

# Working for Woking

## 2005/06

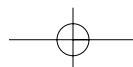
Summary Service and Performance Plan

A-Z of Services

Council Tax and Business Rates



Woking Borough Council  
Civic Offices, Gloucester Square, Woking  
Surrey GU21 6YL  
[www.woking.gov.uk](http://www.woking.gov.uk)  
01483 755 855



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A transcript of this document can be provided for visually impaired people, either in large print or on tape. Please ring 01483 755 855 for further information.

If you require a translation, please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو اس کے ترجمے کی ضرورت ہو تو آپ سے سوجا فرمائیں۔

আপনার যদি এই পত্রের অনুবাদের দরকার হয়, তাহলে দয়া করে যোগাযোগ করুন:

01483 750548



# Welcome

Welcome to Woking Borough Council's annual summary Service and Performance Plan and A-Z of Services which is being sent to all residents and businesses in the Borough.

The booklet is split into three sections; the first tells you how the services provided by Woking Borough Council are performing and sets out plans for their continuous improvement. The A-Z Guide (page 13) gives contacts for the services that are provided by both Woking Borough and Surrey County Councils. The section at the end of the booklet provides detailed information about Council Tax and Business Rates for 2005/06.

We hope you like the new format of this information which was previously produced in two separate publications. The new booklet is based on comments given to us by residents about how they want to be informed of our services and performance. By combining this information, we have managed to make savings in the cost of production.

Please **tell us your views** on the new format using the questionnaire at the back of this booklet.

# About Woking Borough

- Woking Civic Offices
- ▼ Sheerwater Neighbourhood Office
- ▼ Local Education Office (SCC)
- ★ Social Service Centre
- + Byfleet Parish Council Office
- Martyr's Lane Civic Amenity Site

### Key facts:

- 89,840 residents
- 6,359 hectares in area (15,713 acres)
- 60% Green Belt
- 473 hectares (1170 Acres) of Common Land
- 38,377 homes
- 26 recycling centres
- 292 km (181 miles) of roads



For more information on the make up of the Borough visit: [www.woking.gov.uk/woking/population](http://www.woking.gov.uk/woking/population)

# About Woking Borough Council

## Our priorities are:

### Decent and affordable housing

We are working to create access to decent and affordable housing for local people and key workers.

### The environment

We are working to maintain a clean, healthy and safe environment. We are keen to minimise waste, increase recycling and reduce the environmental impact of landfill.

### Health and wellbeing

We are working towards integrated and accessible local facilities and services to encourage the health and wellbeing of all members of the community.

Woking Borough Council is made up of 36 local councillors who represent 17 wards. The Council sets policy and day-to-day decisions are made by the Executive comprising a Leader and six councillors appointed by the Council. Three Overview and Scrutiny Committees are responsible for scrutiny, review and consultation.

The Council is supported by a Management Team comprising the Chief Executive, Paul Russell and Executive Directors, Ray Morgan and Douglas Spinks.

For more details about your local councillor and the senior officers of the Council please visit [www.woking.gov.uk/wbc](http://www.woking.gov.uk/wbc).



## The Council's Vision Towards Tomorrow Today

It means: Achieving things and looking to improve; having an innovative and forward thinking attitude, building on what is good today; planning for and working towards the future.

# The Community Strategy

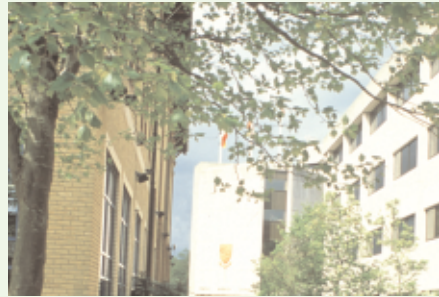
Our Vision and priorities are guided by the Community Strategy for Woking which was produced following extensive community consultation.

The community aims for Woking are:

- a strong community spirit with a clear sense of belonging and responsibility
- a clean, healthy and safe environment
- a transport system that is integrated and accessible, recognising Woking's potential as a transport hub
- access to quality and affordable housing for local people and key workers
- a community which values personal health and wellbeing
- integrated and accessible local facilities and services.

A review of the strategy is due to be carried out in 2005. See local press or the Council's website for details of how you can get involved.

For more information please visit:  
[www.woking.gov.uk/council/communitystrategy](http://www.woking.gov.uk/council/communitystrategy)



## A Good Council

Last year, in common with other District Councils in Surrey, Woking was subject to an independent review of our performance by the Audit Commission (a Comprehensive Performance Assessment). After a week of inspection including interviewing our customers and partners, Woking was judged to be:

A GOOD Council which is ambitious, innovative and forward thinking. In the Commission's view, "The Council is well placed to deliver further improvement - there is commitment and a 'can do' attitude to improvement that is evident at all levels in the organisation."

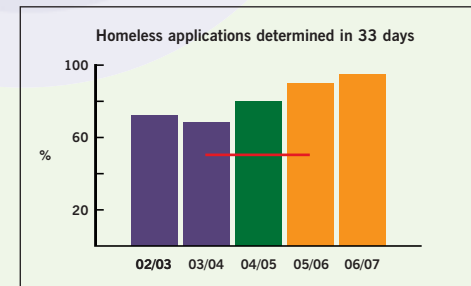
This is a very positive assessment but we are not complacent. The Council has set itself the target of being 'Excellent' in the future and has agreed a detailed improvement plan to ensure that this happens.

For the improvement plan visit:  
[www.woking.gov.uk/wbcperformance](http://www.woking.gov.uk/wbcperformance)

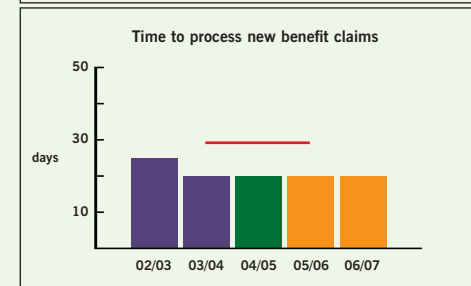
## How are we doing?

# Decent and affordable housing

Access to good quality housing at affordable prices for local people and key workers is one of the most important issues identified by residents in Woking.

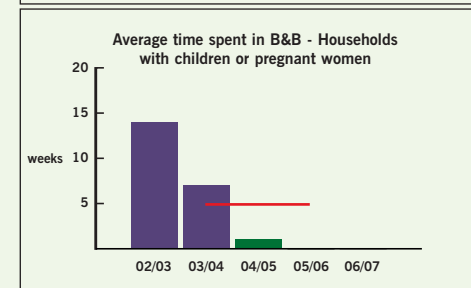


In 2003/04, 27 empty properties were reoccupied through our private rented scheme and since the introduction of our new prudential borrowing scheme we have acquired 44 more properties. These homes will be used to accommodate more people from our housing register.



## In 2005/06 our priorities include:

- Increasing the number of affordable homes through a **wholly owned company** and by introducing new planning guidance.
- Working towards producing **350 new homes by 2007**.
- Ensuring that **no families with children are in Bed & Breakfast** except in an emergency.
- Working towards achieving the **decent homes standard** for all Council accommodation.
- **Preventing homelessness** through initiatives such as the Housing Options Scheme.
- Developing our inspection of Houses in Multiple Occupation and **securing improvements to unfit housing**.

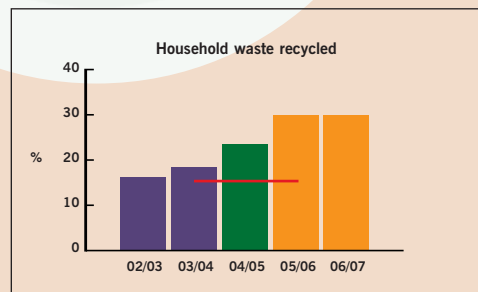


**Key**  
 ■ Actuals  
 ■ Estimated  
 ■ Target  
 — Average for District Councils

# How are we doing?

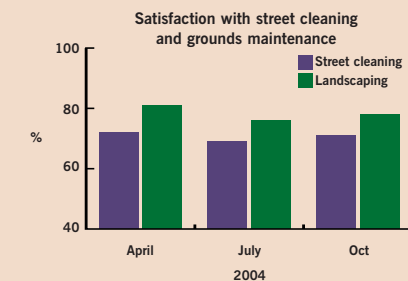
## The environment

Preserving and enhancing the environment using sustainable methods is key to improving the quality of life for residents and those who work in and visit the Borough.



**Key**  
 ■ Actuals  
 ■ Estimated  
 ■ Target  
 — Average for District Councils

Woking Borough Council has been shortlisted for a prestigious Beacon Award for its work on sustainable energy. The scheme is a Government initiative aimed at finding out about good practice and innovation. We will find out if we have been successful in April 2005.



Over the last three years, 100% of new homes have been built on previously developed land.

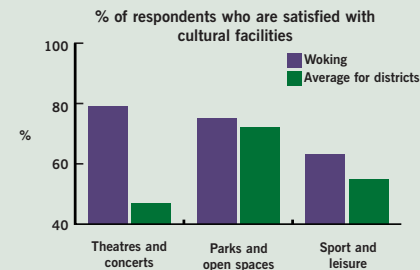
### In 2005/06 our priorities include:

- Improving recycling rates through the wheeled bin scheme.
- With our partners SERCO, improving street cleaning and grounds maintenance.
- Contributing to the **Climate Change Strategy** through initiatives such as sustainable energy projects and our Climate Neutral Development guidance.
- Working towards developing new compost and waste plants.
- Reducing the amount of contaminated land through the planning process or by encouraging owners to carry out works.
- Working on the **Local Development Framework** - planning the future development of the Borough.
- Improving the Albion Square area in Woking town centre and the transport interchange.

# How are we doing?

## Health and wellbeing

The health and wellbeing of our residents is protected through the work we do to ensure that buildings, businesses and the environment are not causing harm. We also work to encourage people to participate in leisure and cultural activities that are accessible for everyone.



79% of people responding to our questionnaire said that cultural activities are important to their quality of life.

Each year we inspect around 320 food outlets – in the last three years we have completed 100% of our inspections on schedule.

### No of crimes per 1000 people

	Woking 2003/04	England Average 2002/03
Burglary	10	16
Violent Crime	12.7	n/a
Vehicle Crime	9.3	16

### In 2005/06 our priorities include:

- Working with partners and community groups to produce arts, sports, health and wellbeing and green spaces **development plans**.
- Planning for **improvements to facilities** at Woking Leisure Centre and Pool in the Park.
- Working with the Woking Museum Arts and Crafts Centre on the development of the new **Woking Galleries**.
- Developing **accessible ways of communicating** with older and disabled people and those who do not speak English and providing access to services through our website.
- Contributing to the work of the **Safer Woking Partnership**.
- Working with partners like health organisations and the GP referral scheme to encourage **take up of services from sectors of the community which are most at risk and under-represented groups**.

# Working with you

Each year we carry out a range of consultation activities to establish what the local community thinks about what we do and how services should be provided.

Consultation plays a crucial role in helping us to provide the right services and is carried out in a number of ways with a variety of stakeholders. This year we have used questionnaires and surveys, arranged discussion groups, held community workshops and been out and about in our roadshow vehicle.

## Here's a sample of some of the things which we have consulted on over the past year:

- Residents' Satisfaction Survey – seeking the views of our residents on what they think of our services and their quality of life (see opposite page for summary of results).
- Local Development Framework – consulting people on their ideas for how the Borough should be developed in the future.
- Customer Satisfaction Surveys – testing what benefits and planning applicants and tenants think of our services.
- Community Safety Survey – collecting information on the perception of crime and disorder issues in the Borough.
- Wheeled Bin Scheme – establishing the views of those involved in the pilot wheeled bin scheme.
- Summary Performance Plan – discussion groups on how best to present information about what we do and how we perform.

## What's the Citizens' Panel?

Our Citizens' Panel is made up of 1,400 residents who are representative of the make up of our community. The Panel is consulted about three to six times in a year on a wide range of subjects.

**Why not volunteer to join the Citizens' Panel?** There are a number of ways you can do it:

### 1. Use our electronic form:

[www.woking.gov.uk/citizenspanel](http://www.woking.gov.uk/citizenspanel)

### 2. By e-mail:

[policy@woking.gov.uk](mailto:policy@woking.gov.uk)

### 3. In writing to:

Policy and Performance  
Woking Borough Council  
Gloucester Square  
WOKING GU21 6YL

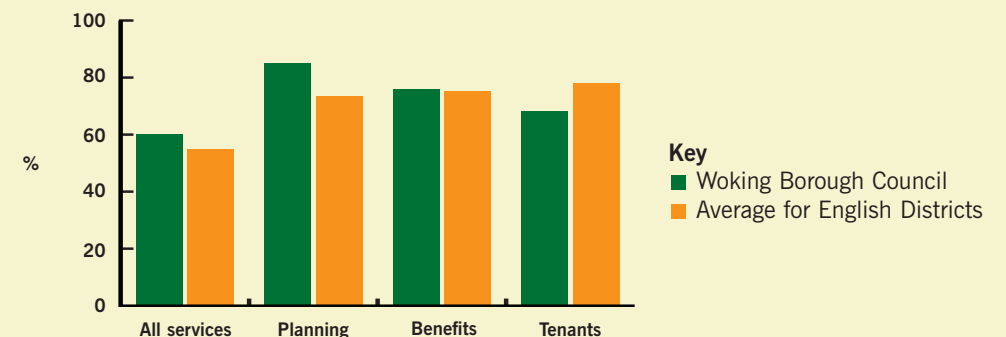
### 4. By phone:

01483 743870

# You said....

Once every three years, we consult our residents on their satisfaction with the services we provide. The results of these surveys provide us with useful information to help us understand where we should be concentrating our efforts. In 2004, over 2,200 residents in randomly selected households and the Citizens' Panel returned our Satisfaction Survey and the responses are compared to 377 other councils.

% of respondents satisfied with the Council's services



Overall, our residents are more satisfied than average, but we know there is always room for improvement so we are looking at your responses to see what we can do better.

Residents were also asked about their quality of life and how it could be improved.

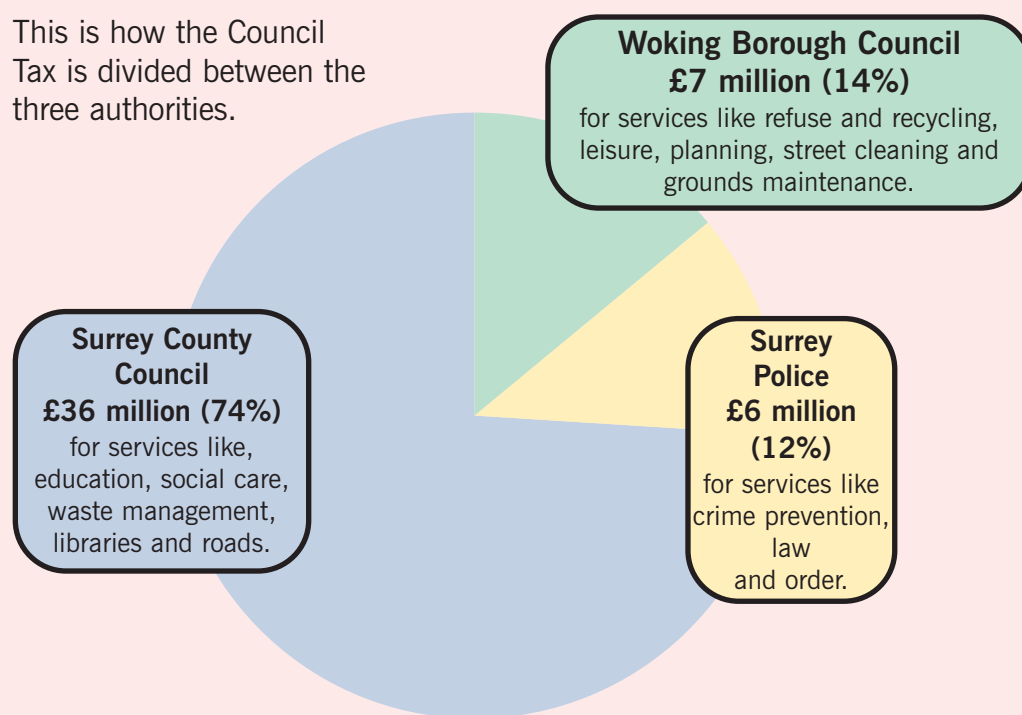
The top five things that you think could be improved were:  
Traffic congestion • Cleanliness of streets • Affordable housing  
Level of crime • Road and pavement repairs

Where we are able to have a direct effect, the factors you identified for improvement are included in our top priorities. However, some of the activities that are in need of improvement are not the direct responsibility of the Borough Council and we will therefore be working in partnership with other organisations in the Borough to address these issues.

# Where does your Council Tax go?

Each year, Woking Borough Council is responsible for collecting the Council Tax from residents of Woking for its own services and those provided by Surrey County Council and Surrey Police. This financial year, the total amount we shall be collecting is £49 million.

This is how the Council Tax is divided between the three authorities.



For further information on how your Council Tax bill is calculated and a detailed breakdown of Woking Borough Council's expenditure, please see page 43.

In 2003/04 we collected 98.4% of the Council Tax that was due which puts us in the top 25% of English Councils.

# A-Z of Services

Woking Borough and Surrey County Councils work together to provide a wide range of services every day.

This A-Z guide aims to help you find out who provides each service, and gives you contact details. All the services are listed alphabetically.

If you need a number which is not listed, please contact one of the switchboard numbers, shown at the top of each page.

# a-z

## Your local services in Woking Borough 2005/2006

**Please note that all numbers listed in the following section are available during normal office hours only (Monday - Friday). Some numbers are listed next to the service. For all others please refer to the key (WBC or SCC).**

### A

**Abandoned vehicles** **WBC**  
environmentalmaintenance@woking.gov.uk

**Accidents in the workplace, reporting**  
0845 300 9923  
0845 300 9924 (fax)  
www.riddor.gov.uk

24hr Incident Contact Centre for reporting accidents at work.

**Acupuncture registration** **WBC**  
envhealth@woking.gov.uk

See Skin Piercing

**Adoption (children)** **SCC**

**Adoption of roads and streets** **SCC**

**Adult education** **SCC**

**Air quality** **WBC**  
envhealth@woking.gov.uk

The Environmental Health Service monitors air quality in Woking

**Alcohol Licensing** **WBC**  
envhealth@woking.gov.uk

As a result of changes in the law, the Council is responsible for the issue of new, corrected and varied licenses for the sale or supply of alcohol to the public (including at temporary events). All premises or vendors wishing to sell or supply alcohol will need to apply for licenses under the new legislation.

See also Entertainment and the Council's website.

**Allotments** **WBC**  
wokbc@woking.gov.uk

Woking Borough Council manages nine allotment sites in the Borough. Contact the Council for details on these and information on renting available plots.

**Animal health** **SCC**  
01372 371700  
trading.standards@surreycc.gov.uk

**Animal welfare** **WBC**  
envhealth@woking.gov.uk

**Archaeology** **SCC**  
archaeology.scan@surreycc.gov.uk

Advice, excavation and records.

**Archives** **SCC**  
See Surrey History Centre.

**Arts and cultural events** **WBC**  
arts@woking.gov.uk

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

A wide variety of arts, cultural and associated events are organised, or supported, by the Council. Small grants are also available to assist in set up and developing/expanding activities.

**Grants** **SCC**  
Grants may be available for certain types of community arts projects. See Surrey County Arts.

**Audit**  
See Internal Audit.

### B

**Bedbugs**  
See Pest Control.

**Benefits**  
See Housing Benefit/Council Tax Benefit.

**Births, registration of** **SCC**  
01932 794700

**Blue Badge Scheme** **SCC**  
Information on car parking permits for disabled people.

**Bonfires** **WBC**  
envhealth@woking.gov.uk  
See Environmental Control.

**Bottle banks** **WBC**  
waste@woking.gov.uk

See Recycling.

**Bridleways** **SCC**  
contact.centre@surreycc.gov.uk

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

**Brockhill** **WBC**  
Home Support Service  
01483 743975  
brockhill@woking.gov.uk

Brockhill is the Council's extra sheltered housing scheme in Goldsworth Park designed to meet the needs of frail, older people.

**Buggy**  
Woking Community Transport  
01483 744800

A small covered vehicle that circuits the pedestrianised areas of the town centre to transport those who have difficulty in walking any distance. It can stop on request at any point en route - all for free.

**Building control** **WBC**  
buildingcontrol@woking.gov.uk

Handles building regulation applications ensuring building work is constructed in accordance with the regulations. Also monitors dangerous structures; controls certain works of demolition.

**Bulky waste collections** **WBC**  
waste@woking.gov.uk

See also Furniture

**Business rates** **WBC**  
brates@woking.gov.uk

Please be ready to quote the payment reference shown on your rate bill or instalment book.

**Bus passes** **WBC**  
customers@woking.gov.uk

Bus passes for older people and people with disabilities. For bus passes and school travel contact your local education office.

# a-z

## Your local services in Woking Borough 2005/2006

**Bus shelters** **WBC**  
environmentalmaintenance@woking.gov.uk

**Bus timetables**  
Surrey Traveline  
0870 6082608

See also Visitor Information Centre.

### C

**Car parks** **WBC**  
parking@woking.gov.uk

All aspects of the operation and maintenance of the Council's off-street car parks. Free copies of 'A guide to trouble-free parking in Woking' and the Council's Customer Charter for car parks are available.

**Careline emergency call service** **WBC**  
Home Support Services  
homesupport@woking.gov.uk

Careline is a means of summoning help at the touch of a button any time of the day or night.

**Cars**  
See Abandoned Vehicles.

**Casualty reduction** **SCC**  
Committed to improving safety and reducing the number of accidents on Surrey's roads.

**CCTV and security** **WBC**  
communitysafety@woking.gov.uk  
See also Community Safety

**Centres for the community** **WBC**  
communitysupport@woking.gov.uk

The Borough runs or supports six centres for the community offering services and facilities for the local community, refreshments, social events and activities, health related services and halls and rooms for hire.

ARCH, Alpha Road  
01483 776877

Maybury Centre, Board School Rd,  
Maybury  
01483 776877  
mayburycen@hotmail.com

Moorcroft, Old School Place,  
Westfield, Woking  
01483 743373  
moorcroft@woking.gov.uk

Sheerwater Community Centre  
Devonshire Avenue  
01932 348192

St Mary's, Stream Close,  
Rectory Lane, Byfleet  
01483 743877  
stmary's@woking.gov.uk

The Vyne, off Broadway, Knaphill  
01483 743558  
vyne@woking.gov.uk

**Cesspool emptying** **WBC**  
waste@woking.gov.uk

Emptying of cesspools and septic tanks.

**Chairman's Office** **SCC**  
Enquiries regarding the Chairman's engagements and availability for functions etc.

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

**Charity collections** **WBC**  
streetcollections@woking.gov.uk

Anyone wishing to collect for charity in a street or public place must apply to the Council for permission to do so.

**Chief Executive, County Council** **SCC**  
Richard Shaw

**Chief Executive, Borough Council** **WBC**  
Paul Russell  
paul.russell@woking.gov.uk

Executive Directors -

Douglas Spinks  
douglas.spinks@woking.gov.uk  
Ray Morgan  
ray.morgan@woking.gov.uk

**Citizens' Panel** **WBC**  
policy@woking.gov.uk

A panel of local citizens that is broadly representative of the Borough's population, which is surveyed 3 - 6 times a year to obtain views on a range of issues affecting the community.

**Clinical waste** **WBC**  
waste@woking.gov.uk

Collection of household clinical waste.

**Cockroaches**  
See Pest Control.

**Commons registration** **SCC**  
The County Council is a registration authority and is responsible for dealing with all enquiries relating to commons and village greens within Surrey.

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

**Community safety** **WBC**  
communitysafety@woking.gov.uk

For crime and disorder matters, CCTV and emergency management.  
For crime prevention advice see Police.

**Community support**  
See Older People's Services.

**Community transport, Bustler**  
01483 744800

Adapted buses and expertly trained staff provide a door-to-door service for people with a mobility impairment who are unable to use other forms of public transport.  
Grant funded by Woking Borough Council.

**Composters**  
0845 130 6090  
info@straight.co.uk

Composters available at a reduced price for local residents from Straight Recycling.

**Conservation areas** **WBC**  
designandconservation@woking.gov.uk

Trees in conservation areas are protected. See also Listed Buildings.

**Consumer protection** **SCC**  
01372 371700  
trading.standards@surreycc.gov.uk

Advice and information from Surrey Trading Standards Officers for purchasers of goods and services. Trading Standards Mobile Advice Centre visits Woking Town Square regularly.

# a-z

## Your local services in Woking Borough 2005/2006

### **Contaminated land** **WBC** envhealth@woking.gov.uk

Investigation and identification of contaminated land in the Borough to bring about its effective remediation.

### **Council, Councillors and Committee Services** **WBC** memberservices@woking.gov.uk

Enquiries on all matters connected with meetings and proceedings of the Council and its Committees and Sub Committees.

### **Council Tax** **WBC** ctax@woking.gov.uk

Enquiries on all matters connected with meetings and procedures of the County Council and its Committees and Sub Committees.

### **Council Tax** **WBC** ctax@woking.gov.uk

Please be ready to quote the payment reference shown on your Council Tax bill or instalment book.

Enquiries and information about the County Council element of Council Tax.

### **Council Tax Benefit** See under Housing Benefit/Council Tax Benefit

### **Countryside service** **WBC** countryside@woking.gov.uk

Management of the Council's common land, provision of ecological/landscape advice.

Our aim is to manage the countryside in order to protect, maintain and enhance the landscape and wildlife in Surrey. Also work to trees on the highways.

### **County information centre** **SCC** woking.information@surreycc.gov.uk

Woking Library, Gloucester Walk, Woking.

### **Cycle lanes** **SCC** Information on routes and lanes and the Surrey Cycleway.

## D

### **Dangerous buildings and structures** **WBC** buildingcontrol@woking.gov.uk

See Building Control.

### **Dead animals** **SCC** Removal of dead animals on public highways.

### **Deaths, registration of** **SCC** 01932 794700

The County Council is responsible for providing facilities for the registration of deaths in Surrey.

### **Diseases of farm animals** **SCC** 01372 371700 trading.standards@surreycc.gov.uk

Surrey Trading Standards officers protect the welfare of farm animals and of animals in markets.

### **Dog control** **WBC** envhealth@woking.gov.uk

The Environmental Health Service employs two dog wardens to promote responsible dog ownership and enforce dog fouling legislation. They also investigate complaints of noisy and dangerous dogs.

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

### **Door supervisor registration** This function has now transferred to the Security Industry Authority.

### **Drainage, land** **WBC** environmentalmaintenance@woking.gov.uk Deals with the maintenance of water courses and the prevention of flooding.

### **Drains, blocked** See Sewers and Flooding.

### **Drinking water quality** **WBC** envhealth@woking.gov.uk See Sampling.

### **Driveways** **SCC** Construction of drives to provide access for vehicles across footpaths/verges on to the public highway.

### **Drop-in centres** **WBC** communitysupport@woking.gov.uk

The drop-in centres in the area provide a comfortable meeting place for the community.

**Marjorie Richardson's** **01483 762891**  
marjorie@richardsons19.fsnet.co.uk  
19 High Street, Woking.

Open: Mon - Fri 10am - 3.30pm, Sat 10am - 1pm  
**Strollers** **01483 751259**  
strollers@waitrose.com

The Generation Centre  
(Rear of St. Andrew's Church)  
Goldsworth Park, Woking.  
Open: Mon 9.30am - 1.30pm,  
Tues - Fri 9.30am - 2.45pm.

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

### **Schoolhouse Tea Rooms** **01483 776877** mayburycen@hotmail.com

Maybury Centre,  
Board School Road,  
Maybury, Woking.

A multi-cultural drop-in centre.

**Sheerwater Coffee Shop,** **01932 348192**  
Sheerwater Community Centre, Devonshire Avenue.

## E

### **Ear piercing** **WBC** envhealth@woking.gov.uk

See Skin Piercing

### **Economic development** **SCC** To support the maintenance and renewal of a prosperous yet sustainable economy for the county.

### **Education - area office** **SCC**

### **Elections** **WBC** elections@woking.gov.uk

Enquiries about all matters relating to the organisation of Parliamentary, European, County, District and Parish Elections and By-Elections.

### **Electoral registration** **WBC** elections@woking.gov.uk

Maintenance of the Electoral Register and enquiries regarding absent voting (postal or proxy).  
Registration forms are available on request.

# a-z

## Your local services in Woking Borough 2005/2006

### Electrolysis **WBC**

envhealth@woking.gov.uk

See Skin Piercing.

### Emergencies

To contact Woking Borough Council or Surrey County Council out of office hours see list of numbers on page 39 of this guide.

### Employment statistics **WBC**

policy@woking.gov.uk

### Empty homes **WBC**

housingenabling@woking.gov.uk

Co-ordinates activity to bring empty homes back into use.

### Energy - Green Energy from Thameswey **WBC**

thameswey@woking.gov.uk

Thameswey Energy Ltd is a public/private joint venture Energy Services Company originally established by Woking Borough Council in partnership with a Danish green energy company to generate, distribute and supply green energy from combined heat and power/renewable energy systems within and outside the Borough of Woking.

### Energy efficiency **WBC**

propertyservices@woking.gov.uk

Responsible for energy and water efficiency/management for Council-owned buildings, the Home Energy Conservation Act and other energy and environmental related matters.

### Energy efficiency hotlines **WBC**

Further information on grant schemes and energy efficiency advice is available from:

advice@ecsc.org.uk

### Entertainment licensing **WBC**

envhealth@woking.gov.uk

Licences are issued for public entertainment, late night refreshment, cinemas, liquor, theatres and indoor sports.

See also Alcohol licensing.

### Environment news **SCC**

The County Council's environment newspaper listing walks, news and information on Surrey's environment and green issues.

### Environmental control **WBC**

envhealth@woking.gov.uk

Complaints concerning noise, drainage, contaminated land, illegal encampment, bonfires, rubbish, odour etc. are responded to within three working days, depending on the severity of the problem.

### European office **SCC**

020 8541 9452

euro.office@surreycc.gov.uk

The European office aims to meet the challenges arising from European Union legislation, policies, programmes and funding initiatives.

### Events in Woking **WBC**

01483 720103

tourist@woking.gov.uk

Details of events in Woking and surrounding area are available from Woking Visitor Information Centre or visit [www.woking.gov.uk](http://www.woking.gov.uk)

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 [www.woking.gov.uk](http://www.woking.gov.uk)

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

## F

### Family finding and recruitment team **SCC**

01932 565999

familyfinding@surreycc.gov.uk

The Family Finding Team is part of Surrey County Council's Children's Service. Our aim is to place children who have had a difficult start in life with new families on a permanent basis.

### Farm animal - records and licensing **SCC**

01372 371700

trading.standards@surreycc.gov.uk

### Farmers' market

See Market

### Financial management **WBC/SCC**

financialmanagement@woking.gov.uk

Woking Borough Council and Surrey County Council are responsible for financial stewardship functions, preparing the annual accounts, controlling Council budgets, and providing financial advice to Councillors and service managers.

### Fire and Rescue Emergency 999, Other enquiries **SCC**

To ensure the environment remains safe from fire risks associated with property and plans and by responding promptly when alerted to a fire or other emergency.

### Fire safety advice **SCC**

01737 242444

### Fleas

See Pest Control.

### Flooding

Environment Agency  
Emergency Hotline (24Hr)

0800 807060

River Flooding

08459 881188

Floodcall recorded information line

08459 881188

To report flood/pollution incidents

0800 807060

### Food and agricultural enquiries **SCC**

01372 371700

trading.standards@surreycc.gov.uk

Information and advice from Trading Standards officers.

### Food complaints **WBC**

envhealth@woking.gov.uk

Responses to complaints concerning food purchased within the Borough are made within three working days.

### Food safety **WBC**

envhealth@woking.gov.uk

All food premises are registered, and inspected regularly by officers from the Environmental Health Service. The frequency of inspection is dependent upon the assessment of the risk(s) present, and the date of the last inspection.

### Footpaths

See Public Rights of Way.

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## Your local services in Woking Borough 2005/2006

### Furniture

**01483 750005**

The Community Furniture Store supplies furniture to people on low incomes. It accepts selected furniture in good condition.

See also Bulky Waste Collections

### G

### Garages

**WBC**

[tenantandleaseholderservices@woking.gov.uk](mailto:tenantandleaseholderservices@woking.gov.uk)

The Council's housing service lets a number of garages across the Borough for use by tenants and private residents.

### Garden Rubbish

**WBC**

[waste@woking.gov.uk](mailto:waste@woking.gov.uk)

The Council operates a green garden waste kerbside collection scheme fortnightly.

See also Rubbish Collections.

### Grants

#### For Arts Projects

**01483 728711 SCC**

#### For Arts Societies/Organisations

**WBC**

[arts@woking.gov.uk](mailto:arts@woking.gov.uk)

#### For Community Projects

**WBC**

[designandconservation@woking.gov.uk](mailto:designandconservation@woking.gov.uk)

Grants are available for minor works in partnership with the community, for projects such as public noticeboards and planting schemes.

#### For Ecological/Countryside Projects

**WBC**

[countryside@woking.gov.uk](mailto:countryside@woking.gov.uk)

#### For Environmental Improvement Projects

**WBC**

[designandconservation@woking.gov.uk](mailto:designandconservation@woking.gov.uk)

#### For House Renovations/Adaptations

**WBC**

[housinggrants@woking.gov.uk](mailto:housinggrants@woking.gov.uk)

The Housing Service administers grants which include the improvement of unfit housing and houses in multiple occupation, adaptations to assist disabled people and repairs assistance for the elderly on benefit. See also Homelink.

#### For Listed Buildings

**WBC**

[designandconservation@woking.gov.uk](mailto:designandconservation@woking.gov.uk)

Grants are available for the repair of historic building fabric.

#### For Sports Clubs/Organisations

**WBC**

[sports@woking.gov.uk](mailto:sports@woking.gov.uk)

#### For Students

**SCC**

[student.support.ses@surreycc.gov.uk](mailto:student.support.ses@surreycc.gov.uk)

The section handles applications for mandatory awards for students (Higher Education Awards prescribed and awarded by Government) and discretionary awards determined by Surrey.

#### To voluntary and community organisations

**WBC**

[memberservices@woking.gov.uk](mailto:memberservices@woking.gov.uk)

Woking Borough Council has a budget to give grant aid to assist voluntary and community organisations within the Borough.

### Grass cutting and grounds maintenance

**WBC**

[environmentalmaintenance@woking.gov.uk](mailto:environmentalmaintenance@woking.gov.uk)

## WBC

Services provided to you by

Woking Borough Council

01483 755855 [www.woking.gov.uk](http://www.woking.gov.uk)

## SCC

Services provided to you by

Surrey County Council

08456 009 009 [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### Green energy

See Thamesway.

### Gypsies/Travellers

**WBC**

[tenantandleaseholderservices@woking.gov.uk](mailto:tenantandleaseholderservices@woking.gov.uk)

#### Hatchington Gypsy Caravan Site Management

The site is owned by Surrey County Council and managed by Woking Borough Council on their behalf. Day-to-day maintenance and applications for residence are administered by Tenant and Leaseholder Services.

**SCC**

The County Council is responsible for the development and implementation of policies in relation to travelling people.

### H

### Halls for hire

**WBC**

See also [www.woking.gov.uk](http://www.woking.gov.uk) (leisure and tourism).

The Council provides a list of nearly 30 local halls for hire, including:

ARCH, Alpha Road, Maybury

**01483 776877**

H.G. Wells Conference and Events Centre

**01483 712710**

[sales.hgwells@woking.gov.uk](mailto:sales.hgwells@woking.gov.uk)

State of the art meetings and conference facilities; 600 seater auditorium.

Lakeview, Tracious Close, Lakeview

**01483 743620**

[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

Maybury Centre, Board School Rd, Maybury

**01483 776877**

[mayburycen@hotmail.com](mailto:mayburycen@hotmail.com)

Moorcroft, Old School Place, Westfield

**01483 743373**

[moorcroft@woking.gov.uk](mailto:moorcroft@woking.gov.uk)

Sheerwater Community Centre, Devonshire

Avenue

**01932 348192**

St. Mary's, Stream Close, Rectory Lane, Byfleet

**01483 743877**

[st.marys@woking.gov.uk](mailto:st.marys@woking.gov.uk)

The Vyne, Off Broadway, Knaphill

**01483 743558**

[vyne@woking.gov.uk](mailto:vyne@woking.gov.uk)

### Health and safety

**WBC**

[envhealth@woking.gov.uk](mailto:envhealth@woking.gov.uk)

All commercial/retail premises are subject to inspection by officers from the Environmental Health Service.

### HG Wells

**WBC**

#### Conference and Events Centre

**01483 712710**

[sales.hgwells@woking.gov.uk](mailto:sales.hgwells@woking.gov.uk)

[www.hgwells.co.uk](http://www.hgwells.co.uk)

State of the art meeting and conference facilities; 600 seater auditorium; wedding packages available.

### History centre

See Surrey History Centre.

### Hoardings, erection of

**SCC**

### Homelessness

**WBC**

[homelessness@woking.gov.uk](mailto:homelessness@woking.gov.uk)

See Housing Matters - Housing Needs.

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## Your local services in Woking Borough 2005/2006

### Homelink WBC homelink@woking.gov.uk

A home improvement agency service providing support and assistance with maintenance improvements and adaptations to the home, for people who own their own homes, are over 60, disabled or on a low income. Free advice and handyman service.

### Home support services WBC Home Support Services homesupport@woking.gov.uk

**Allocations**  
housingadvice@woking.gov.uk  
Sheltered and Supported accommodation supplied through self-contained flats and bungalows.

### Housing benefit/ Council Tax benefit WBC benefits@woking.gov.uk

Any local resident who has to pay rent (either Council or private) and/or Council Tax (including owner occupiers) can claim help towards the cost from Woking Borough Council if they are on a low income, receive Income Support or Job Seekers Allowance.

The Council is committed to the prevention and detection of Housing Benefit and Council Tax Benefit Fraud. Can you help? If you have any information which you think may be of use to us, please contact an investigator on:

**Tel: 01483 743645 (answerphone)**  
beninv@woking.gov.uk

### Housing matters WBC Housing enabling housingenabling@woking.gov.uk

Works with Housing Associations and other agencies to provide affordable housing. Also deals with rent guarantees, low cost home ownership, cash incentive schemes and private sector housing including leasing schemes for landlords.

### Housing needs housingregister@woking.gov.uk

- **Allocations and housing register**  
Maintains the Council's housing register. Decides who to offer Council accommodation to and makes Housing Association and Private Sector accommodation nominations.

- **Homelessness**  
homelessness@woking.gov.uk  
Processes applications from homeless households. See also out of hours emergency contacts on page 39.

### Housing advice housingadvice@woking.gov.uk

Drop-in advice duty sessions are available. Advice is available on all housing matters. See also Landlord Harassment.

**Housing services - council housing**  
Carries out the day-to-day care and running of Council homes and their general environment. Covers:

- **Management of Council homes**  
tenantandleaseholderservices@woking.gov.uk  
Oversees offers of accommodation, current and former rent arrears, recharges, the processing of decorating vouchers, right to buy applications, mutual exchanges and transfer of tenancies. Also tenancy enforcement and action against nuisance tenants and the letting of Council garages and Sheerwater sheds.

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

- Repairs to Council homes  
0800 521555  
tenantandleaseholderservices@woking.gov.uk

Deals with day-to-day repairs requests such as broken roof tiles and faulty central heating and inspects work carried out. We aim to respond to non-urgent jobs within 28 days, urgent jobs within seven days and immediately for emergencies. This number is also for repair emergencies outside normal working hours.

- **Maintenance and improvements**  
tenantandleaseholderservices@woking.gov.uk  
Manages the housing stock investment programme, ensuring tenants' homes are maintained and improved. Liaises with Residents Associations on how money for improvements and landscaping is spent.

- **Minor adaptations to Council homes for elderly/disabled residents**  
tenantandleaseholderservices@woking.gov.uk  
Minor adaptations can be provided for elderly and disabled people in Council homes. These include ramps, extra steps and external handrails and items such as lever taps.

- **Rent accounts and systems**  
tenantandleaseholderservices@woking.gov.uk  
Maintains accounts and the Council's housing computer system.

- **Estate services and contract management**  
tenantandleaseholderservices@woking.gov.uk  
Estate services provide estate management contracts, e.g. tree maintenance, grass cutting and cleaning.

- **Tenant Participation**  
tenantandleaseholderservices@woking.gov.uk  
Liaises with tenants and Residents Associations.

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

### Housing - private sector improvements WBC envhealth@woking.gov.uk

Officers of the Environmental Health Service have powers to secure the improvement of unsatisfactory housing conditions.

See also

- Energy Efficiency
- Homelink
- Grants.

## I

### Infectious disease control WBC envhealth@woking.gov.uk

Environmental Health investigates notifications of infectious diseases and food poisoning.

### Insurance WBC financialmanagement@woking.gov.uk

For general enquiries about insurance related matters, including buildings insurance for leasehold, shared ownership and commercial properties as well as those residents who have a mortgage with Woking Borough Council.

### Internal audit WBC audit@woking.gov.uk

An independent section responsible for reviewing the Council's internal control system and investigating suspected fraud or irregularity.

### Internet

See web site.

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## Your local services in Woking Borough 2005/2006

### J

#### **Jobs** **WBC**

For a list of current vacancies visit our pages at [www.surreyjobs.info](http://www.surreyjobs.info)

### L

#### **Land charges** **WBC**

Searches and enquiries relating to property purchases

#### **Land enquiries** **SCC**

Information and enquiries relating to County Council property and tenancies. See also Property Enquiries.

#### **Landlord harassment** **WBC**

Housing Options deals with preventing homelessness. This includes taking action against illegal eviction and landlord harassment.

#### **Landlord schemes** **WBC**

Schemes to assist landlords let their property.

#### **Learning centre, Woking** **SCC**

Provides independent study resources to help people develop work related and leisure skills. Computers can be hired by the hour and computer training in various software applications is

available, as well as information on adult training opportunities. Internet access available.

#### **Leisure and recreation centres** **WBC**

**Woking Leisure Centre**  
01483 771122  
[leisurecentre@woking.gov.uk](mailto:leisurecentre@woking.gov.uk)

Visit the leisure and recreation pages at [www.woking.gov.uk](http://www.woking.gov.uk)

Two local recreation centres operate in the evenings and weekends at the following school sites:

**Woking High School Recreation Centre,**  
**Woking High School, Morton Road,**  
**Horsell, GU21 4BD.**  
Bookings: 01483 888447

**Winston Churchill School Sports Centre,**  
**Hermitage Road, St. Johns, GU21 1TL.**  
Bookings: 01483 797015

#### **Libraries** **SCC**

**Woking Library, Gloucester Walk,**  
**Woking GU21 6EP**  
01483 770591

**Byfleet Library, High Road,**  
**Byfleet, KT14 7QN**  
01932 345274

**Knaphill Library, High Street, Knaphill,**  
**GU21 2PE**  
01483 473394

**West Byfleet Library, The Corner,**  
**West Byfleet, KT14 6NY**  
01932 343955

**Mobile Library**  
01483 517402

**Area Office**  
01932 582700

## WBC

Services provided to you by  
**Woking Borough Council**  
01483 755855 [www.woking.gov.uk](http://www.woking.gov.uk)

**Woking County Information Centre**  
**(at Woking Library)**  
01483 771011

Provides Surrey people, businesses and students with information, books, tapes and computer access, for both reference and leisure purposes.

**Woking Learning Centre**  
(see Learning Centre)

#### **Licensing** **WBC**

**Animal welfare**  
[envhealth@woking.gov.uk](mailto:envhealth@woking.gov.uk)

Pet shops, dog breeders, animal boarding and riding establishments and keeping dangerous animals as pets require a licence from the Environmental Health Service.

**Public entertainment**  
[envhealth@woking.gov.uk](mailto:envhealth@woking.gov.uk)

See Entertainment Licensing

**Skips**  
See Skip Licences  
**Street and house to house collections and lotteries**  
[streetcollections@woking.gov.uk](mailto:streetcollections@woking.gov.uk)

On receipt of an application, free licences are issued for approved street and house to house collections and societies are registered to hold lotteries. Application forms are available on request.

**Taxis**  
[envhealth@woking.gov.uk](mailto:envhealth@woking.gov.uk)

See Taxi and Private Hire Licensing

#### **Lighting, street** **SCC**

**Adopted roads**  
The County Council maintains street lighting on the adopted highways.

## SCC

Services provided to you by  
**Surrey County Council**  
08456 009 009 [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

**Council Housing Areas**  
Freephone 0800 521555 WBC  
[tenantandleaseholderservices@woking.gov.uk](mailto:tenantandleaseholderservices@woking.gov.uk)

**Listed buildings, conservation areas** **WBC**  
[designandconservation@woking.gov.uk](mailto:designandconservation@woking.gov.uk)

Planning staff can provide general advice on listed buildings, design and environmental improvements on request. Advice is also available on grants for works to listed buildings and community projects (see also Grants).

**Tree preservation** **WBC**  
[treepreservation@woking.gov.uk](mailto:treepreservation@woking.gov.uk)  
For trees in conservation areas

**Litter** **WBC**  
[environmentalmaintenance@woking.gov.uk](mailto:environmentalmaintenance@woking.gov.uk)

**Local Agenda 21 initiative** **WBC**  
[policy@woking.gov.uk](mailto:policy@woking.gov.uk)

Supported by Woking Borough Council, members of this initiative meet regularly to consider how Woking should develop in the 21st Century with the aim of achieving development that is sustainable. (See also Energy Efficiency and Thamesway.)

**Local committee for Woking** **SCC**  
[communitysupport@surreycc.gov.uk](mailto:communitysupport@surreycc.gov.uk)

Surrey County Council's Local Committee and Community Support Team link the County Council to people in Woking. The Committee makes decisions about spending on transportation and community safety, and has a small fund for local causes.

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## Your local services in Woking Borough 2005/2006

### **Local Plan** **WBC** policy@woking.gov.uk

The Adopted Woking Borough Local Plan sets out the development vision for the Borough. It guides and controls future development through decisions on planning applications made throughout the year. Supplementary Planning Guidance notes are also available on a range of issues. The Council is in the process of developing a new style Local Development Framework to replace the Local Plan.

### **Lottery officer** **SCC** 020 8541 9408 lottery@surreycc.gov.uk

Provides advice and assistance to voluntary and other bodies seeking lottery funding and ensures that Surrey benefits from the Lottery.

### **Lottery permits** **WBC** streetcollections@woking.gov.uk

See Licensing.

## M

### **Market** **WBC** market@woking.gov.uk

### **Marriages, registration of**

See Register Offices.

### **Mayoral matters** **WBC** mayoralty@woking.gov.uk

Enquiries about all matters relating to the Mayor of Woking.

### **Meals** **WBC** 01483 770777 communitymeals@woking.gov.uk

#### **Hot meals on wheels**

Delivered to the homes of frail people and those who are temporarily incapacitated.

#### **Frozen Meals**

For convenience and choice, a frozen meals delivery service is also available.

### **Mice**

See Pest Control.

### **Minerals extraction** **SCC**

Information on policies and plans relating to mineral working in the county.

### **Minibus hire** **01483 744800**

Woking Community Transport has a fleet of specially adapted minibuses for hire which are accessible by all - including wheelchair users.

### **Mortgages** **01582 868621** **01582 868622 (Fax)**

Enquiries about existing mortgages with Woking Borough Council, should be addressed to Gemini Consultants Ltd who administer them on behalf of the Council. Contact Gemini Consultants Ltd, The Gemini Building, Houghton Hall Park, Dunstable, LU5 5GB.

### **Museums** **01483 725517** Info@WokingGalleries.co.uk

## WBC

Services provided to you by  
**Woking Borough Council**  
01483 755855 www.woking.gov.uk

Woking Galleries is an independent charity, developing a community cultural centre on the Westgate site on Victoria Way in central Woking, due to open in 2006. It will include Woking's first museum, a changing exhibition programme and spaces for displaying local people's work.

### **Music and performing arts** **WBC** arts@woking.gov.uk

See under Arts and Cultural Events.

## N

### **Nappies** **WBC** waste@woking.gov.uk

The Council aims to reduce the amount of raw sewage going to landfill as nappy waste by promoting the use of 'Real Nappies' the modern shaped alternative to terries. Information is available on laundering services or wash at home systems.

### **Noise complaints** **WBC** envhealth@woking.gov.uk

See Environmental Control.

## O

### **Odours** **WBC** envhealth@woking.gov.uk

See Environmental Control.

### **Older people's services** **WBC** communitysupport@woking.gov.uk

With other local organisations, Woking Borough Council provides a range of support services and

## SCC

Services provided to you by  
**Surrey County Council**  
08456 009 009 www.surreycc.gov.uk

social facilities to meet the needs of older people.  
**SCC**  
ssd.wokingcct@surreycc.gov.uk  
Surrey Elderly Services provides a range of domiciliary, residential and short term care services for older people who meet the County Council Social Care eligibility criteria.

## P

### **Parking** **WBC** parking@woking.gov.uk

#### **Controlled Parking Zones (CPZ)**

Information is available from the Parking Shop in Chobham Road on all aspects of the CPZ scheme in Woking, Brookwood and West Byfleet.  
See Car Parks for information on Council-run car parks.

### **Parks**

See Recreation Grounds and Woking Park.

### **Pest control** **WBC** envhealth@woking.gov.uk

The Environmental Health Service employs a contractor to provide a pest control service for domestic premises only. (The following pests are treated; rats, mice, wasps, cockroaches, bedbugs and fleas).

### **Petroleum storage - licences** **SCC** 01372 371700 trading.standards@surreycc.gov.uk

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## Your local services in Woking Borough 2005/2006

### Planning applications **WBC**

developmentcontrol@woking.gov.uk

Development Control deals with processing planning applications, making Tree Preservation Orders, enforcing against unauthorised development and appeals against the refusal of planning permission. See also Unauthorised Development.

### Play areas **WBC**

play@woking.gov.uk

Woking Borough Council manages 35 children's play areas across the Borough.

### Play schemes **WBC**

play@woking.gov.uk

Play schemes run at venues throughout the Borough during the summer holidays.

### Police

0845 125 2222

Woking Police, Station Approach,  
Woking GU22 7SY

chiefconstable@surreycc.gov.uk

Surrey Police (HQ), Mount Browne, Sandy Lane, Surrey GU3 1HG

### Pollution **WBC**

envhealth@woking.gov.uk

See Environmental Control.

### Population and land use statistics **WBC**

policy@woking.gov.uk

Information is available on population, census data and a range of land use trends, in Woking

### Potholes

See Road Maintenance.

### Price misdescription **SCC**

01372 371700

trading.standards@surreycc.gov.uk

Advice and information from the Trading Standards service.

### Probation

01483 860191

Aims to prevent or reduce re-offending, reintegrate offenders into the community, divert offenders from custody and to promote offence partnership with the statutory and voluntary services.

### Property enquiries **WBC**

propertyservices@woking.gov.uk

Information and enquiries relating to Borough Council property and tenancies. See also Vacant Commercial Properties

### Public rights of way **SCC**

contact.centre@surreycc.gov.uk

Surrey County Council maintains public rights of way in the Borough.

### Public toilets **WBC**

environmentalcontracts@woking.gov.uk

## R

### Rats

See Pest Control.

### Record office

See Surrey History Centre.

### Recreation centres

See Leisure and Recreation Centres.

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

### Recreation grounds **WBC**

sports@woking.gov.uk

Woking Borough Council manages the 20 parks and recreation grounds throughout the Borough.

### Recruitment or job applications

In local government

See Jobs.

General

See Community/Advice Organisations/Job Centre on page 40 of this guide.

### Recycling **WBC**

waste@woking.gov.uk

The Council has set up recycling centres throughout the Borough, with facilities for green, brown and clear glass and other materials and operates a kerbside collection scheme for waste paper and green garden waste.

SCC

Enquiries on recycling facilities in the County.

### Register offices **SCC**

81 Oatlands Drive, Weybridge

01932 794700

Artington House, Portsmouth Road, Guildford

01483 562841

The County Council is responsible for providing facilities for the registration of births, deaths and marriages in Surrey.

### Rights of way **SCC**

New claims

contact.centre@surreycc.gov.uk

### Road gritting **SCC**

### Road maintenance **SCC**

Surrey County Council maintains local adopted roads and footways.

### Road safety **SCC**

Education and advice for all road users.

See Traffic management.

### Rubbish collections **WBC**

waste@woking.gov.uk

A charge is made for the collection of bulky waste. See also Wheeled bins, Nappies, Garden waste

### Rubbish dumped **WBC**

envhealth@woking.gov.uk

See Environmental Control.

For flytipping and water pollution matters contact the Environment Agency (SE Area Office)

01276 454300

Emergency Hotline 0800 80 70 60

## S

### Sampling **WBC**

envhealth@woking.gov.uk

Environmental Health staff undertake sampling of bathing and drinking waters and food. They also monitor the air quality within the Borough.

### Scaffolding, erection of **SCC**

### Schools **SCC**

For individual state schools see Other Useful

Contact Numbers - Education on page 39.

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## Your local services in Woking Borough 2005/2006

### Searches

See Land Charges.

### Sewers

#### Public Sewers

All public services - sewer blockages, sewage flooding, sewer repairs and pumping station maintenance etc. are dealt with directly by Thames Water Utilities Ltd. The 24-hour contact for problems connected with any of the above services is:

**Thames Water Customer Centre, PO Box 436, Swindon, SN38 1TU.**

**Tel: 0845 9200 800**

**(all calls charged at local rates).**

#### Private Drains and Sewers

These are the responsibility of the owners or occupiers of the premises connected to them.

### Sheerwater Neighbourhood Office WBC

See listing under 'Council Offices' on page 38.

### Sheltered and supported housing WBC

See Home Support Services.

### Skin piercing WBC

envhealth@woking.gov.uk

Registration with the Environmental Health Service is required for practitioners and premises carrying out ear piercing, electrolysis, acupuncture and tattooing. Registered premises are routinely inspected to ensure hygienic operation.

### Skip licences SCC

Every skip on the public highway must be licensed. Your skip supplier will make the application.

### Social services centre SCC

Area Office 01483 518414

### Sports development WBC

sports@woking.gov.uk

For details of coach education opportunities, Surrey Youth Games and current initiatives.

### Sports pitches WBC

pitches@woking.gov.uk

A pitch booking service is provided by the Council and enquiries can be made about pitch availability. See also Leisure and Recreation Centres.

### Strategic aviation special interest group SCC

020 8541 9459

sasig@surreycc.gov.uk

Represents the views of local authorities with an interest in strategic aviation issues.

### Street cleaning WBC

environmentalmaintenance@woking.gov.uk

### Street lighting

See Lighting, Street

### Street naming and numbering WBC

addressing@woking.gov.uk

Deals with assigning official postal addresses (excluding postcodes) to new properties and changes to existing property names.

### Street name plates WBC

environmentalmaintenance@woking.gov.uk

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

### Sundry debts WBC

financialmanagement@woking.gov.uk

Please be ready to quote the account reference shown on your invoice.

### Suppliers WBC

financialmanagement@woking.gov.uk

Enquiries about payments due to you from Woking Borough Council for work or services provided by you.

### Surrey County Arts SCC

01483 728711

surreycountyarts@surreycc.gov.uk

Music and dance tuition. Many orchestras, bands and choirs.

### Surrey County Council SCC

contact.centre@surreycc.gov.uk

For any enquiry about the County Council and its services.

### Surrey County Council community support team

See Local Committee for Woking

### Surrey County Council local committee for Woking

See Local Committee for Woking

### Surrey History Centre

01483 518737

shs@surrey.gov.uk

This houses almost one million items chronicling the past 900 years of life in Surrey.

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

### Surrey Online

www.surreyonline.info

This site gives you easy access to information about a wide range of local services in Surrey.

### Surrey tourism SCC

contact.centre@surreycc.gov.uk

Promotion of the arts, sport and tourism in Surrey.

### Swimming Pools WBC

Pool in the Park 01483 771122

poolinthepark@woking.gov.uk

## T

### Tattoo parlours WBC

envhealth@woking.gov.uk

See Skin piercing.

### Taxi and private hire licensing WBC

envhealth@woking.gov.uk

The service annually licences all hackney carriages and private hire vehicles, drivers and operators within the Borough.

### Tenant Participation WBC

tenantandleaseholderservices@woking.gov.uk

Contact Tenant and Leaseholder Services to find out who is the Tenant Representative for your area. See also Housing Matters - Housing Services.

### Thamesway WBC

thamesway@woking.gov.uk

Woking Borough Council established the UK's first Energy and Environmental Services Company called Thamesway Ltd to implement energy and environmental services as part of its Climate Change Strategy.

# a-z

## Your local services in Woking Borough 2005/2006

### Tips

See Waste Disposal.

### Tourist information

See Visitor Information Centre.

### Town twinning

**WBC**  
wtta@woking.gov.uk

Woking Borough has three twin towns: Amstelveen in the Netherlands, Le Plessis Robinson in France and Rastatt in Germany. The Town Twinning Association aims to promote and foster friendship to bring people from various communities together.

### Trading Standards

**SCC**  
01372 371700

trading.standards@surreycc.gov.uk

The Trading Standards service works to maintain a safe trading environment to protect the public, consumers and the business community.

### Traffic management

**SCC**

Introduction of traffic management and road safety schemes and the promotion of traffic orders, for example parking restrictions, speed limits and lorry bans.

### Traffic signal fault report (24 hour)

**SCC**  
020 8541 7343

### Training courses, Environmental Health

**WBC**  
envhealth@woking.gov.uk

The Environmental Health Service arranges training courses on: Food Hygiene, Health and Safety.

### Travel information

**SCC**

#### Buses and Trains

08706 082608

See also Visitor Information Centre.

### Travellers

See Gypsies/Travellers

### Trees

**WBC**

#### Tree Preservation Orders

treepreservation@woking.gov.uk

To make an order or to enquire about work to trees with an order.

### Street/highway/unsafe trees

environmentalmaintenance@woking.gov.uk

Trees representing a safety hazard to the general public will be investigated within 24 hours of receiving a report.

## U

### Unauthorised development

**WBC**

developmentcontrol@woking.gov.uk

The Council will investigate complaints about unauthorised development and building works (i.e. work which requires but does not have planning permission). See also Planning Applications

## V

### Vacant commercial properties - Woking

**WBC**

propertyservices@woking.gov.uk

Details of vacant commercial property owned by

## WBC

Services provided to you by  
Woking Borough Council  
01483 755855 www.woking.gov.uk

Woking Borough Council and available for letting/sale. Also see Property Enquiries.

### Vacant property register for businesses - County

**SCC**

For information on vacant commercial property in the county.

### Visitor Information Centre

**WBC**

01483 720 103

tourist@woking.gov.uk

Up-to-the-minute information on all events, activities, hotels and B&B accommodation in the Borough and across the region is available from the Visitor Information Centre in Crown Square. Booking service for the Ambassadors theatres and cinemas and for conferences. Also for information on local bus and coach services (phone 01483 750525).

### Voting

**WBC**

elections@woking.gov.uk

See Electoral Registration.

## W

### Wasps

See Pest control.

### Waste disposal

**SCC**

Surrey County Council is responsible for the disposal of waste collected at civic amenity sites or delivered to household waste sites and waste transfer stations. Your local transfer station is Slyfield Green, Guildford. There is no charge for disposing of household waste.

## SCC

Services provided to you by  
Surrey County Council  
08456 009 009 www.surreycc.gov.uk

### Water quality - bathing and drinking

**WBC**  
envhealth@woking.gov.uk

See Sampling.

### Waterbutts

0845 130 6090  
info@straight.co.uk

Waterbutts available at a reduced price to local residents from Straight Recycling.

### Website

**WBC**

www.woking.gov.uk

Regularly updated information on Woking Borough including planning applications, events, places to visit, accommodation, an online business directory and council services information.

**SCC**

www.surreycc.gov.uk

Up to date information on Surrey County Council services, including policies and objectives, finance information and news.  
See also Surrey Online.

### Wheeled bins

**WBC**

waste@woking.gov.uk

### Woking in Bloom

**WBC**

helpdesk@woking.serco.com

### Woking Magazine

**WBC**

marcoms@woking.gov.uk

45,000 copies delivered to households and businesses in the Borough four times a year. Rate card available on application.



# Other useful numbers

## Council Offices/Local Area Offices

### Woking Borough Council

Civic Offices, Gloucester Square, Woking  
Surrey, GU21 6YL.

Tel: 01483 755855

e-mail: [wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

Web site: [www.woking.gov.uk](http://www.woking.gov.uk)

Open Mon - Fri 9am - 4.45pm

Switchboard hours

Mon - Weds 8.45am - 5.15pm

Thurs and Fri 8.45am - 5pm

### Sheerwater Neighbourhood Office

49 Dartmouth Avenue,  
Sheerwater, GU21 5PE.

Tel: 01483 743335

Open Mon, Tues and Thurs

9am - 1pm and 2pm - 5.15pm

Weds and Fri 9am - 1pm

### Byfleet Parish Council

The Village Hall, 54 High Road,  
Byfleet. KT14 7QL.

Tel: 01932 352174

### Surrey County Council

County Hall, Penrhyn Road, Kingston,  
Surrey KT1 2DN.

Tel: 08456 009 009

e-mail: [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)

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

Open Mon - Thurs 8am - 8pm, Fri 8am - 6pm

Switchboard hours - Mon - Fri 8.45am - 5pm

## Local Area Offices

### Area Adult Education Office

Bonsey Lane, Westfield, Woking.

Tel: 01483 518568

### Area Youth Office

Sharward House, Heathside Road, Woking.

Tel: 01483 755799

### Local Education Office

Alexander House,  
55a - 61a Commercial Way, Woking.

Tel: 08456 009 009

### North West Area Library

New Haw Library

Tel: 01932 343091

### Social Services Centre

Trizancia House, 74 Chertsey Road, Woking.

Tel: 01483 518484 Children and Families

Tel: 01483 518851 Adult Services

### Civic Amenity Sites

Martyr's Lane, Woking

Tel: 01483 721119

Slyfield Transfer Station

Moorcroft Road, Guildford

Tel: 01483 532187

## Out of Office Hours Emergency Contacts

For calls and emergencies:

### Woking Borough Council

#### Council Housing Repairs

Call 24 hours a day on

0800 521555

#### Homelessness

For urgent help outside office hours contact

Woking Police or call The Emergency Duty

Team on 01483 563317. During office

hours contact 01483 743835.

#### For all other urgent enquiries ring:

01483 730872

### Surrey County Council

#### Social Services Emergency Duty Team

01483 517898

[edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

#### Traffic Signal Fault Report Line

020 8541 7343

### Environment Agency Emergency Line

River flooding, damage or danger to the natural environment, poaching, risks to wildlife, fish in distress, illegal dumping of hazardous waste, pollution and chemical spills in water courses.

0800 80 70 60

Fly tipping and other pollution

0800 80 70 60.

# Other useful numbers

## Business Advice Organisations

**BusinessLink Surrey** 08457 494949

**Surrey Business Advice**

01483 728434

**The Learning Skills Council for Surrey**

01483 803201

**Woking Chamber of Trade and Commerce**

**(COTAC)** 01483 729922

## Community/Advice Organisations

**Age Concern Surrey** 01483 503414

**Alcoholics Anonymous (AA)** 08457 697555

**Citizen's Advice Bureau (CAB)**

0845 120 2919

**Community Furniture Project, Woking**

01483 750005

**Community Relations Forum**

01483 721444/750970

**Drug Care (Surrey)** 01483 300112

Help 24 hr daily

**Family Crisis Line** 0808 800 5678

**Job Centre** 01483 702100

**NSPCC Child Protection Helpline**

0800 800 5000

**Police** 0845 125 2222

**Relate - marriage guidance** 01483 715285

**RSPCA** 08705 555999

**Samaritans** 01483 505555

**Sexual Health Line** 0800 567123

**Sheerwater/Maybury Partnership**

01483 757931

**Shelter** 0808 800 4444

**ShopMobility Level 1, The Peacocks, Woking**

01483 776612

**Surrey Womens Aid** 01483 776822

**Victim Support (NW Surrey)** 01483 770457

**Woking Association of Voluntary Service (WAVS)**

01483 751456

**Woking Community Mental Health Team**

01483 756318

**Woking Mediation Service**

- Neighbour Dispute Resolution 01483 301010

**Work and Pensions, Department for**

- **Benefits Agency** 0845 600 4254

- **Child Support** 08457 133133

- **War Pensions** 0800 1692277

- **National Insurance Contributions**

0845 915 6914

## Education

**Barnsbury Infant** (5-7)

01483 768271

**Barnsbury County Junior** (7-11)

01483 763114

**Beaufort County Primary, Goldsworth Park** (5-11)

01483 474986

**Broadmere County Primary** (5-11)

01932 343747

**Brookwood Primary** (5-11)

01483 473315

**Byfleet County Primary** (5-11)

01932 403116

**Goldsworth County Primary** (5-11)

01483 771321

**Hermitage County Junior, St. Johns** (7-11)

01483 472047

**Horsell Village County Infant** (5-7)

01483 714804

**Horsell C of E (Aided) Junior** (7-11)

01483 761531

**Kingfield County Infant** (5-7)

01483 761885

**Knaphill County Infant** (5-7)

01483 473282

**Knaphill County Junior** (7-11)

01483 888899

**Marist RC (Aided) Primary, West Byfleet** (5-11)

01932 344477

**Maybury Infant** (5-7)

01483 763272

**New Monument County Primary** (5-11)

01483 769302

**Oaktree School, St. Johns** (5-7)

01483 474981

**Pyrford County Primary** (5-11)

01932 342693

**St Dunstan's RC (Aided) Primary** (5-11)

01483 715190

**St Hugh of Lincoln RC (Aided) Primary** (5-11)

01483 480441

**St John's County Primary** (5-11)

01483 476450

**St Mary's C of E Primary, Byfleet** (5-11)

01932 410300

**Sythwood County Primary, Goldsworth Park** (5-11)

01483 770063

**West Byfleet County Infant** (5-7)

01932 343260

**West Byfleet County Junior** (7-11)

01932 348961

**Westfield County Primary** (5-11)

01483 764187

## Secondary Schools

**Bishop David Brown School** (11-16)

01932 349696

**Woking High School** (11-16)

01483 888447

**St John the Baptist** (11-16)

01483 729343

**Winston Churchill** (11-16)

01483 476861

**Woking College** (16+) 01483 761036

## Entertainment and leisure

**H.G. Wells Conference and Events Centre**

01483 712710

State of the art meetings, concerts and conference facilities; 600 seater auditorium.

**The Ambassadors**

New Victoria Theatre; Rhoda McGaw

Theatre; Cinemas

Theatre bookings: 01483 545900

Cinema bookings: 01483 545945

**The Big Apple** 01483 727100

Bars; restaurant; ten pin bowling; pool tables; laser and video games.

**Woking Leisure Centre and Pool in the Park**

01483 771122

**Woking WurliTzer** 01923 720511

Concerts with music played on a genuine US Theatre Organ in the WurliTzer Hall, Woking Leisure Centre.

# Other useful numbers

## Health services

**St. Peter's Hospital** 01932 872000

**Surrey Heath & Woking Primary Care Trust**  
01483 715911

**Woking Community Hospital** 01483 715911

**Woking Hospice** 01483 881750

## Other services

### Electric, Seeboard

Power Failure and Emergencies  
0800 783 8866

All other enquiries 0800 0568888

**Environment Agency** Emergency Flood Line  
0800 807060

General enquiries (8.00am - 6.00pm)  
08708 506 506

**Gas** Gas leaks and emergencies 0800 111 999

For all other enquiries see telephone number on your bill.

**Water, Three Valleys** 0845 782 3333

All enquiries and emergencies.

**Water, Thames Water** 0845 920 0800

All public services - sewer blockages, sewage flooding, sewer repairs and pumping station maintenance.

## Public Transport

### Bus Information

01483 750525

### Train Information

08457 484950

### RailAir Coach

08705 757 747 bookings

### Traveline

0870 608 2 608 or

0870 241 2 216 (minicom)

For all local and multi-modal journeys.

# Council Tax and Business Rates

This section should be read in conjunction with your Council Tax and/or Business Rates bill.

## The Council Tax and services for Woking Borough

The Council Tax is a local tax set by local councils to help pay for local services.

The amount you pay is based upon the property band into which your home falls and the level of tax set for each band. Generally, you pay more the higher the capital value of your home. The value of your home has been assessed by the Valuation Office Agency (part of the Inland Revenue), not by the Council, and is based on its estimated sale price on 1 April 1991. Your home was valued to establish its relative value compared with other homes and any changes in property values, either up or down, since then cannot be taken into account.

The relationship between the amounts for each band has been set by the Government and the basic rate is fixed at Band D's level that, for Woking, in 2005/2006 is **£1,249.07**. If you live in a Band A property you pay two thirds of the basic rate and if you live in a Band H

property you pay twice the basic rate. Your Council Tax bill shows which band applies to your home and the table below sets out the amounts due for 2005/2006.

You are entitled to a discount if you live alone and other reductions, such as those for people on low incomes, may be available. Details of these are given on pages 46 and 47.

## The effect on the level of Council Tax

The Council's gross expenditure has increased by £4 million, mainly because of changes in asset financing costs and additional services being provided. Much of this increase is offset by increases in rents, charges for services and interest, resulting in an increase of £493,000 in the Council's budget requirement, equivalent to a 4.4% increase in Band D Council Tax.

### How much is it? Council Tax by band for 2005/2006

Property Values (1 April 1999)	Band	Surrey County Council	Surrey Police	Woking Borough Council	Total Council Tax
£40,000 or less	<b>A</b>	613.80	102.84	116.07	832.71
£40,001 to £52,000	<b>B</b>	716.10	119.98	135.42	971.50
£52,001 to £68,000	<b>C</b>	818.40	137.12	154.76	1,110.28
£68,001 to £88,000	<b>D</b>	920.70	154.26	174.11	1,249.07
£88,001 to £120,000	<b>E</b>	1,125.30	188.54	212.80	1,526.64
£120,001 to £160,000	<b>F</b>	1,329.90	222.82	251.49	1,804.21
£160,001 to £320,000	<b>G</b>	1,534.50	257.10	290.18	2,081.78
£320,001 or more	<b>H</b>	1,841.40	308.52	348.22	2,498.14
<b>Percentage change from previous year</b>		<b>3.5%</b>	<b>4.9%</b>	<b>4.4%</b>	<b>3.8%</b>

### The Council's spending plans

2004/2005			2005/2006			
Expenditure	Income	NET COST		Expenditure	Income	NET COST
£'000	£'000	£'000		£'000	£'000	£'000
<b>71,266</b>	<b>57,780</b>	<b>13,486</b>	<b>Gross Expenditure and Income</b>	<b>74,830</b>	<b>60,351</b>	<b>14,479</b>
<b>0</b>	<b>1,368</b>	<b>-1,368</b>	<b>Movement in Reserves</b>	<b>0</b>	<b>1,869</b>	<b>-1,869</b>
71,266	59,148	12,118	Total Budget Requirement	74,830	62,220	12,610
0	2,436	-2,436	Less Business Rates receivable	0	2,592	-2,592
0	3,225	-3,225	Less Revenue Support Grant	0	3,233	-3,233
0	17	-17	Less Council Tax surplus	0	3	-3
<b>71,266</b>	<b>64,826</b>	<b>6,440</b>	<b>Amount to be met from Council Tax</b>	<b>74,830</b>	<b>68,048</b>	<b>6,782</b>

### Why the Council's budget has changed

	£'000
Inflation	28
Unavoidable additional service costs	679
Increased asset financing costs	1,729
Cost reductions	-293
Increased rents, charges and use of reserves	-1,141
Changes in government subsidy	-509
Reduction in budget requirement	493

# Council Tax, Benefit and Business Rates

## Enquiries

If you have any queries or problems do not hesitate to contact us by:

- telephoning the Civic Offices on 01483 755855,
- writing to Council Tax, Benefits or Business Rates (as appropriate) at Woking Borough Council, Civic Offices, Gloucester Square, Woking GU21 6YL,
- sending an e-mail to [ctax@woking.gov.uk](mailto:ctax@woking.gov.uk), [benefits@woking.gov.uk](mailto:benefits@woking.gov.uk) or [brates@woking.gov.uk](mailto:brates@woking.gov.uk) (as appropriate).

If possible, please quote the reference number shown on your Council Tax or Business Rates bill with any communication.

Further information can be found on the Council Tax and Business Rate pages on the Council's website [www.woking.gov.uk](http://www.woking.gov.uk)

Information, including contact details for the Surrey County Council and Surrey Police charges can be found on their leaflets enclosed with your bill.

## Council Tax

### Exemptions

**Some dwellings are exempt, including vacant properties which:**

- are unfurnished (exempt for up to 6 months)
- are owned by a charity (exempt for up to six months)
- are uninhabitable and require or are undergoing major repair works or structural alteration (exempt for up to six months after the repairs/alterations are completed or a maximum of twelve months from the date they became necessary)
- are left empty by someone who has gone to live in a hospital, nursing or residential care home
- are left empty by someone who has gone to live elsewhere (not a hospital or care home) to receive care because of old age, disablement, illness, drug or alcohol dependency or mental disorder
- are left empty by someone who has gone into prison or other place of detention, e.g. hospital under Mental Health Acts
- are left empty by someone who has moved in order to provide personal care for another person
- are waiting for probate or letters of administration to be granted (and for up to six months after)

- have been repossessed
- are the responsibility of a bankrupt's trustee
- are empty because their occupation is forbidden by law
- are waiting to be occupied by a minister of religion
- were last occupied by a student who was the owner
- are caravan pitches or boat moorings
- are separately banded dwellings which form part of another property or are situated within the curtilage of another property and are difficult to let separately e.g. an annexe which could not be let separately without a breach of Town & Country Planning Act 1990.

#### Other exempt properties which are not vacant

- Forces barracks and married quarters (contributions to the cost of local services are received through a special arrangement)
- Student occupied households and those which include, spouses or dependants of overseas students who are not British citizens and unable to work or claim benefit
- Properties occupied solely by people under 18 years of age
- Dwellings occupied only by a person or persons who are severely mentally impaired
- Certain dwellings occupied by diplomats
- Annexes occupied by someone who is related to the residents living in the rest of the property and is 65 or over, or severely mentally

impaired or permanently disabled.

*If you think your property may be exempt you should contact the Council Tax Section stating which exemption you are claiming. If we require further information to verify the exemption we will write to you.*

## Discounts

The full Council Tax assumes that there are two or more adults (ie. people aged 18 or over) living in a dwelling. If only one adult lives in a dwelling (as their main home), the Council Tax bill will be reduced by 25%. If a dwelling is no one's main home, the bill will be reduced by 50% if unfurnished or 10% if furnished.

Certain people will not be counted (i.e. are disregarded) when looking at the number of adults resident in a dwelling if they meet certain conditions:

- full-time students, student nurses, apprentices and Youth Training trainees
- patients resident in hospital
- people who are being looked after in care homes
- people who are severely mentally impaired
- people staying in certain hostels or night shelters
- 18 and 19 year olds who are at, or who have just left, school
- careworkers working for low pay, usually for charities

# Council Tax, Benefit and Business Rates

- carers for someone with a disability who is not a spouse, partner or child under 18
- members of visiting forces and certain international institutions
- members of religious communities (monks and nuns)
- people in prison (except those in prison for non-payment of Council Tax or a fine)

If your bill indicates that a discount has been allowed, **you must tell the Council of any change of circumstances that affects your entitlement. If you fail to do so you may be required to pay a penalty. The bill will show you if you have been granted a discount and the types are listed below:**

- Single person** - 25% discount because there is only one adult resident who is counted;
- Single with disregards** - 25% discount because there is more than one adult resident but only one is counted;
- Empty discount** - 50% discount because the property is unfurnished and it is no-one's sole or main residence;
- Disregards only** - 50% discount because all the adult residents are not counted;
- Single who is disregarded** - 50% discount because there is one adult

resident who is not counted;  
**Second Home discount (Class A & B)** 10% discount because the property is furnished but it is no-one's sole or main residence.

#### People with Disabilities

If you, or someone who lives with you, have a room, or an extra bathroom or kitchen, or sufficient space to permit the use of a wheelchair in your property, to meet special needs arising from a disability, you may be entitled to a reduction on your Council Tax bill. The bill will be reduced to that of a property in the band immediately below the band shown on the valuation list or by one ninth in the case of band A properties. These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability.

*If you think you may be entitled to a discount or disabled reduction **and it is not already shown on the bill**, you should contact the Council Tax Section stating which discount you are claiming. We will then send you the appropriate application form.*

## Benefit

You may receive up to 100% help towards your Council Tax through the

benefit scheme if you are in receipt of income support, guaranteed pension credit or you are on a low income. Certain other factors will be taken into account, such as any non-dependants living with you, and these will reduce the amount of benefit.

You can use our online benefits calculator at [www.woking.gov.uk](http://www.woking.gov.uk) to estimate how much benefit you may be entitled to.

*If you do not already receive benefit and you think you may qualify, further details and an application form can be obtained from the Benefit Section.*

## Appeals

**To the Council:** You may 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 you feel that that we have made a mistake in calculating your bill. If you wish to appeal on these grounds you must first write to the Council Tax Section giving details of your appeal and we will reconsider your 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.

### To the Valuation Office Agency

If you wish to appeal against the banding of your property, you should

write to the:

**Listing Officer, Valuation Agency,  
West Block, Westbrook Mills,  
Borough Road, Godalming,  
Surrey, GU7 2SG  
Tel no. 01483 702900**

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

- where you believe that the banding should be changed because there has been a **material increase or material reduction** (this is explained below) in the dwelling's value;
- where you start or stop using part of your dwelling to carry out a business, or the balance between domestic and business use changes;
- where the Listing Officer has altered a list without a proposal having been made by a taxpayer;
- where you become the taxpayer in respect of a dwelling for the first time. (Your appeal must be made within 6 months, but if the same appeal has already been considered and determined by a 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. **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.

For further information on appeals and bandings, visit The Valuation Office website: [www.voa.gov.uk](http://www.voa.gov.uk)

## Business (Non-Domestic) Rates

This Council is responsible for collecting rates on all business properties in the Borough on behalf of Central Government. All monies collected are paid into a central pool and in return a grant is received towards the provision of local services. In 2005/2006 the total rates due from businesses in the Borough is £37 million and the grant received will be £2.6 million. Broadly, the amount you pay is calculated by multiplying the rateable value of your property by a multiplier set by the Government each year, which for 2005/06 is a standard multiplier of 42.2p or a small business multiplier of 41.5p. However, the amount you pay may be changed by any transitional or other relief to which you may be entitled and where applicable, these are shown on your bill.

Please see separate explanatory notes enclosed with your bill for further information.

All rateable values are assessed by the Valuation Office Agency. If you have any questions on such matters you should contact:

**The Valuation Officer,  
Valuation Office Agency,  
West Block, Westbrook Mills,  
Borough Road, Godalming,  
Surrey GU7 2SG  
Tel: 01483 702900**

For further information visit their website: [www.voa.gov.uk](http://www.voa.gov.uk)

In exceptional circumstances business premises that are partly unoccupied for a temporary period may be entitled to some relief from rates based on the unoccupied part e.g. due to trying to let the empty part (but not keeping part of the premises empty through choice) or because structural alterations are being carried out (but not redecoration etc.).

The Council will consider applications for hardship relief for local business ratepayers, if they comply with special conditions laid down by the Government.

*Should you require an application form or further information on any reliefs please contact the Business Rates Section.*

# Please tell us what you think

Following discussions with members of our Citizens' Panel, we have revised the way in which we provide residents with information about our performance and the services we provide. The biggest changes are that we have now combined our Service and Performance Plan and our A – Z of services into one booklet and we have revised the layout, colours and content based on the comments we have received.

We need to know what you think about this booklet and would be very grateful if you could let us have your thoughts by completing this short questionnaire and posting it to the Freepost address shown below.

**On a scale of 1 – 5, where 1 is the worst score and 5 is the best score, how would you rate the following:**

*Please circle one number for each line*

Length of booklet	1	2	3	4	5
Layout of information	1	2	3	4	5
Use of colour	1	2	3	4	5
Content	1	2	3	4	5
Ease of reading	1	2	3	4	5
Clarity of graphs	1	2	3	4	5

What will you do with the booklet? *Please tick (✓) one box.*

- Keep it and use it
- Keep it, but I don't know if I will use it
- Recycle it/throw it away

Any other comments you would like to make about this booklet:

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Please put your completed questionnaire in an envelope and post it to: Marketing Communications, Woking Borough Council, FREEPOST (G.I. 1690), WOKING, GU21 6BR