

**0% increase for  
Hillingdon residents**

**Your council tax explained  
2009 – 2010**



**HILLINGDON**  
LONDON

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

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## Introduction



Following our commitment to put residents first in the London Borough of Hillingdon, we have frozen Hillingdon council tax for the coming year. This means no increase in the council tax you pay.

This puts Hillingdon significantly below the national average increase for this year and when compared to other London boroughs, Hillingdon is amongst the lowest.

At the same time, we are still delivering value for money services and investing in those areas you tell us are a priority. We are putting more money into keeping our streets clean and tidy, support for our older and vulnerable residents and to boost the work that is helping to keep crime low in Hillingdon.

In addition, we are investing significant sums of money to improve a wide range of our facilities. Our library refurbishment programme will continue in 2009-10 and our multi-million pound investment in our two state-of-the-art leisure centres in Uxbridge and Botwell, Hayes will mean that residents will be able to enjoy some of the best and most up-to-date facilities in West London.

Our ward-based funding initiative has given all of Hillingdon's 22 wards £25,000 to spend on things that you suggest to your ward councillors to help enhance the quality of life for people living in your neighbourhood.

In Hillingdon, we recognise that the coming year is likely to be a difficult one for our residents and their families and so by freezing council tax and introducing other measures to help local people such as freezing the majority of fees and charges, we are doing what we can for local people.

Putting residents at the heart of everything we do and delivering excellent value for money services will remain our priority.

A handwritten signature in black ink, reading "Ray Puddifoot". The signature is written in a cursive style with a long, sweeping underline that extends across the width of the text.

**Cllr Ray Puddifoot**  
**Leader of the Council**

## This year's council tax

This leaflet contains information about your council tax for the year beginning on 1 April 2009. It tells you how much you will pay, how the money will be used and how much goes to other organisations such as the Greater London Authority.

Every property in England receives a council tax bill. Whether you live in a house or a flat, whether you own your own house or rent your property, everyone has to pay council tax, which helps to pay for the many services that your council delivers for you.

Last year, your council tax helped to pay for extra street cleaners, the refurbishment of some of our libraries, road safety improvements and a range of other improvements. In the latest residents survey, you told us that you have noticed the improvements the council is making.

In Hillingdon, we are working hard to keep your council tax as low as possible and this year, the council has frozen council tax bills for every resident. This means that from April 2009, the average Band D householder will pay £1,422.75.

Your council tax pays for a wide range of local services – everything from our leisure centres and libraries to our waste and recycling, parks, community safety, services for the elderly and housing. By listening to our residents, we have developed our plans to make sure we are delivering the services that are most important to you. We welcome feedback from council tax payers on the council's budget and spending priorities all through the year.

If you would like to comment on the services that the council provides or require further information on the council's budget, please visit the council and democracy section of the council website, [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk), or email Ben Lea on [blea@hillingdon.gov.uk](mailto:blea@hillingdon.gov.uk)

## What do I get for my money?

The council delivers nearly 800 different services which directly benefit local residents and the borough of Hillingdon. Along with grants from the government, business rates and a dedicated schools grant, your council tax helps to pay for these services.

### This year's council tax

Overall increase in council tax	0.00%
Council's own services increased by	0.00%
Greater London Authority services increased by	0.00%

### Amount to be raised by council tax

<i>Description</i>	<i>2008/09 £'000</i>	<i>2009/10 £'000</i>
London Borough of Hillingdon	187,347	189,245
Greater London Authority	29,784	29,908
<b>Sub total</b>	<b>217,131</b>	<b>219,153</b>
<b>Less:</b>		
Formula grant	-81,259	-82,763
Collection fund adjustment	901	955
<b>To be financed from the council tax</b>	<b>136,773</b>	<b>137,345</b>
Band D equivalent properties	96,132	96,535
<b>Charge for Band D properties</b>	<b>1,422.75</b>	<b>1,422.75</b>

## Investing in your priorities

The council delivers many services to residents ranging from collecting your rubbish every week, keeping the roads safe and clean, maintaining our parks and open spaces to educating our children, looking after Hillingdon's older residents and working with our partners, helping keep Hillingdon a safe and low crime borough.

In our most recent residents' survey, you told us that the environment and safety are your top priorities and that you strongly support increased facilities for young people, support for older and disabled residents and victims of crime.

You also told us that you would like to see leisure facilities improved in the borough.

In the coming year, we will continue to invest in these areas to further improve the service we provide to residents. We are investing more money in facilities for young people, which will include three new youth centres in the borough, environmental improvement schemes, libraries and our two new state-of-the art leisure centres in Uxbridge and Botwell, Hayes.

Finally, £25,000 is being made available to each of our wards so that your local councillors can work with you to provide some of the extra things that your local area needs. This is in addition to the many millions of pounds that we are investing in improving our borough.

## How much council tax will I pay from April 2009?

This table shows the amount payable for each property band for Hillingdon Council's services and those of the Greater London Authority (GLA), which include the police and fire service.

<i>Property band</i>	<i>Hillingdon £</i>	<i>GLA £</i>	<i>Total council tax payable £</i>
A	£741.95	£206.55	£948.50
B	£865.61	£240.97	£1,106.58
C	£989.27	£275.40	£1,264.67
D	£1,112.93	£309.82	£1,422.75
E	£1,360.25	£378.67	£1,738.92
F	£1,607.57	£447.52	£2,055.09
G	£1,854.88	£516.37	£2,371.25
H	£2,225.86	£619.64	£2,845.50

### **Unoccupied properties and second homes**

A property that is not your sole or main home, and is unoccupied and substantially unfurnished, is liable for the full council tax. For a furnished property that is not your sole or main home, your council tax bill is usually reduced by 25%. See page 18 for more details.



## Why has the cost of services changed this year?

Hillingdon's budget and cost of services are reviewed annually. The budget requirement for 2009/10 has increased by £1.9 million. The development of the 2009/10 budget from the 2008/09 budget is detailed in the below table.

### Development of 2009/10 budget from 2008/09 budget

<i>Description</i>	<i>£'000</i>
Budget requirement 2008/09	187,347
Inflation	4,405
Increased demand for services	4,101
Savings and efficiencies	-7,450
New service developments	2,634
Other adjustments	958
Contribution from balances	-2,750
<b>Net budget requirement 2009/10</b>	<b>189,245</b>

## Cost of services provided by Hillingdon Council

This section gives the cost of the main services provided directly by the London Borough of Hillingdon, together with the cost of services provided by other bodies who charge the council a levy.

	2008/2009		2009/2010	
	Gross expenditure £'000	Net expenditure £'000	Gross expenditure £'000	Net expenditure £'000
<b>Services provided by the London Borough of Hillingdon</b>				
Central services to the public	31,285	8,056	32,390	9,112
Cultural, environment and planning services	52,495	30,591	51,332	29,214
Education and childrens services	302,339	60,319	316,984	57,712
Highways, roads and transport services	25,742	11,695	26,793	12,291
Housing services	147,643	10,723	140,858	10,802
Adults social care	93,263	68,719	80,934	68,490
Court and probation services	178	178	182	182
Corporate and democratic services	10,600	7,639	8,538	5,497
<b>Sub total</b>	<b>663,545</b>	<b>197,920</b>	<b>658,011</b>	<b>193,300</b>
<b>Bodies charging the London Borough of Hillingdon</b>				
Environment Agency	194	194	194	194
Lee Valley Regional Park Authority	297	297	297	297
West London Waste Disposal Authority	6,246	6,246	7,134	7,134
London Borough Grants Committee	877	877	874	874
Concessionary Fares Scheme	7,578	7,578	5,633	5,633
London Pension Fund Authority	405	405	391	391
Other income and expenditure	9,091	-26,170	7,345	-18,578
<b>Total</b>	<b>688,233</b>	<b>187,347</b>	<b>679,879</b>	<b>189,245</b>

### Additional financial information

Further information about the council's budget and services can be found on the council's website: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

## Efficiency information for the London Borough of Hillingdon and London Fire and Emergency Planning Authority

All councils and fire authorities are required to measure and report the value of efficiency savings they have achieved since April 2008. An efficiency saving occurs when the costs of an activity falls but the effectiveness and quality has not been reduced.

The table below shows the value of efficiencies forecast to be achieved by the end of March 2009 by the London Borough of Hillingdon and the London Fire and Emergency Planning Authority (which is a functional body of the Greater London Authority).

*By March 2009*

London Borough of Hillingdon	£24,211,000
London Fire and Emergency Planning Authority	£4,724,000

To put these figures into perspective the efficiency savings forecast to be achieved by March 2009 represent:

- 9.6 % of the London Borough of Hillingdon's spending in 2007/08
- 1.1% of the London Fire and Emergency Planning Authority's spending in 2007/08

The table below shows the value of gains forecast to be achieved by March 2009 for the average Band D property and compares that figure with the average figure across London.

	<i>Saving per Band D property</i>	<i>Average for similar authorities</i>
London Borough of Hillingdon	£252	£128
London Fire and Emergency Planning Authority	£2	£2

Hillingdon's level of efficiencies is well above the average. This is due to the high level of efficiencies achieved over the last four years as a result of the Hillingdon Improvement Programme. These efficiencies are on a range of council services including council housing costs.

## The property valuation bands

All homes, including houses, flats, mobile homes and house boats, are subject to council tax. Every property is placed in a valuation band for England by the Listing Officer at the Valuation Office Agency (for the HM Revenue and Customs).


<i>Valuation band</i>	<i>Range of values</i>		
A		up to	£40,000
B	£40,000	to	£52,000
C	£52,000	to	£68,000
D	£68,000	to	£88,000
E	£88,000	to	£120,000
F	£120,000	to	£160,000
G	£160,000	to	£320,000
H		more than	£320,000

Your council tax bill shows which band your property is in. The bands relate to the expected sale price of each property as at 1 April 1991, not current sales values. Changes in the property market since 1991 do not affect your council tax bill.

## Valuation banding appeals

If you have an enquiry regarding the banding of your property or wish to appeal against it, please contact:

 The Listing Officer  
Valuation Agency  
1st Floor Lyon House  
Lyon Road  
Harrow  
Middlesex HA1 2YG

 020 8276 2800, between 10am and 4pm,  
Monday to Friday.

The grounds for appeal are: property demolished; houses converted to flats or flats back to houses; changes in the locality affecting values for example opening of a new shopping centre. Additionally, within six months of: a band change to your property by the listing officer; a band change to a similar property to yours made by the Appeal Court; becoming a new council tax payer at a property.

**Making an appeal does not entitle you to withhold payment of council tax. If your appeal is successful you will receive a refund of any overpayment.**

# How to pay your council tax

The council tax is payable in ten monthly instalments but you can pay the whole amount in one or two payments if you wish.

## How to pay

There are a number of ways in which you can pay.

### Which date will you choose?



Paying by **direct debit** is the easiest and most convenient way to pay your council tax

- Choose from four payment dates
- Your bill is paid automatically
- There's no paperwork, one call is all it takes

**Interested?** Tel 01895 250000 (9am to 5pm)

## 24 hour telephone payments

Please telephone 01895 556699 and have your debit/credit card and your council tax reference number ready.

## Internet or telephone banking

Please use sort code 40-45-08, bank account number 21743589 and the council tax reference on your bill.

## Online payment (debit cards only)

Either go to [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) and select online payments, or to [www.billpayment.co.uk](http://www.billpayment.co.uk) using your debit card details and the council tax reference on your bill.

## **Council tax payment card**

You can use your card to pay at any post office or PayPoint outlet. Please note that PayPoint outlets only accept cash payments. A list of all payment outlets is available at [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk). The card cannot be used at banks.

## **What if I am having trouble paying my council tax?**

The council recognises that 2009/10 is going to be difficult for many households. If your circumstances change, for example if you lose your job, please contact the council as soon as possible so that we can help you plan your council tax payments.

If you are on a low income you can apply for council tax benefit for a reduction in the amount you pay. For details of how to contact the benefits office please see page 32.

## **Late or missed payments**

If instalments are not received on time you will receive a reminder notice, which could lead to the instalment arrangement being cancelled. If this happens you will have to pay the amount due for the remainder of the year in full. Legal action will be taken if payment is not made which would result in you incurring further costs.

**For more information please contact the council tax office. See page 32 for details.**



# Are you entitled to a reduction?

## People on a low income

If you are on a low income you can apply for council tax benefit for a reduction in the amount you have to pay. If you qualify for benefit it is your right to receive it. The level of benefit will depend on: the size of your family; your capital/savings; your income; the amount of council tax.

The maximum amount that you can receive is 100% of your council tax. If you receive Income Support you will have nothing to pay, so long as you have no one else living with you other than your partner and/or any dependent children.

## Couples

If you are married or living with someone as husband, wife or same sex partner you will normally be jointly responsible for the council tax bill. Only make one claim for council tax benefit, which will be assessed on your joint income.

## Capital limit

If you or your partner have capital or savings of more than £16,000 you will not be entitled to council tax benefit. This is known as the 'capital limit' and has been set by Parliament, not the council. For couples the £16,000 applies per claim not per person.

## Non-dependent's deduction

An amount will be deducted from your council tax benefit if you have someone other than your partner or dependent children living in your household. The amount will depend on the person's gross weekly income.

## **Second adult rebate**

If you're single and someone over 18 shares your home who does not pay rent you may be entitled to claim a rebate if the person's income is less than £227.99 a week. If more than one person lives with you their combined weekly income must not exceed £227.99 for you to be eligible to claim.

Any entitlement to council tax benefit will only be granted from the Monday after your application is received in the benefits office.

## **People with disabilities**

You may be entitled to a reduction in your council tax bill if your home has certain features which are essential (or of major importance) to the well being of a disabled person (adult or child) who lives there.

The features are:

- a room (other than a bathroom, kitchen or toilet) used mainly by a disabled person (for example for storing dialysis equipment or a ground floor bedroom in a property with two or more floors).
- an additional kitchen or a bathroom (with bath and/or shower, not just a toilet and wash basin) for the use of the disabled person.
- extra space inside the property to allow for the use of a wheelchair.

If you are eligible your bill will be reduced to that of a property in the valuation band immediately below the actual band of your property.

## Could you claim a discount?

The following information is a general guide. Please contact the council tax office if you believe you're entitled to a discount or exemption. We regularly review discounts. People who receive a discount may receive a 'review form', which you should complete and return without delay.

If your bill shows an exemption, it may cease during the year if the exemption is time limited, or if your circumstances or those relating to the property change.

### Discounts

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

The following people are not counted for council tax purposes when deciding the number of adults living in a property:

- full time students, student nurses and youth training trainees
- patients in hospital and people looked after in a care home
- people who are severely mentally impaired
- those staying in certain hostels or night shelters
- care workers on low pay working for charities
- people caring for someone with a disability, who is not a spouse, partner or child under 18 years of age
- members of visiting armed forces and certain international institutions
- members of religious communities (monks and nuns).
- people in prison (unless sentenced for non-payment of council tax, community charge or a fine)

- 18 and 19 year olds who are in, or who have just left, a course of education for the period 1 May to 31 October
- apprentices earning less than £195 a week.

## Exemptions

Properties are exempt from the council tax if they fall into any of the following:

- Property that is unoccupied and:
  - substantially unfurnished and requires, or is undergoing, major repair work, or being structurally altered to make it habitable: exempt for up to 12 months.
  - owned by a charity: exempt up to six months.
  - substantially unfurnished, including newly built property: exempt for up to six months.
  - was last occupied by someone who has gone into prison (unless sentenced for non-payment of council tax, community charge or a fine).
  - was last occupied by someone who has gone into hospital or a nursing home in order to receive personal care.
  - where probate or letters of administration are awaited: exempt for up to six months after either have been granted.
  - where occupation is prohibited by law.
  - is waiting to be occupied by a minister of religion.
  - where the previous occupier has moved elsewhere (other than hospital or care home) to receive or provide personal care through old age, disability, illness or mental disorder past or present, alcohol or drug dependence.

- is owned by a full time student and was their last sole or main residence.
- which has been repossessed.
- where the liable person is acting as a trustee in bankruptcy.
- Exemptions also apply to:
  - student halls of residence; forces' barracks and married quarters; a caravan pitch or mooring not in use; an unoccupied annexe which is part of a single dwelling.
  - property where the liable person is a member of (or has a relevant association with) visiting armed forces, or is a visiting non-UK citizen entitled to diplomatic privileges or immunities.
  - property where all residents are full time students, or is occupied by person(s) under 18, or those severely mentally impaired.
  - an annexe of an occupied dwelling which is occupied by a dependent relative.

Certain conditions may apply to exemptions. Please contact the council tax office for further details.

## **Over 65s discount**

As part of the council's commitment to improve the general quality of life for older people in the borough, the council agreed a discount on the Hillingdon element of the council tax. For those who qualify, this means that the Hillingdon element of the charge has remained at the 2007/2008 level. For this year a Band D householder will pay a total of £1,368.54 (inclusive of GLA element).

You could also qualify for this discount if, on the 1 April 2009:

- you, or your partner, are 65 or over

- you are living in a property in the London Borough of Hillingdon and are responsible for paying the council tax
- you do not receive council tax benefit.

If you think you may be entitled to the over 65's discount and it is not already shown on your bill, please contact the council tax office.

## **Change of circumstances**

**If your bill shows a discount or an exemption, you must tell us immediately of any change in circumstances which may affect your entitlement to either.**

Changes include: people leaving or joining your household; children reaching the age of 18 even if they are still at school, college or university; a person no longer being in one of the discount groups for example, a student finishing their course of study; the property becoming occupied.

Failure to tell us within 21 days of a change, without good reason, may mean you are liable for a £50 penalty.

If you are receiving sole occupancy discount it is essential that you let us know if your circumstances change and you are no longer entitled to it.

**Under Part 2A of the Audit Commission Act 1988 the council is required to participate in the National Fraud Initiative (NFI) data matching exercise to ensure that all public money is administered correctly. Information given to the council by residents to support claims for council tax discounts or exemptions will be provided to the Audit Commission for the NFI and will be compared to data held within the authority or with other external bodies involved in the administration of public funds, for the prevention and detection of fraud.**

# Greater London Authority

## Introduction

Boris Johnson's first budget delivers on his key objectives of delivering value for London's 3.2m council taxpayers while continuing to invest in Londoners' priorities; such as tackling knife crime, improving local green spaces and public transport.

Over £100m of efficiency savings have been identified which will enable the Mayor to freeze the GLA element of council tax bills for residents of the 32 boroughs at the same level as last year. This will release resources for services to improve Londoners' quality of life and the city's economic well being.

The budget will maintain investment in front line policing levels and public transport, and provide new investment in local green spaces and measures to tackle youth crime. Additional resources are also being invested in measures to help Londoners through the recession and firmly position London to prosper in the future.

## Council Tax and Budget Information

The GLA's council tax for 2009-10 is set out below.

<i>Council Tax</i>	<i>2008-09 (£)</i>	<i>Change (£)</i>	<i>2009-10 (£)</i>
GLA	30.15	-0.65	29.50
MPA (Police)	227.02	-2.68	224.34
LFEPFA (Fire)	50.46	2.95	53.41
TfL (Transport)	4.09	-0.03	4.06
Collection Funds	-1.90	0.41	-1.49
<b>Total Band D amount (£)</b>	<b>309.82</b>	<b>0.00</b>	<b>309.82</b>

A Band D council tax payer in the City of London – which has its own police force – will pay £85.48.

The tables below provide information on reasons for the changes in the overall budget and the key funding sources for the GLA including council tax.

<i>Changes in spending</i>	<i>£m</i>
2008-09 budget requirement	3,148.6
Inflation	310.1
Efficiencies and other savings	-104.4
Growth for existing services and new initiatives	262.5
Other changes (including income growth)	-518.2
Planned movements in reserves, working capital and borrowings	105.2
<b>2009-10 budget requirement</b>	<b>3,203.8</b>

<i>How the budget is funded</i>	<i>£m</i>
Gross expenditure	12,232
Fares, charges and other income	-4,200
Government grants for specific purposes	-4,016
General government grants and redistributed business rates	-2,285
Paid out of reserves (TfL)	-805
Paid out of reserves (other bodies)	-7
Surplus in the council tax collection fund	-4
<b>Amount met by council tax payers</b>	<b>915</b>

### **Investing in front line services, streamlining City Hall and cutting waste**

Across the GLA group efficiency savings will rise to £1bn by 2012 and allow extra resources to be directed to front line services and deliver the Mayor's commitment to make the GLA's element of Londoners' council tax bills more affordable. This includes £9m from cutting waste and controlling costs at City Hall. Savings will



help fund investment in key priority areas such as improving London's parks and open spaces, four Rape crisis centres and delivering 50,000 more affordable homes over the next three years.

## **Policing**

Crime and safety is the one of the biggest issues for Londoners and next year's budget will ensure resources are directed to allow police to spend more time out on the beat to provide visible reassurance to the public and to tackle key issues such as knife crime and youth violence.

There will also be a greater focus on making local neighbourhoods safer using smarter problem solving and partnership working to reduce drug related crime, anti social behaviour and road casualties. Five hundred more uniformed officers will also be deployed on the bus network over the next three years and at outer London rail stations to reduce both the incidence and fear of crime.

## **Improving skills and the environment**

The London Development Agency (LDA) will play a key role in providing skills training and apprenticeships to improve the lives of young people. It will also invest £18m to reduce carbon emissions and expand green skills.

## **London's transport system**

Tough choices have had to be made to ensure that transport spending plans are realistic and resources are invested in schemes which can be afforded.

The budget secures investment for a number of improvements to the transport network being delivered over the next three years including:

- Completing the Jubilee, Northern and Victoria line upgrades increasing capacity and reliability

- rolling out Oystercard pay as you go on the national rail network in London by autumn 2009
- completing the East London line extension to Dalston and West Croydon by summer 2010
- increasing reliability, security and capacity on London Overground and the DLR
- completing the first phases of the East London and Greenwich waterfront bus transit schemes
- leading a revolution in walking and cycling including the creation of a further 66,000 cycle parking spaces, a cycle hire scheme in central London and enhancing cycle routes. Spending on cycling will more than double in 2009-10 to £111m.

The Mayor has already delivered on his commitment to provide free 24 hour travel for over 60s and injured war veterans and half price bus fares for those on income support and job seekers allowance.

Work will also commence on the £15.9bn Crossrail scheme which is due for completion by 2018.

### **2012 Olympics and Paralympics**

The amount to be raised through the council tax precept for the 2012 Olympic and Paralympic Games remains at £20 a year for a band D household – delivering on the Mayor’s commitment that this will not increase over its lifetime. Raising the required £625 million will require the £20 at band D for 6 more years and £9 in the final year, 2016-17.

The GLA will play an integral role in ensuring the benefits of the Games are seen London-wide through improving skills and increasing sports participation.

Security, safety and resilience arrangements for the Games are being co-ordinated by the Metropolitan Police and LFEPA using Government funding.

## Fire and emergency planning

LFEPA's budget will build on recent successes in reducing fires and fire deaths as well as hoax calls and support its vision of being a world class fire and rescue service for Londoners.

The budget provides for a new fire station in Havering in 2010 and funding to secure the investment necessary to replace up to 10 fire stations. In partnership with London's borough councils LFEPA will work to ensure that smoke alarms and sprinkler systems are fitted in the homes of

the most vulnerable Londoners. Provision is made to ensure the safety of major new developments, undertake preparations for the 2012 Olympics and maintain resilience to respond to catastrophic acts or terrorism.

## Summary of GLA group budget

The table below compares the GLA group's expenditure by functional body in 2009-10 with the previous year. Overall the budget requirement (funded from general grants and council tax) will increase by 1.7% – below the rate of inflation.

<i>£m</i>	<i>MPA</i>		<i>LFEPA</i>		<i>TfL</i>		<i>LDA</i>		<i>GLA</i>		<i>Total</i>	
	<i>2008-09</i>	<i>2009-10</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2008-09</i>	<i>2009-10</i>
Gross expenditure	3,510.8	3,603.1	453.4	463.4	6,821.0	7,594.0	406.7	431.3	153.7	139.9	11,345.6	12,231.7
Specific government grants	-613.6	-564.6	-8.3	-10.5	-2,649.0	-3,036.0	-389.7	-405.1	-0.6	-	-3,661.2	-4,016.2
Other income (incl. fares and charges)	-302.2	-398.2	-19.8	-21.1	-3,547.0	-3,741.0	-17.0	-26.2	-15.3	-12.8	-3,901.3	-4,199.3
Net expenditure	2,595.0	2,640.3	425.3	431.8	625.0	817.0	0.00	0.00	137.8	127.1	3,783.1	4,016.2
Change to Level of Reserves	-	-	-20.2	-15.6	-613.0	-805.0	-	-	-1.3	8.2	-634.5	-812.4
<b>Budget requirement</b>	<b>2,595.0</b>	<b>2,640.3</b>	<b>405.1</b>	<b>416.2</b>	<b>12.0</b>	<b>12.0</b>	<b>Nil</b>	<b>Nil</b>	<b>136.5</b>	<b>135.3</b>	<b>3,148.6</b>	<b>3,203.8</b>

More information on the budget is available on the GLA website at [www.london.gov.uk](http://www.london.gov.uk). (tel: 020 7983 4000).

# Environment Agency Thames Region

## The Council Tax and Non-Domestic (Demand Notices) (England) Regulations 2003 (as amended).

The Environment Agency, as a levying body for its flood defence function, under the above regulations, provides the following information.

The Environment Agency has powers in respect of flood defence along 5200 kilometres of main river and along tidal and sea defences, in the area of the Thames Regional Flood Defence Committee. 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:

### Thames Regional Flood Defence Committee

	<i>2008/2009</i>	<i>2009/2010</i>
	<i>'000s</i>	<i>'000s</i>
Gross expenditure	£88,357	£96,798
Levies raised	£10,000	£10,000
<b>Total council tax base</b>	<b>4,952</b>	<b>4,988</b>

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 the 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 budgeted expenditure between the years is due mainly to 0% increase.

The total Local Levy raised has remained the same from £10,000,000.00 in 2008/09 to £10,000,000.00 for 2009/10.

## 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 – 2008/2009 to 2009/2010

	<i>2008/09</i>	<i>2009/10</i>
	<i>£m</i>	<i>£m</i>
Gross operating expenditure	14.1	14.7
Gross operating income	(5.3)	(5.6)
<b>Net service operating costs</b>	<b>8.8</b>	<b>9.1</b>
Financing cost		
- debt servicing/repayments	0.7	0.7
- new capital investment	2.6	2.5
<b>Total net expenditure</b>	<b>12.1</b>	<b>12.3</b>

Further details on how this budget is spent and the amount each council contributes can be found at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk)

# London Pensions Fund Authority

The London Pensions Fund Authority (LPFA) raises a levy each year to meet expenditure on premature retirement compensation and outstanding personnel matters for which LPFA is now responsible and cannot charge to the pension fund. These payments relate to former employees of the Greater London Council (GLC), the Inner London Education Authority (ILEA) and the London Residuary Body (LRB).

For 2009/10, the income to be raised by levies is set out below. The Greater London levy is payable in all boroughs, the Inner London levy only in inner London boroughs (including the City of London). The figures show the total to be raised and, in brackets, the percentage change on the previous year.

Inner London	£12,689,000	(-0.7%)
Greater London	£11,988,000	(-3.1%)
<b>Total</b>	<b>£24,677,000</b>	<b>(-1.2%)</b>

# Your record of council tax payments

You can keep a record of your council tax payments by completing this form each time you make a payment. Keep this form safe with any payment receipts.


Account number:

Total balance:

<i>Date of payment</i>	<i>Amount paid</i>
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	


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## How to contact us


 **The Council Tax Office**  
15/02 Civic Centre,  
High Street, Uxbridge  
UB8 1UW

 01895 250000

 01895 250879

 counciltax@hillington.  
gov.uk

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 **The Benefit Office**  
PO Box 458,  
Uxbridge UB8 1HN

 01895 556666

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**Noise and housing needs**

 01895 556666

**Environment and street  
scene**

 01895 556000

**Anti-social behaviour**

 0800 694 0240

**Older peoples services  
and Hillingdon Social Care  
Direct**

 01895 556633

**Racial Harassment**

 0800 694 0240


**School admissions and  
benefits**

 01895 556644

**Trees and landscapes**

 01895 250230

**Fraud hotline**

 0800 389 8313 (24  
hours)

**Council main switchboard**

 01895 250111

**Out of hours service**

 01895 250111

Further contact details can be found in the Hillingdon People magazine or by visiting [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) where you will also find a full A-Z of all council services.



# HillingdonFirst

*First for residents*

*First for business*

***First for Hillingdon***

As part of our commitment to putting residents at the heart of everything we do, later this year the council is launching ***HillingdonFirst***, a residents' privilege card.

As well as giving you preferential rates on parking in the borough, your ***HillingdonFirst*** card will also be your library card, which allows you to borrow books and DVDs from any of Hillingdon's libraries.

In addition, as part of our support for local businesses, your card will offer discounts at a wide range of shops and on services in Hillingdon. We are also planning to add more service in the future, including preferential rates when you use the council's leisure centres, golf courses and theatres.

The ***HillingdonFirst*** card will be free for all Hillingdon residents.

For more information about ***HillingdonFirst*** please go to [www.hillingdon.gov.uk/hillingdonfirst](http://www.hillingdon.gov.uk/hillingdonfirst)

***Coming soon...***



# Obtaining information in your language

If you would like to speak to someone about your council tax in your own language, please ask an English speaker to phone 01895 250111 on your behalf.

## Albanian

Nese dëshironi të bisedoni me dikend lidhur me council tax ne gjuhen tuaj, ju lutemi thuani dikujt qe di gjuhen Angleze te telefonoj 01895 250111 per ju.

## Bengali

আপনি যদি নিজ ভাষায় কউন্সিল টেক্স সম্পর্কে কারো সাথে আলাপ করতে চান, তাহলে দয়া করে আপনার পক্ষে ইংরেজীতে কথা বলতে পারেন এমন কাউকে 01895 250111 এই নাম্বারে ফোন করতে বলেন।

## Polish

W celu uzyskania informacji o podatku lokalnym (council tax) w wybranym języku, należy poprosić osobę mówiącą w języku angielskim o zgłoszenie tego telefonicznie w imieniu osoby zainteresowanej na numer 01895 250111.

## Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਕੌਂਸਲ ਟੈਕਸ ਬਾਰੇ ਕਿਸੇ ਨਾਲ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਆਪਣੇ ਵਲੋਂ 01895 250111 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਨ ਲਈ ਕਹੋ।

## Somali

Haddii aad rabtid in aad cid afkaaga ku hadasha kala hadashid kawnsal tagsigaaga (cashuurta deegaan/council tax), fadlan qof af-ingiriisiga yaqaan ka codso in uu kuu waco lambarkan 01895 250111.

## Tamil

உங்களுடைய கவுன்சில் வரி (council tax) தொடர்பாக யாருடனாவது உங்களுடைய சொந்த மொழியில் பேச விரும்பின், தயவு செய்து ஆங்கிலத்தில பேசக் கூடிய ஒருவரை 01895 250111 என்ற இலக்கத்திற்கு தொலை பேசியில் உங்களுடைய சார்பில் அழைக்கச் சொல்லவும்.

## Urdu

اگر آپ اپنے کونسل ٹیکس کے بارے میں کسی سے اپنی زبان میں بات کرنا چاہتے ہوں تو براہ مہربانی کسی انگلش بولنے والے شخص سے کہیں کہ وہ آپ کی طرف سے ٹیلیفون نمبر 250111 پر فون کرے۔

**This information is also available in large print, Braille and on audio tape.**