Ombudsman

If you have any complaint about Council services please make it to the council department concerned. If you are not satisfied with the outcome and you think you have suffered injustice through maladministration by the council, you can then ask the Local Government Ombudsman to consider your complaint. You can obtain a free booklet about this service from the council's Help Shops or by writing to the Local Government Ombudsman, 10th Floor, Millbank Tower, Millbank, London SW1P 4QP.

11. Need help to pay your council tax?

Contact Benefit Services as below:

BENEFITS SERVICES

Personal Callers Call at Benefits Office, Town Hall, Castlefield Road, Reigate RH2 0SH – weekdays between 8.45 a.m. and 5.00 p.m. (4.45 p.m. Fridays). Write or telephone for a time outside these hours.

Telephone 01737 276497 (Hours as above)

Fax 01737 276260

IF YOU ARE

Hearing impaired Communication Support can be arranged by writing to Benefits Services.

Elderly/Disabled Housebound Home visits can be arranged.

Non English speaking Interpretation / Translation can be arranged by appointment.

Benefits Services aim to process all claims within 10 working days of getting information, to answer your calls within five rings, to reply to your letters within five days and to work to continually improve our services.

Query on your Council Tax?

Check your bill for the correct number to call or call the Council's Help Line on 01737 276000.