Council Tax 2012/13

Making every penny count

This booklet gives you information about how much your Council Tax will be, the Council’s budget for this year, and how we are performing.
Dear Resident,

I am pleased to tell you that for the third year running, there will be no increase in Reigate & Banstead Borough Council’s share of your Council Tax for 2012/13.

We are able to do this because we have reduced our costs whilst protecting services and accepted a one-off grant from the Government.

Your Council Tax payment helps to ensure that we can continue to deliver our services to keep the borough clean and green, our residents and visitors safe and healthy and enable continued investment in our communities to make this a great place to live and work.

Better for less

We said in our Corporate Plan that we would do ‘Better for Less’ and become a more efficient Council, with lower costs and a reduced headcount. This year we have saved £1.8 million by improving technology, reducing staffing levels and by renting out some of our office accommodation to other organisations.

Protecting services

We are committed to protecting services, but to do this we must be financially sustainable. There is some scope for the Council to make further savings and we are looking at more ways to cut costs and increase income.

We anticipate further reductions in our grant as the Government continues to cut public spending. This will mean that Council Tax is likely to increase from 2013/14 in order to avoid making the cuts to services that so many other Councils are already making. You have told us before that you would be willing to pay a few pence more each week.

Looking ahead

We will continue to make significant progress with our plans to improve Redhill, Horley, Merstham and Preston. Our programme to improve leisure facilities has delivered the refurbishment of Donyngs in Redhill and the new Horley Leisure Centre. The replacement of the centre at Banstead will be next.

Appeals

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

• because there has been a material increase or material reduction in the dwelling’s value (this is explained below)
• 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 for 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 the Council has made a mistake in calculating your bill. If you wish to appeal on these grounds you must first notify the Council 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 First Floor, Warwick House, 67 Station Road, Redhill, RH1 1DL. Telephone 03000 503900. Website: www.voa.gov.uk.

Making a complaint

If you have any complaint about a Council service, 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 our Help Shops or by writing to the Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH.

Alternative formats

We are happy to provide information in other languages, large print, braille or on audio tape - please contact our Help Line on 01737 276000 if you would like this service.
Discounts and exemptions

Exempt dwellings: Some dwellings are exempt from Council Tax, 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)
- have been repossessed
- are the responsibility of a bankrupt’s trustee
- are waiting to be occupied by a minister of religion
- are waiting for probate or letters of administration to be granted (and for up to six months after)
- are empty because their occupation is forbidden by law.

Properties left empty by:
- students
- someone who has gone into prison, or who has moved to receive personal care in a hospital, a care home or elsewhere
- someone who has moved in order to provide personal care to another person

Forces’ barracks and married quarters are also exempt. Their occupants contribute to the cost of local services through a special arrangement. If you think your property may be exempt you should contact us.

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 property (as their main home), the Council Tax bill will be reduced by a quarter (25%).

Certain people are not counted towards the number of adults living in a dwelling, including:
- full time students, student nurses, apprentices and Youth Training trainees
- patients resident in hospital
- people who are being looked after in care homes and hospices
- 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
- care workers 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).

For dwellings that are not used as a main home and remain furnished (e.g. a second home), the bill is reduced by 10%.

Dwellings that are furnished and not used as a main residence because the person is required to live elsewhere to carry out the duties of their job will be entitled to a 50% discount.

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.

If you think you may be entitled to a discount, contact us on 01737 276779. If your bill indicates that a discount has been allowed, you must tell us of any change of circumstances which affects your entitlement. If you fail to do so, you may be required to pay a penalty.

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. If your home is in Band ‘A’ you will also be entitled to a reduction. These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability.

‘Granny Annexes’: 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 is not regarded as a separate dwelling for Council Tax purposes. If you think this affects you, please contact the Local Taxation team on 01737 276537.

The new recycling and waste collection service will begin to roll-out this summer, enabling residents to recycle more materials from home. As well as environmental benefits, recycling provides a valuable source of income to the Council and its increase will help ease the pressure on our finances.

This is a good Council and we will continue to put services first and make our organisation as efficient as it can be, and we assure you that we aim to keep future Council Tax increases to a minimum.

Cllr Joan Spiers, Leader, Reigate & Banstead Borough Council

Council Tax 2012/13

Band D average

For 2012/13 the average Council Tax for a Band D property is £1,546.98, which means an increase of 2.5% on last year’s bill. This is broken down as follows:

<table>
<thead>
<tr>
<th></th>
<th>2012/13</th>
<th>2011/12</th>
<th>Increase since 2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reigate &amp; Banstead Borough Council</td>
<td>£193.83</td>
<td>£193.83</td>
<td>0%</td>
</tr>
<tr>
<td>Surrey County Council</td>
<td>£1,149.66</td>
<td>£1,116.36</td>
<td>3.0%</td>
</tr>
<tr>
<td>Surrey Police</td>
<td>£203.49</td>
<td>£198.54</td>
<td>2.5%</td>
</tr>
<tr>
<td>Salfords &amp; Sidlow Parish Council</td>
<td>£21.23</td>
<td>£21.43</td>
<td>-0.9%</td>
</tr>
<tr>
<td>Horley Town Council</td>
<td>£33.30</td>
<td>£32.80</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

How your Council Tax is set

Your overall Council Tax bill is decided by Surrey County Council, Surrey Police and us, with the level of Council Tax that the County Council sets having the greatest impact, as they get the largest share.

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.

Council Tax is collected by Reigate & Banstead Borough Council on behalf of these authorities.

We made budget savings of £1.8 million in 2011/12
For every pound you pay in Council Tax, 13p will go to Reigate & Banstead Borough Council, 13p to Surrey Police and 74p to Surrey County Council to provide services such as road maintenance, schools and social services.

At Reigate & Banstead Borough Council we spend £72.2 million providing services to residents (excluding capital charges).

Of that £72.2 million, £55.8 million (77%) is met by income (such as fees for services, grants and investments). This means our net budget to pay for services in 2012/13 is £16.4 million.

The Government gives us £4.9 million (7%), so the amount we need to raise from Council Tax is £11.5 million (16%).

How much Council Tax each band pays

The Council Tax payments for Reigate and Banstead Borough for 2012/13 for all bands (based on a two adult household) are:

<table>
<thead>
<tr>
<th>Band</th>
<th>Horley Town Council area</th>
<th>Salfords &amp; Sidlow Parish area</th>
<th>Rest of Borough</th>
<th>% of properties in Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1,053.52</td>
<td>1,045.47</td>
<td>1,031.32</td>
<td>1.6%</td>
</tr>
<tr>
<td>B</td>
<td>1,229.11</td>
<td>1,219.72</td>
<td>1,203.21</td>
<td>6.1%</td>
</tr>
<tr>
<td>C</td>
<td>1,404.69</td>
<td>1,393.96</td>
<td>1,375.09</td>
<td>19.6%</td>
</tr>
<tr>
<td>D</td>
<td>1,580.28</td>
<td>1,568.21</td>
<td>1,546.98</td>
<td>28.8%</td>
</tr>
<tr>
<td>E</td>
<td>1,931.45</td>
<td>1,916.70</td>
<td>1,890.75</td>
<td>17.9%</td>
</tr>
<tr>
<td>F</td>
<td>2,262.63</td>
<td>2,265.19</td>
<td>2,234.53</td>
<td>12.3%</td>
</tr>
<tr>
<td>G</td>
<td>2,633.80</td>
<td>2,613.68</td>
<td>2,578.30</td>
<td>12.1%</td>
</tr>
<tr>
<td>H</td>
<td>3,160.56</td>
<td>3,136.42</td>
<td>3,093.96</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

The £4.1m refurbishment of Donyngs Leisure Centre was completed

For Salfords and Sidlow Parish Council’s budget for 2012/13 we need to add £30,000 and for Horley Town Council’s budget for 2012/13 we need to add £295,830.

Benefits advice

Personal callers: Town Hall, Castlefield Road, Reigate RH2 0SH, weekdays between 8.45am and 5pm (4.45pm Fridays). Please write, email or telephone for a time outside these hours.

Telephone: 01737 276497 (hours as above)

Email: benefits@reigate-banstead.gov.uk

Hearing impaired: Communication support can be arranged by writing to Benefits Services (address below)

Elderly, disabled or housebound: Home visits can be arranged on request.

Non English Speaking: Interpretation/translation can be arranged by appointment.

Service Standards: Benefits Services aim to process all claims within 16 days, to answer your call within four rings, to reply to your letters within five days and to work to continually improve our services.

Council Tax Demand Notice explanatory notes

Most domestic dwellings, whether 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. Council Tax bands are set by the Valuation Office. Each property has been allocated to one of eight bands according to its open market value at 1 April 1991:

<table>
<thead>
<tr>
<th>Valuation</th>
<th>Band Range of Values</th>
<th>Valuation</th>
<th>Band Range of Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Up to &amp; including £40,000</td>
<td>E</td>
<td>£88,001 - £120,000</td>
</tr>
<tr>
<td>B</td>
<td>£40,000 - £52,000</td>
<td>F</td>
<td>£120,001 - £160,000</td>
</tr>
<tr>
<td>C</td>
<td>£52,001 - £68,000</td>
<td>G</td>
<td>£160,001 - £320,000</td>
</tr>
<tr>
<td>D</td>
<td>£68,001 - £88,000</td>
<td>H</td>
<td>More than £320,000</td>
</tr>
</tbody>
</table>

Your Council Tax bill states which band applies to your dwelling.
Need help to pay your Council Tax?

If you are on a low income, you may be entitled to Council Tax Benefit or Second Adult Rebate to help towards your Council Tax bill.

**Council Tax Benefit**

If you are responsible for paying Council Tax and you get Income Support, income based Jobseekers Allowance, Pension Credit or you have a low income, you may be able to get Council Tax Benefit to pay some or all of your Council Tax bill. Generally your savings and investments must be £16,000 or less, unless you are aged over 60 and getting Pension Guarantee Credit. How much you are entitled to will depend on your personal circumstances.

**Second Adult Rebate**

You may get Second Adult Rebate if you are the only person liable to pay council tax and share your home with another adult who is:

- not your partner or civil partner
- not paying you rent
- who has a low income
- is aged 18 or over

Your income and capital will not be taken into account for Second Adult Rebate.

If you pay rent and are entitled to Council Tax Benefit, you may also qualify for Housing Benefit.

Normally benefits can only be granted from after we receive your form, so don’t delay.

To check whether you qualify for help, try the [Benefits Calculator](http://www.reigate-banstead.gov.uk) on our website www.reigate-banstead.gov.uk, call the Benefits Section on 01737 276497 or email benefits@reigate-banstead.gov.uk.

If you are already claiming Council Tax Benefit or Second Adult Rebate and there is a change in circumstances we need to know about (such as a change in income, capital, people moving into or out of your home) then please contact us. You can report all changes in circumstances by calling 01737 276497.

**How to claim**

Call our Help Line on 01737 276000 or email benefits@reigate-banstead.gov.uk and ask for a claim form, or pick one up from your nearest Help Shop.

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How your Council Tax is spent

For 2012/13 the budget for providing services is:

<table>
<thead>
<tr>
<th>Services</th>
<th>Expenditure (£000)</th>
<th>Income1 (£000)</th>
<th>2012/13 Net (£000)</th>
<th>2011/12 Net (£000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neighbourhood Services</td>
<td>11,239.8</td>
<td>4,583.8</td>
<td>6,656.0</td>
<td>7,177.6</td>
</tr>
<tr>
<td>Housing &amp; Leisure</td>
<td>4,392.1</td>
<td>1,095.1</td>
<td>3,297.0</td>
<td>3,397.2</td>
</tr>
<tr>
<td>Policy &amp; Regeneration</td>
<td>685.2</td>
<td>22.1</td>
<td>663.1</td>
<td>664.0</td>
</tr>
<tr>
<td>Building &amp; Development Management</td>
<td>2,489.5</td>
<td>1,198.9</td>
<td>1,290.6</td>
<td>1,282.5</td>
</tr>
<tr>
<td>Environmental Health, Parking &amp; Environment</td>
<td>3,998.1</td>
<td>2,758.1</td>
<td>1,240.0</td>
<td>1,439.3</td>
</tr>
<tr>
<td>Council Tax &amp; Benefits</td>
<td>43,796.0</td>
<td>42,820.2</td>
<td>975.8</td>
<td>980.4</td>
</tr>
<tr>
<td>Corporate Development</td>
<td>3,267.0</td>
<td>34.7</td>
<td>3,232.3</td>
<td>3,276.2</td>
</tr>
<tr>
<td>Finance &amp; Resources</td>
<td>4,901.3</td>
<td>3,187.8</td>
<td>1,713.5</td>
<td>298.2</td>
</tr>
<tr>
<td>Corporate Plan Projects</td>
<td>582.6</td>
<td>82.3</td>
<td>500.3</td>
<td>942.5</td>
</tr>
<tr>
<td><strong>Cost of Services</strong></td>
<td><strong>75,351.6</strong></td>
<td><strong>55,783.0</strong></td>
<td><strong>19,568.6</strong></td>
<td><strong>19,457.9</strong></td>
</tr>
<tr>
<td>Less Capital Charges2</td>
<td></td>
<td>3,162.8</td>
<td></td>
<td>2,882.9</td>
</tr>
<tr>
<td><strong>Net Borough Requirement</strong></td>
<td><strong>16,405.8</strong></td>
<td><strong>16,575.0</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 From grants, fees for services and investments
2 Capital Charges to services for the use of Capital Assets (such as buildings), which have impact on the level of Council Tax.

Further details will be given in the Council’s annual financial report, available on our website at: [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk) or on request by telephoning 01737 276000.

How many staff we employ

As at 1 February 2012 we employ 520 people. This equates to 472.02 full-time equivalent staff once the effect of part-time staff has been calculated.

We have reduced our salary budget by over £600,000 in the last year from £16.4 million to £15.8 million.

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**Our Young Workers Scheme helped 41 young people in our borough on to the employment ladder**

**We made significant progress with our regeneration plans for Redhill, Horley, Merstham and Preston**
Investments and borrowing

Our statement of investment and borrowing for 2011/12 is:

<table>
<thead>
<tr>
<th>£000's</th>
<th>Invested</th>
<th>£55,553</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowed</td>
<td>We did not borrow in 2011/12</td>
<td></td>
</tr>
</tbody>
</table>

How much does the Parish and Town Council get?

The budget requirements for Salfords and Sidlow Parish Council and Horley Town Council are:

<table>
<thead>
<tr>
<th>Services</th>
<th>2012/13</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salfords &amp; Sidlow Parish Council</td>
<td>£30,000</td>
<td>£30,000</td>
</tr>
<tr>
<td>Horley Town Council</td>
<td>£295,830</td>
<td>£287,361</td>
</tr>
</tbody>
</table>

Horley Town Council budget 2012/13

<table>
<thead>
<tr>
<th>Services &amp; Expenditure</th>
<th>Income</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreational Areas &amp; Town Centre</td>
<td>£123,551</td>
<td>£38,426</td>
</tr>
<tr>
<td>Property Maintenance &amp; Improvement</td>
<td>£13,400</td>
<td>0</td>
</tr>
<tr>
<td>Churchyard Maintenance</td>
<td>£13,500</td>
<td>0</td>
</tr>
<tr>
<td>Rents, Rates, Lettings &amp; Utilities</td>
<td>£28,645</td>
<td>£15,200</td>
</tr>
<tr>
<td>Administration</td>
<td>£145,268</td>
<td>£1,855</td>
</tr>
<tr>
<td>General Expenditure</td>
<td>£33,830</td>
<td>0</td>
</tr>
<tr>
<td>Increase in Earmarked Funds</td>
<td>£5,900</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>£364,094</td>
<td>£55,481</td>
</tr>
<tr>
<td>From Reserves</td>
<td>(£12,783)</td>
<td></td>
</tr>
<tr>
<td>Precept</td>
<td>£295,830</td>
<td></td>
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How to pay your bill

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

Direct Debit:

The easiest and most convenient way to pay your Council Tax bill is by Direct Debit. Your Council Tax will be deducted automatically from your bank account each month. It is also safe as payments are protected by the Direct Debit guarantee.

Paying by Direct Debit also costs the Council up to six times less to process than paying by cheque or cash, freeing up more Council funds for providing local services.

Should the amount or date of collection of Council Tax change, the Council will advise you in writing well in advance. You can also cancel a Direct Debit at any time by simply informing your bank or building society.

For more information or to download a Direct Debit mandate, visit our website www.reigate-banstead.gov.uk or telephone 01737 276779.

Online:

You can pay online using a credit or debit card at www.reigate-banstead.gov.uk and select ‘Pay it’.

By phone:

If you do not have access to the internet you can make a credit or debit card payment by phoning our Payments Line on 01737 276727.

Query on your Council Tax bill?:

Call us on 01737 276779.

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The easiest and most convenient way to pay your Council Tax bill is by Direct Debit. Your Council Tax will be deducted automatically from your bank account each month. It is also safe as payments are protected by the Direct Debit guarantee.

Paying by Direct Debit also costs the Council up to six times less to process than paying by cheque or cash, freeing up more Council funds for providing local services.

Should the amount or date of collection of Council Tax change, the Council will advise you in writing well in advance. You can also cancel a Direct Debit at any time by simply informing your bank or building society.

For more information or to download a Direct Debit mandate, visit our website www.reigate-banstead.gov.uk or telephone 01737 276779.

Online:
You can pay online using a credit or debit card at www.reigate-banstead.gov.uk and select ‘Pay it’.

By phone:
If you do not have access to the internet you can make a credit or debit card payment by phoning our Payments Line on 01737 276727.

Query on your Council Tax bill?:
Call us on 01737 276779.

The new £9m Horley Leisure Centre opened to the public, improving leisure opportunities for people of all ages and abilities
**Need help to pay your Council Tax?**

If you are on a low income, you may be entitled to Council Tax Benefit or Second Adult Rebate to help towards your Council Tax bill.

**Council Tax Benefit**

If you are responsible for paying Council Tax and you get Income Support, income based Jobseekers Allowance, Pension Credit or you have a low income, you may be able to get Council Tax Benefit to pay some or all of your Council Tax bill. Generally your savings and investments must be £16,000 or less, unless you are aged over 60 and getting Pension Guarantee Credit. How much you are entitled to will depend on your personal circumstances.

**Second Adult Rebate**

You may get Second Adult Rebate if you are the only person liable to pay council tax and share your home with another adult who is:
- not your partner or civil partner
- not paying you rent
- who has a low income
- is aged 18 or over

Your income and capital will not be taken into account for Second Adult Rebate. If you pay rent and are entitled to Council Tax Benefit, you may also qualify for Housing Benefit.

Normally benefits can only be granted from after we receive your form, so don’t delay.

To check whether you qualify for help, try the Benefits Calculator on our website www.reigate-banstead.gov.uk, call the Benefits Section on 01737 276497 or email benefits@reigate-banstead.gov.uk.

If you are already claiming Council Tax Benefit or Second Adult Rebate and there is a change in circumstances we need to know about (such as a change in income, capital, people moving into or out of your home) then please contact us. You can report all changes in circumstances by calling 01737 276497.

**How to claim**

Call our Help Line on 01737 276000 or email benefits@reigate-banstead.gov.uk and ask for a claim form, or pick one up from you nearest Help Shop.

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**How your Council Tax is spent**

For 2012/13 the budget for providing services is:

<table>
<thead>
<tr>
<th>Services</th>
<th>Expenditure (£000)</th>
<th>Income1 (£000)</th>
<th>2012/13 Net (£000)</th>
<th>2011/12 Net (£000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neighbourhood Services</td>
<td>11,239.8</td>
<td>4,583.8</td>
<td>6,656.0</td>
<td>7,177.6</td>
</tr>
<tr>
<td>Housing &amp; Leisure</td>
<td>4,392.1</td>
<td>1,095.1</td>
<td>3,297.0</td>
<td>3,397.2</td>
</tr>
<tr>
<td>Policy &amp; Regeneration</td>
<td>685.2</td>
<td>22.1</td>
<td>663.1</td>
<td>664.0</td>
</tr>
<tr>
<td>Building &amp; Development Management</td>
<td>2,489.5</td>
<td>1,198.9</td>
<td>1,290.6</td>
<td>1,282.5</td>
</tr>
<tr>
<td>Environmental Health, Parking &amp; Environment</td>
<td>3,998.1</td>
<td>2,758.1</td>
<td>1,240.0</td>
<td>1,439.3</td>
</tr>
<tr>
<td>Council Tax &amp; Benefits</td>
<td>43,796.0</td>
<td>42,820.2</td>
<td>975.8</td>
<td>980.4</td>
</tr>
<tr>
<td>Corporate Development</td>
<td>3,267.0</td>
<td>34.7</td>
<td>3,232.3</td>
<td>3,276.2</td>
</tr>
<tr>
<td>Finance &amp; Resources</td>
<td>4,901.3</td>
<td>3,187.8</td>
<td>1,713.5</td>
<td>298.2</td>
</tr>
<tr>
<td>Corporate Plan Projects</td>
<td>582.6</td>
<td>82.3</td>
<td>500.3</td>
<td>942.5</td>
</tr>
<tr>
<td>Cost of Services</td>
<td>75,351.6</td>
<td>55,783.0</td>
<td>19,568.6</td>
<td>19,457.9</td>
</tr>
<tr>
<td>Less Capital Charges2</td>
<td></td>
<td></td>
<td>3,162.8</td>
<td>2,882.9</td>
</tr>
<tr>
<td>Net Borough Requirement</td>
<td>16,405.8</td>
<td>16,575.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 From grants, fees for services and investments

2 Capital Charges to services for the use of Capital Assets (such as buildings), which have impact on the level of Council Tax.

Further details will be given in the Council’s annual financial report, available on our website at: www.reigate-banstead.gov.uk or on request by telephoning 01737 276000.

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**How many staff we employ**

As at 1 February 2012 we employ 520 people. This equates to 472.02 full-time equivalent staff once the effect of part-time staff has been calculated.

We have reduced our salary budget by over £600,000 in the last year from £16.4 million to £15.8 million.

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**Our Young Workers Scheme helped 41 young people in our borough on to the employment ladder**

**We made significant progress with our regeneration plans for Redhill, Horley, Merstham and Preston**
Benefits advice

Personal callers: Town Hall, Castlefield Road, Reigate RH2 0SH, weekdays between 8.45am and 5pm (4.45pm Fridays). Please write, email or telephone for a time outside these hours.

Telephone: 01737 276497 (hours as above)

Email: benefits@reigate-banstead.gov.uk

Hearing impaired: Communication support can be arranged by writing to Benefits Services (address below)

Elderly, disabled or housebound: Home visits can be arranged on request.

Non English Speaking: Interpretation/translation can be arranged by appointment.

Service Standards: Benefits Services aim to process all claims within 16 days, to answer your call within four rings, to reply to your letters within five days and to work to continually improve our services.

Council Tax Demand Notice explanatory notes

Most domestic dwellings, whether 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. Council Tax bands are set by the Valuation Office. Each property has been allocated to one of eight bands according to its open market value at 1 April 1991:

<table>
<thead>
<tr>
<th>Valuation</th>
<th>Band Range of Values</th>
<th>Valuation</th>
<th>Band Range of Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Up to &amp; including £40,000</td>
<td>E</td>
<td>£88,001 - £120,000</td>
</tr>
<tr>
<td>B</td>
<td>£40,001 - £52,000</td>
<td>F</td>
<td>£120,001 - £160,000</td>
</tr>
<tr>
<td>C</td>
<td>£52,001 - £68,000</td>
<td>G</td>
<td>£160,001 - £320,000</td>
</tr>
<tr>
<td>D</td>
<td>£68,001 - £88,000</td>
<td>H</td>
<td>More than £320,000</td>
</tr>
</tbody>
</table>

Your Council Tax bill states which band applies to your dwelling.

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For every pound you pay in Council Tax, 13p will go to Reigate & Banstead Borough Council, 13p to Surrey Police and 74p to Surrey County Council to provide services such as road maintenance, schools and social services.

At Reigate & Banstead Borough Council we spend £72.2 million providing services to residents (excluding capital charges).

Of that £72.2 million, £55.8 million (77%) is met by income (such as fees for services, grants and investments). This means our net budget to pay for services in 2012/13 is £16.4 million.

The Government gives us £4.9 million (7%), so the amount we need to raise from Council Tax is £11.5 million (16%).

How much Council Tax each band pays

The Council Tax payments for Reigate and Banstead Borough for 2012/13 for all bands (based on a two adult household) are:

<table>
<thead>
<tr>
<th>Band</th>
<th>Horley Town Council area</th>
<th>Salfords &amp; Sidlow Parish area</th>
<th>Rest of Borough</th>
<th>% of properties in Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1,053.52</td>
<td>1,045.47</td>
<td>1,031.32</td>
<td>1.6%</td>
</tr>
<tr>
<td>B</td>
<td>1,229.11</td>
<td>1,219.72</td>
<td>1,203.21</td>
<td>6.1%</td>
</tr>
<tr>
<td>C</td>
<td>1,404.69</td>
<td>1,393.96</td>
<td>1,375.09</td>
<td>19.6%</td>
</tr>
<tr>
<td>D</td>
<td>1,580.28</td>
<td>1,568.21</td>
<td>1,546.98</td>
<td>28.8%</td>
</tr>
<tr>
<td>E</td>
<td>1,931.45</td>
<td>1,916.70</td>
<td>1,890.75</td>
<td>17.9%</td>
</tr>
<tr>
<td>F</td>
<td>2,262.63</td>
<td>2,265.19</td>
<td>2,234.53</td>
<td>12.3%</td>
</tr>
<tr>
<td>G</td>
<td>2,633.80</td>
<td>2,613.68</td>
<td>2,578.30</td>
<td>12.1%</td>
</tr>
<tr>
<td>H</td>
<td>3,160.56</td>
<td>3,136.42</td>
<td>3,093.96</td>
<td>1.6%</td>
</tr>
</tbody>
</table>
Discounts and exemptions

Exempt dwellings: Some dwellings are exempt from Council Tax, 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)
• have been repossessed
• are the responsibility of a bankrupt's trustee
• are waiting to be occupied by a minister of religion
• are waiting for probate or letters of administration to be granted (and for up to six months after)
• are empty because their occupation is forbidden by law.

Properties left empty by:
• students
• someone who has gone into prison, or who has moved to receive personal care in a hospital, a care home or elsewhere
• someone who has moved in order to provide personal care to another person

Forces' barracks and married quarters are also exempt. Their occupants contribute to the cost of local services through a special arrangement. If you think your property may be exempt you should contact us.

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 property (as their main home), the Council Tax bill will be reduced by a quarter (25%).

Certain people are not counted towards the number of adults living in a dwelling, including:
• full time students, student nurses, apprentices and Youth Training trainees
• patients resident in hospital
• people who are being looked after in care homes and hospices
• 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
• care workers 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).

For dwellings that are not used as a main home and remain furnished (e.g. a second home), the bill is reduced by 10%.

Dwellings that are furnished and not used as a main residence because the person is required to live elsewhere to carry out the duties of their job will be entitled to a 50% discount.

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.

If you think you may be entitled to a discount, contact us on 01737 276779. If your bill indicates that a discount has been allowed, you must tell us of any change of circumstances which affects your entitlement. If you fail to do so, you may be required to pay a penalty.

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. If your home is in Band 'A' you will also be entitled to a reduction. These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability.

‘Granny Annexes’: Where an annex 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 is not regarded as a separate dwelling for Council Tax purposes.

If you think this affects you, please contact the Local Taxation team on 01737 276537.

The new recycling and waste collection service will begin to roll-out this summer, enabling residents to recycle more materials from home. As well as environmental benefits, recycling provides a valuable source of income to the Council and its increase will help ease the pressure on our finances.

This is a good Council and we will continue to put services first and make our organisation as efficient as it can be, and we assure you that we aim to keep future Council Tax increases to a minimum.

Cllr Joan Spiers, Leader, Reigate & Banstead Borough Council

Council Tax 2012/13

Band D average

For 2012/13 the average Council Tax for a Band D property is £1,546.98, which means an increase of 2.5% on last year’s bill. This is broken down as follows:

<table>
<thead>
<tr>
<th></th>
<th>2012/13</th>
<th>2011/12</th>
<th>Increase since 2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reigate &amp; Banstead Borough Council</td>
<td>£193.83</td>
<td>£193.83</td>
<td>0%</td>
</tr>
<tr>
<td>Surrey County Council</td>
<td>£1,149.66</td>
<td>£1,116.36</td>
<td>3.0%</td>
</tr>
<tr>
<td>Surrey Police</td>
<td>£203.49</td>
<td>£198.54</td>
<td>2.5%</td>
</tr>
<tr>
<td>Salfords &amp; Sidlow Parish Council</td>
<td>£21.23</td>
<td>£21.43</td>
<td>-0.9%</td>
</tr>
<tr>
<td>Horley Town Council</td>
<td>£33.30</td>
<td>£32.80</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

How your Council Tax is set

Your overall Council Tax bill is decided by Surrey County Council, Surrey Police and us, with the level of Council Tax that the County Council sets having the greatest impact, as they get the largest share.

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.

Council Tax is collected by Reigate & Banstead Borough Council on behalf of these authorities.

We made budget savings of £1.8 million in 2011/12
Dear Resident,

I am pleased to tell you that for the third year running, there will be no increase in Reigate & Banstead Borough Council's share of your Council Tax for 2012/13.

We are able to do this because we have reduced our costs whilst protecting services and accepted a one-off grant from the Government.

Your Council Tax payment helps to ensure that we can continue to deliver our services to keep the borough clean and green, our residents and visitors safe and healthy and enable continued investment in our communities to make this a great place to live and work.

Better for less

We said in our Corporate Plan that we would do ‘Better for Less’ and become a more efficient Council, with lower costs and a reduced headcount. This year we have saved £1.8 million by improving technology, reducing staffing levels and by renting out some of our office accommodation to other organisations.

Protecting services

We are committed to protecting services, but to do this we must be financially sustainable. There is some scope for the Council to make further savings and we are looking at more ways to cut costs and increase income.

We anticipate further reductions in our grant as the Government continues to cut public spending. This will mean that Council Tax is likely to increase from 2013/14 in order to avoid making the cuts to services that so many other Councils are already making. You have told us before that you would be willing to pay a few pence more each week.

Looking ahead

We will continue to make significant progress with our plans to improve Redhill, Horley, Merstham and Preston. Our programme to improve leisure facilities has delivered the refurbishment of Donyngs in Redhill and the new Horley Leisure Centre. The replacement of the centre at Banstead will be next.

Appeals

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

- because there has been a material increase or material reduction in the dwelling’s value (this is explained below)
- 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 for 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 the Council has made a mistake in calculating your bill. If you wish to appeal on these grounds you must first notify the Council 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 First Floor, Warwick House, 67 Station Road, Redhill, RH1 1DL. Telephone 03000 503900. Website: www.voa.gov.uk.

Making a complaint

If you have any complaint about a Council service, 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 our Help Shops or by writing to the Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH.

Alternative formats

We are happy to provide information in other languages, large print, braille or on audio tape - please contact our Help Line on 01737 276000 if you would like this service.
Council Tax 2012/13

Making every penny count

This booklet gives you information about how much your Council Tax will be, the Council’s budget for this year, and how we are performing.