

Your Guide to Council Tax 2007/8

Please keep this booklet



Council tax is a tax on property that helps pay for the cost of providing local services.

This booklet gives you information about how we calculate the council tax and how we spend the money.

Putting You First
www.merton.gov.uk



If you would like more information in your own language, please contact us at the address shown in the box below.

Albanian

Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

Arabic

إذا كنت ترغب في مزيد من المعلومات بلغتك، يرجى الاتصالنا على العنوان المذكور في الصندوق أدناه.

Bengali

আপনার নিজস্ব ভাষায় আরও তথ্যের জন্য, দয়া করে নিচের ঠিকানায় আমাদের সাথে যোগাযোগ করুন।

Chinese

如果您希望用您自己的语言获取更多信息，请联系我们，地址如下所示。

Farsi

اگر می‌خواهید به کسب اطلاعات بیشتر به زبان خود هستید، لطفاً از طریق آدرس زیر به ما تماس بگیرید.

French

Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

Polish

Jeżeli chcesz uzyskać więcej informacji w swojej własnej mowie, prosimy o kontakt z adresem podanym w poniższym ramieniu.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਆਪਣੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਲਈ ਸੰਪਰਕ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੀ ਠਿਕਾਣੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Spanish

Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.

Tamil

உங்கள் சொந்த மொழியில் மேலும் தகவல்களைப் பெற விரும்பினால், கீழ்க்கண்ட முகவரிக்கு தொடர்பு கொள்ளுங்கள்.

Urdu

اگر آپ کو اپنی زبان میں مزید معلومات کی ضرورت ہے، تو براہ کرم درج ذیل پتے پر ہمیں رابطہ کریں۔

You can also get this information in large print, in Braille and on tape.

The Director of Corporate Services, Merton Civic Centre, London Road, Morden SM4 5DX

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Dear Resident

This is the first budget of a new administration, which has been faced with the need to make substantial savings in order to balance the books. We have taken a tight control of the council's finances and exceeded the savings anticipated in the previous Medium Term Financial Review, doing so wherever possible by finding efficiencies in back office services.



The Merton element of council tax in 2007/8 will rise by 3.6%, in line with the increase in State Pensions from 1 April 2007. This means Band D taxpayers will pay an extra £3 a month for Merton's services. This increase is lower than the current Retail Price Index, running at 4.2% (as of January). The new administration is committed to cutting waste and bureaucracy, and to using the savings to improve frontline services, whilst aiming to keep Merton's tax increase below inflation. The level of increase we have set recognises that it is pensioners and those on lower incomes who will be hardest hit by council tax increases.

It is a fact that Adult Social Care has been underfunded and overspent since 2004/5. We have decided to confront this, putting £5.5m of new money into this area in 2007/8. Had we not had to take this step, we could have reduced council tax by 1%. Despite the modest increase in council tax, we have produced a budget that will deliver value for money services across the council.

Some of the highlights of the 2007/8 budget are:

Caring for you and protecting the vulnerable

- £5.5m increase in Adult Social Care spending.
- £880,000 for mental health services over 3 years.

Putting your children first

- £700,000 to attract the best, permanent social care staff.
- Redevelopment of the Eastfields Youth Centre into a children's centre.
- Increase in Youth Engagement funding from £55,000 to £81,000 over 3 years.
- £125,000 for improving schools' standards over 2 years.

Putting your safety first and valuing your quality of life

- Funding for improved security in council housing.
- Saturday street litter picking service, night time response cleaning service, more deep cleansing.
- Increased operating budget for planning applications service.
- Progressing the regeneration of Mitcham and Morden town centres.
- Money for the proposed Eastfields rail station.

These significant investments and efficiencies across the council will ensure that we can continue the many improvements planned, putting value for money services first.

A handwritten signature in black ink, appearing to read 'David T. Williams JP'. The signature is written in a cursive style with some loops and flourishes.

David T. Williams JP, Leader of the Council

Merton's spending on services

The Council Tax

Council tax is made up of three parts.

The following shows the figures for Band D:

	2006/07	2007/08	Increase
	£	£	%
Spending on Merton's local services	1,007.17	1,042.66	3.5%
Spending on Levies	6.85	7.86	14.7%
Subtotal	1,014.02	1,050.52	3.6%
GLA precept	288.61	303.88	5.3%
Total	1,302.63	1,354.40	4.0%

How Merton pays for services:

Three main sources make up the money we plan to spend on services in 2007/2008.

These are:

	£000's	%	£/head
Non-Domestic Rates	52,443	38	268.30
Revenue Support Grant	8,801	6	45.03
Council Tax Income	77,278	56	395.36
Total Budget Requirement	138,522	100	

Local councils collect Non-Domestic Rates from businesses and pay them into a national pool. This national pool is then shared according to the number of residents each authority has. The Government allocates the Revenue Support Grant using information on the population, social structure and other characteristics of each authority. We then use money we collect from residents (the council tax) to make up the rest of our budget.

Medium Term Financial Strategy (MTFS)

Merton has a MTFS which sets out details for the next three years. This can be viewed on Merton's website at www.merton.gov.uk/finance

Spending on services provided by Merton

Merton uses the money we raise from the Government, businesses and the council tax to pay for the services we provide (apart from housing which is mainly paid for by rents and government subsidies). The amounts we plan to spend on these services in 2007/2008 (together with comparative information for 2006/2007) is shown below.

	2006/07				2007/08		
Gross Expenditure	Income	Net Expenditure		Gross Expenditure	Income	Net Expenditure	
£000s	£000s	£000s		£000s	£000s	£000s	
3,536	2,767	769	Chief Executive's	2,365	1,514	851	
102,054	89,968	12,086	Corporate Services	93,530	80,556	12,974	
155,014	114,272	40,742	Children, Schools and Families	153,975	112,708	41,267	
67,610	34,444	33,166	Environment and Regeneration	68,092	34,108	33,984	
84,372	40,501	43,871	Community and Housing	86,463	37,212	49,251	
726		726	Levies	805		805	
33,917	33,571	346	Investments and Provisions	17,771	20,181	(2,410)	
447,229	315,523	131,706	Planned Expenditure	423,001	286,279	136,722	
		1,500	Contribution to Reserves			1,800	
		133,206	Net requirement for tax purposes			138,522	

Please note that the allocation of budgets for 2007/08 is not yet finalised and some figures may change, although the overall total will not alter.

Merton's spending on services

The change in revenue spending from 2006/07 to 2007/08

	£m
Revenue Spending 2006/07	133.2
Savings in Service Provision	(9.5)
Pay and Price increases and Approved Growth	14.4
Other Corporate adjustments, capital budgets effects, etc	(1.4)
Revenue Spending 2007/08	136.7
Contribution to General Fund Reserves	1.8
Net Requirement for Tax Purposes	138.5

The charge and bands

The council tax uses the Band D charge as its basis. We work out all other bands from the Band D charge. The charges, including the GLA precept, are as follows:

Band	Property value	Proportion of Band D Charge	Council Tax £
A	up to £40,000	6/9	902.94
B	£40,001-£52,000	7/9	1,053.42
C	£52,001-£68,000	8/9	1,203.92
D	£68,001-£88,000	9/9	1,354.40
E	£88,001-£120,000	11/9	1,655.38
F	£120,001-£160,000	13/9	1,956.36
G	£160,001-£320,000	15/9	2,257.34
H	£320,001 upwards	18/9	2,708.80

Levies

Included within our spending plans are levies that we have to pay to certain bodies outside council control. These are as follows:

	2006/07 £	2007/08 £
Lee Valley Regional Park	213,639	219,455
Environment Agency Flood Defence	83,253	132,668
London Pensions Fund Authority	196,040	216,012
Wimbledon and Putney Commons Conservators	233,169	237,081
Total Levies	726,101	805,216

Borrowing

At the end of 2006/2007 long-term borrowing is expected to be £179m.

We pay for the interest arising from this debt using the council tax, or from rents in the case of housing.

People employed

The estimated number of staff we employ (calculated on full-time basis) for 2007/2008 is 4,275. This compares with a total of 4,517 in 2006/2007.

Introduction

The Mayor of London's seventh budget continues to place public safety and policing at its heart, with 27p of the 29p a week (Band D) council tax increase going towards policing and safety. Neighbourhood policing is reinforced; there are extra Police Community Support Officers to patrol London Underground and National Rail stations; and there is extra funding for improving fire and rescue capability.

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

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

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

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

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

Policing - Safer Neighbourhoods

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

Policing - Safer Transport

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

Policing - Counter Terrorism

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

Tackling Climate Change

The budget also accelerates the tackling of climate change with a new programme to increase the provision of decentralised energy supply and to enable Londoners to reduce emissions from energy use in their homes. It also includes a comprehensive programme to fund energy efficient technology in transport and encourage walking and cycling, including setting up a £25m Climate Change Mitigation Fund to support initiatives to reduce carbon emissions and investing an extra £40m in cycling over the next three years. In 2007-08, £30m will be spent on travel demand management to make further progress in areas such as schools, commuting, car clubs and town centres.

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

Transport

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

- Transport for London will take responsibility for the Silverlink Metro in 2007
- Oystercard ticketing on all National Rail stations in London, starting from 2008
- Continuing expansion of the bus network
- Extensions and capacity upgrades for the Docklands Light Railway
- Construction of the East London Line extension stage 1
- Increases in capacity on London Underground
- Schemes to provide safe and attractive environments for pedestrians
- The western extension of the central London congestion charge.

Fire

The main aims of the budget are to continue reducing the number of fires and fire deaths and

improve emergency response capability. There is funding for six new Fire Rescue Units to respond to major incidents, building on the experience of the July 2005 bombings. A fleet of new Command Support Units will assist incident commanders and there will be targeted community safety initiatives.

2012 Olympic and Paralympic Games

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

Police and fire service preparations for the Games are to be funded by central government grant. For every £1 raised from council tax, £7 comes from other sources including the National Lottery, the International Olympic Committee, business sponsorship and ticket sales.

£	MPA	LFEPA	TfL	LDA	GLA	Collection fund	Total
2006-07 Band D council tax precept	210.82	45.63	4.16	Nil	29.32	-1.32	288.61
Increase for 2007-08	12.78	1.49	-0.03	-	0.68	0.35	15.27
2007-08 Band D council tax precept	223.60	47.12	4.13	Nil	30.00	-0.97	303.88

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

£m	MPA		LFEPA		TfL		LDA		GLA		Total	
	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08
Gross expenditure	3,267.0	3,309.9	431.2	443.0	5,393.0	6,397.0	422.5	418.2	130.3	153.7	9,644.0	10,721.8
Specific grants	-425.7	-500.4	-9.6	-9.5	-2,383.0	-2,598.0	-422.5	-418.2	-2.2	-1.5	-3,243.0	-3,527.6
Other income	-391.6	-272.8	-17.5	-19.6	-2,946.0	-3,397.0	-	-	-10.2	-14.6	-3,365.3	-3,704.0
Net expenditure	2,449.7	2,536.7	404.1	413.9	64.0	402.0	Nil	Nil	117.9	137.6	3,035.7	3,490.2
Use of reserves	-24.0	-4.0	-24.6	-22.4	-52.0	-390.0	-	-	4.6	-12.0	-96.0	-428.4
Budget requirement	2,425.7	2,532.7	379.5	391.5	12.0	12.0	Nil	Nil	122.5	125.6	2,939.7	3,061.8

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

Lee Valley Regional Park Authority

The Lee Valley Regional Park Authority was established by an act of parliament in 1966 to regenerate, develop and manage approximately 10,000 acres of the Lee Valley, which had become largely derelict, and transform it into a unique leisure and nature conservation resource for the benefit of Hertfordshire, Essex and London.

Budget/Levy Changes – 2006/2007 to 2007/2008 (£'000)

	£'000	£'000
Levied from local taxpayers in 2006/07		11,529
Inflation		346
Service Developments (2006/07 full year effect)		306
Service Development (2007/08)	469	
Revenue Savings	(775)	
Net Savings		(306)
Levied from local taxpayers in 2007/2008		11,875

	2006/2007	2007/2008
	£m	£m
Gross Operating Expenditure	12.4	13.9
Gross Operating Income	(4.6)	(5.3)
Net Service Operating Costs	7.8	8.6
Financing Costs - Debt servicing/repayments	0.8	0.7
- New capital investment	2.9	2.6
Total Net Expenditure	11.5	11.9



Environment Agency Thames Region

The Council Tax and Non-Domestic Rating (Demand Notices) (England) Regulations 2003.

The Environment Agency, as a levying body for its Flood Defence functions, under the above regulations, provides the following information:

The Thames Region is home to 12 million people. Within the region it is our job to maintain 5,200km of Main River and 193km of tidal defences. This includes operating the Thames Barrier – London’s main defence against flooding. Flood defence money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system. The financial details are:-

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, where there are schemes which do not attract central funding the Agency may seek funding from County and Metropolitan Councils, Unitary Authorities and London Boroughs in the form of a Local Levy. The Local Levy is shared on the basis of Band D Equivalents between all contributing bodies within the Committee Area.

Changes in the gross expenditure between the years are due mainly to an increase in the programme of schemes in 2007/08 following a reduction in 2006/07. The total Local Levy has increased from £5,632k in 2006/07 to £9,000k for 2007/08, following a reduction from the 2005/06 level of £8,896k.

Thames Regional Flood Defence Committee (all figures are in £'000s)	2006/7	2007/8
Gross Expenditure	78,057	80,963
Net Expenditure	68,516	70,178
Levies Raised	5,632	9,000
Total Council Tax Base	4,865	4,904

Council Tax reductions

Valuation of properties

If you have a query about your property you should contact the Listing Officer of the Valuation Office at:

**2nd Floor, 1 Francis Grove,
Wimbledon, London SW19 4DT.
Telephone 020 8276 8600.**

Council tax was introduced on 1 April 1993. Homes were placed in bands based on house prices at 1 April 1991. A general rise or fall in prices since that date does not mean you can appeal on your banding.

Since December 1993 you can only challenge the band your property has been placed in if one of the following occurs.

- The balance between residential and business use within a property has changed.
- The property has been converted from a house to flats.
- A Listing Officer has changed a banding without a proposal having been made by a taxpayer.
- The Court has altered the band of a similar property.
- When you become the taxpayer of a property for the first time. You must make your appeal within six months of you becoming the taxpayer. You can only appeal if there has not been an appeal relating to your property before.
- There has been a significant increase or reduction in the property's value. This applies where:
 - Your property has increased in value as a result of building or alteration. Any increase in banding is put off until the property is sold. The new taxpayer then has a right to appeal against the new banding.
 - Your property has reduced in value because of demolition, changes in the physical area or an adaptation to make the property suitable for someone with a disability.

Reduction for the Disabled

If anyone needs special facilities (such as an extra room) to meet needs related to a disability, you may be entitled to a reduced bill. We may reduce the bill to that of a property in the band below.

You can only apply for a discount or relief (reduction) on your bill if you do not already have one.

Please send any claims to Corporate Services Department, Merton Civic Centre, London Road, Morden SM4 5DX.

Alternatively, telephone the number shown on your bill. If your bill shows that we have given you a discount or relief and your circumstances change, you must tell us immediately. If you do not, you may face a penalty charge.

Other reductions available are Exempt Property and Council Tax Benefit - please see your council tax bill for more information.

Appeals

You can appeal against your council tax if you think your property is exempt, or that there has been a mistake calculating your bill. If you want to appeal you must tell us in writing, stating the reasons. You must continue to pay your bill while we deal with your claim. We will refund you any money you have overpaid if your appeal is successful.

If the appeal is unsuccessful we will give you details of an independent tribunal which you can refer your appeal to.

Discounts

You may be entitled to a 25% discount off your council tax bill if you are the only person (aged 18 or over) living in a property.

We work out council tax by assuming that at least two adults are living in the property. However, we do not count some people when we work out how many adults live in the property. This may allow you to receive a discount even if you do not live alone.

These are:

- Full-time students, student nurses, apprentices and youth training trainees;
- 18 and 19 year olds who are at, or who have just left, school or college;
- patients in hospital;
- people being looked after in care homes;
- people staying in certain hostels or night shelters;
- care workers on low pay (usually for charities);
- people who care for someone with a disability who is not their husband, wife, partner, or a child under 18;
- members of visiting Armed Forces and certain international institutions;
- foreign diplomats;
- members of religious communities (such as monks and nuns);
- people in detention; and
- the severely mentally impaired.

If all residents living in a property fall under one or more of the discount categories, we treat the property as being empty and give a 50% discount.

For the purpose of council tax, a 'resident' means a person aged 18 or over who has their only or main residence in the property concerned.

Therefore we do not consider people under 18 and people in any of the discount categories when we decide how much tax you should pay.

You may be entitled to a 10% discount if your property is empty and furnished. We will need to know your main residence before giving you your discount. Please note that the level of discount varies across the country as each local authority sets its own discount amount.

Exemptions

There are certain categories of homes that are exempt from council tax. For a list of the exemptions please see your council tax bill.

Council Tax Benefit

If you are on a low income or income support you may be entitled to Council Tax Benefit. The amount of benefit you get depends on:

- how much money you have coming in;
- the amount of savings you have;
- your personal circumstances; and
- how much council tax you pay.

If you want to apply for benefit contact the Benefit Service at the Civic Centre or phone **020 8274 4901**.

Data Protection

Your personal information will be held and used in accordance with the requirements of the Data Protection Act 1998. We are under a duty to protect the public funds that we administer and, to this end, may use any information we hold in relation to council tax for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

Ten most frequently asked questions

1. Why has my bill gone up?

Council tax is a tax on property that helps pay for local services. Every year we set a budget for the amount of money we need and the Mayor of London sets the Greater London Authority (GLA) precept. The Merton element will rise by 3.6%, in line with the increase in State Pensions from 1 April 2007. This increase is lower than the current Retail Price Index, which was 4.2% as at January 2007.

2. What is the GLA charge, and what does it cover?

The GLA group charge covers the money they need for areas such as the GLA, London Fire and Emergency Planning, Transport for London, Met Police Authority and London Development Agency. (Please see pages 6 and 7 of this booklet.)

3. What services does my money pay for, and can I get a reduction if I don't use them?

The services the money pays for are listed in previous pages of this leaflet. They include local services such as social services, schools and refuse collection. There are no reductions for people not using these services.

4. What is my banding and why is it so high?

Your property was placed in a band based on an "open market" assessment of its value at 1 April 1991. The Listing Officer of the Valuation Office decides the band of your property and places it on a valuation list in one of eight valuation bands (A to H).

5. Can I appeal against my banding, and how do I?

Yes, you can challenge the band your property is in. You should write to the Listing Officer at 2nd Floor, 1 Francis Grove, Wimbledon, London, SW19 4DT. You can phone the Listing Officer on **020 8276 8600**. Your appeal must be within six months of you becoming the taxpayer for a property. A general rise or fall in house prices is not grounds for an appeal on your banding.

6. Can I claim a discount, and how do I apply for one?

This will depend on your circumstances. There are details about discounts on pages 10 and 11 of this booklet and on the council tax web pages. The most common discount we give is for people living on their own. You can claim this by calling **020 8274 4901**. You can also claim discounts by applying in person at the Civic Centre, visiting www.merton.gov.uk/counciltax or by sending an email to local.taxation@merton.gov.uk

7. Can I change my Direct Debit date?

Yes, however there are only three dates you can choose from: the 8th, 18th or 28th of the month.

8. Can I take longer than ten months to pay?

You can pay by 12 instalments if you are a Direct Debit payer. We will give you 12 instalments or less, depending on the date we process your application.

9. I haven't got my bill yet - can you send me a copy?

For the new financial year your bill should arrive by 1 April. If you need another copy please phone us on **020 8274 4904**.

10. Can I claim any benefit to help pay my council tax?

Yes, Council Tax Benefit is available to individuals and couples who are on low incomes and have limited savings. To claim the benefit you must be liable for paying the tax and normally live in the property you are liable for.

You must continue to pay the full amount of council tax while we assess your benefit claim. For an application form or for more information please visit the Civic Centre in person, phone our contact centre on **020 8274 4903** or visit www.merton.gov.uk/benefits

How to pay your council tax

Direct Debit:

The easiest way to pay your council tax is by Direct Debit. We offer three different payment dates and you can pay by 10 or 12 instalments. Your payments are covered by the Direct Debit Guarantee. To set up your payments using Direct Debit you can fill in the form on the back of your council tax bill or you can phone us on 020 8274 4904.

By post:

You can pay by post using a cheque or postal order. You should send it to:

Director of Corporate Services
Merton Civic Centre
London Road
Morden
SM4 5DX

Please make sure you write your account reference (find this on your bill) on the back of your cheque or postal order. If you would like a receipt please return the whole council tax bill with your payment.

Otherwise, if you have a payment slip please send it with your payment. Please note that we cannot accept cheques that are dated in the future.

By credit/debit card:

By telephoning 020 8545 3518 (available 24hrs a day). Please note this number is for credit/debit cards only. Otherwise you can pay by credit/debit card by following the instructions on our website at: www.merton.gov.uk/pay

By BACS, telephone or internet banking:

Please make payments quoting London Borough of Merton Head Office Collection A/c, at Lloyds TSB Bank, Sort Code 30-00-00, Account 05390753, and quote your council tax number.

At a Post Office:

(Cash, cheque or debit card.) At the counter please give both your payment and the tear-off payment slip from your council tax bill. Cheques should be made payable to 'Post Office Ltd'.

At Pay-Zone shops:

(Cash or debit card.) At the counter, please give both your payment and the payment slip from your council tax bill.

At Pay-Point shops:

(Cash payments only.) At the counter, please give both your payment and the payment slip from your council tax bill.

At a bank:

(Cash or cheque.) Please use the payment slip provided when making payment. The bank may charge you for this service. Cheques should be made payable to 'London Borough of Merton'.

If you are paying by cash or cheque, you can use the payment slips sent with your initial bill. We will not send revised payment slips throughout the year if there is a change in the amount you need to pay. You should use the payment slips on your original bill. If you do not have payment slips you can ask for these by phoning 020 8274 4904.

Please note that late payment, or non-payment of your instalments will result in recovery proceedings being taken. You should make sure that we receive payments on or before the due payment date. Please allow five working days for the payment to reach our account if paying at a bank, or seven days if paying at a post office.

Whistleblowing!

Merton Council is committed to preventing, detecting and investigating all forms of fraud and corruption committed by employees, councillors and any individual or organisation that has dealings with the council.

Examples of fraud:

- bribery
- corruption
- theft
- abuse of council assets
- action that puts the health and safety of the public at risk, and
- sexual, physical or mental abuse of clients.

How you can help

As a council tax payer you should be concerned about fraud because you have to pay the cost.

If you suspect any fraud is occurring you can tell us in person, on the telephone or in writing.

If you want to raise the matter in confidence we will not disclose your identity without your consent unless the law requires us to.

You can call 020 8545 3461 in strictest confidence.

STOP!

BENEFIT FRAUD IN MERTON



Confidential Hotline: 020 8545 3223

Merton Reuse and Recycling Centres

We provide two Reuse and Recycling Centres for people who live in the borough. To stop non-residents and traders from using the centres we ask residents to bring with them proof that they live in Merton.

Resident Pass

Below is a Resident Pass for you to cut out and bring along as proof of address. Please use a pen to write the registration number of your car in the box. Display your pass in the driver's side of the windscreen of your car, where it can be clearly seen, or show it to a member of staff as you enter the site. Using the pass will speed up getting into the centres and reduce queuing. We can accept a recent council tax statement

or driving licence as other forms of identification.

Vehicle restrictions

The height barriers at the entrances are set at 1.93m (6'4"). Only residents in cars are allowed in the centres for safety reasons. If you arrive in a van, high-sided vehicle or with a trailer you will not be allowed into the centres. We will direct you to the waste transfer site entrance at Garth Road, where you might be charged. Managers of the centres have the right to refuse entry to anybody, particularly if they are using abusive behaviour.

Please separate your waste into recyclables before coming to the centres and place the items into the appropriate bays.

Thank you.

You can find the Reuse and Recycling Centres at:

Amenity Way

off Garth Road
Morden, SM4 4NJ

Opening hours

The centre is open for residents in cars from 8am to 4pm, seven days a week. It is closed on Christmas Day, Boxing Day and New Year's Day.

36 Weir Road

Wimbledon, SW19 8UG

Opening hours

The centre is open for residents in cars **bringing recyclables only** (not mixed household waste), from 8am to 4pm on Friday, Saturday and Sunday and from 12 noon to 7pm on Monday. Closed on Tuesday, Wednesday and Thursday. Also closed on Christmas Day, Boxing Day and New Year's Day. All other bank holiday opening times are from 8am to 4pm.

Enquiries

Waste Helpline: 020 8274 4902
Email: esenquiries@merton.gov.uk
Web: www.merton.gov.uk/recycling

Pass instructions:

- 1 Cut out and keep the pass.
- 2 Write your car registration number (one only) in the white box marked Car registration number.
- 3 Place pass on righthand side of the windscreen or dashboard or show staff at entrance to centres.



Council Telephone Numbers

Please make your enquiry by
calling our contact centre on

020 8274 4901



Out of hours Emergency Line: 020 8543 9750

Minicom (for people with a hearing impairment): 020 8274 4980

**Waste Helpline:
020 8274 4902**

Cover photos, starting top left to right:

Morden Hall Park

by Mark Dawson

Wimbledon Common Windmill

by Kitty Gallannaugh

Merton Abbey Mills

by Sapphira van Assema

Merton Abbey Primary School

by Sapphira van Assema

Police on duty

Merton Link

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