



Working for Woking 2007/2008

- **Summary Service and Performance Plan**
- **A to Z of Services**
- **Council Tax and Business Rates**



This booklet contains a summary of our Service and Performance Plan for 2007/2008. A full version, together with more information about our finances, can be found on our website at www.woking.gov.uk

We issue this booklet to every household and business in the Borough.

Please note that all details contained in this booklet were correct when it was printed.

We would welcome your views on this booklet. If you have an opinion that you would like to share with us, please fill in the feedback form on page 49. All the forms we receive will be entered into a prize draw with a chance to **win £100 of shopping vouchers**.

A transcript of this document can be provided for visually impaired people, either in large print, braille or on tape. Please contact the number below if you require further information.

01483 755855

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 ترجمے کی ضرورت ہے تو برائے مہربانی رابطہ کریں:

যদি আপনার অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে যোগাযোগ করুন:

如果您需要翻译，请向下列地点联络: wits

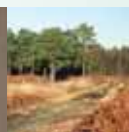
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Welcome

Welcome to our Summary Service and Performance Plan and A to Z of Services which we send to all homes and businesses in the Borough.

This booklet is split into three colour-coded sections.

The first section tells you how the services we provide are performing and sets out plans for improving them.

The second section, the A to Z (page 14 onwards), gives contact details for the services provided by us, Surrey County Council and some other organisations.

The third section provides detailed information about Council Tax and Business Rates for 2007/2008.

We hope this booklet will help you to access our services easily and explain how we use your Council Tax and Business Rates.

We introduced this style of booklet in 2005 after consulting local people. Generally, it was well received and we went on to make further improvements for the 2006 version. That booklet also prompted positive feedback.

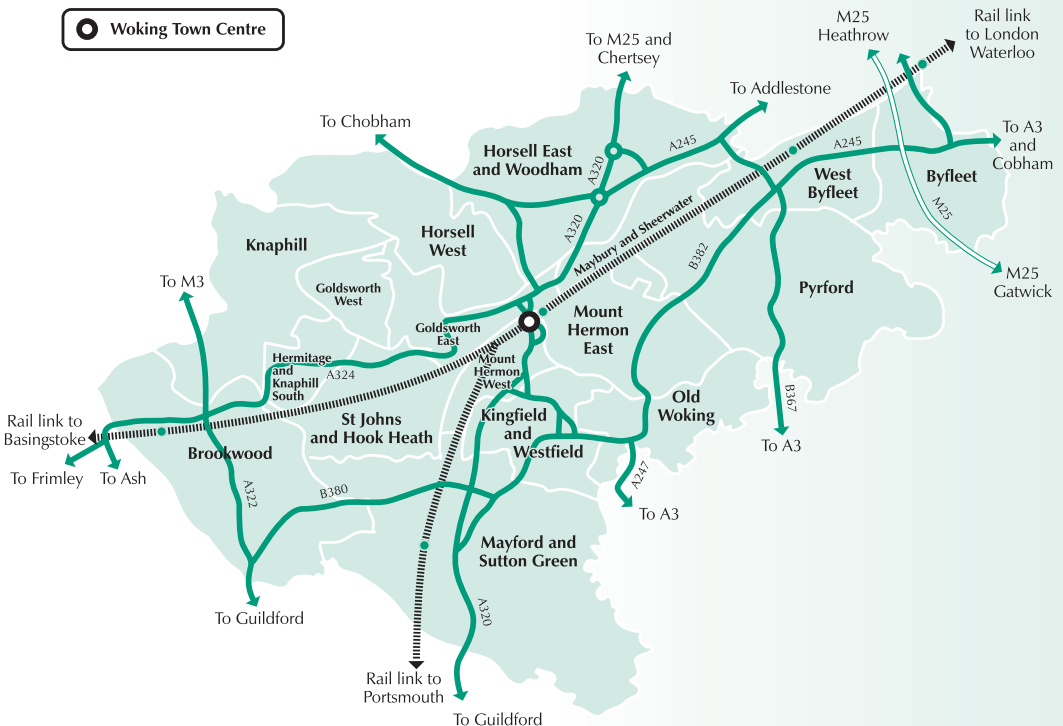
We are now keen to know what you think of this year's booklet and would be grateful if you could take a few minutes to fill in the short feedback form on page 49. We will consider all comments when producing future versions of this booklet and will enter all feedback forms into a prize draw with a chance to **win £100 of shopping vouchers.**



About Woking Borough

Key facts

- 90,500 people live in the Borough.
- The Borough covers 6,359 hectares (15,713 acres).
- 60% of the Borough is green belt land (open land which cannot be built on).
- 473 hectares (1,170 acres) of the Borough is common land (land the public has access to).
- There are 39,365 homes in the Borough.
- There are 26 recycling centres around the Borough.
- The Borough has 292 kilometres (181 miles) of roads.



For more information about the Borough, visit www.woking.gov.uk/woking

About us

Our vision

Our vision is **'towards tomorrow today'**.

It means:

- achieving things and looking to improve
- having a forward-thinking attitude
- building on what is good today, and
- planning and working for the future.

Our priorities

We provide a wide range of services and facilities. To help us to use our resources in the most effective way, we have to set priorities. Our priorities for the coming year remain as follows.

Decent and affordable housing

We are working to give local people and key workers (people on a moderate income who contribute to the Borough's economy and cannot afford to buy a home on the private market) access to decent and affordable housing.

The environment

We are working to maintain a clean, healthy and safe environment. We are keen to keep the amount of waste sent to landfill as low as possible and increase recycling. We are also working on reducing greenhouse gases and adapting to climate change.

Health and wellbeing

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

The Council is made up of 36 councillors who are elected by local residents and represent 17 wards. The whole Council agrees overall policies. Day-to-day decisions are then made by the Executive which is made up of a leader and six councillors who are appointed by the Council.

As a result of changes made in May 2006, the Executive's work is now reviewed by a single Overview and Scrutiny Committee which considers a range of social, environmental and economic matters. The Overview and Scrutiny Committee is responsible for setting up task groups to look at different aspects of our work and can 'call-in' (or stall) the Executive's decisions for further consideration.

For more information, please visit www.woking.gov.uk/wbc



The Community Strategy

Our vision and priorities are guided by the 'Community Strategy for Woking' which was produced in 2002, following significant consultation with the local community.

Last year, the strategy was reviewed by outside organisations and a number of community groups to check that it is still relevant for the future. The first five aims were found to still be very valuable and the sixth theme was revised to reflect the importance of lifelong learning.

The aims for Woking for the next five years are to:

- create a strong community spirit with a clear sense of belonging and responsibility
- promote a clean, healthy and safe environment
- have a transport system that is accessible and has good links, recognising Woking's potential as a transport 'hub'
- give local people and key workers access to good-quality and affordable housing
- have a community which values personal health and wellbeing, and
- provide opportunities and encourage people to participate in learning throughout their lives so they progress and reach their full potential.

For more information, please visit www.woking.gov.uk/council/communitystrategy

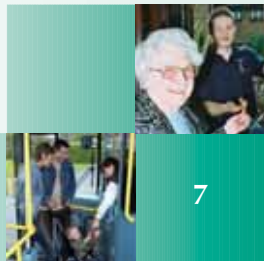
Working in partnership

To achieve the aims of the Community Strategy, we must work with other organisations which provide services in the Borough. In 2001, a Local Strategic Partnership (LSP) was set up to make sure plans for activities are linked. The partnership is made up of seven public, private, community and voluntary organisations which have all pledged to work together to deliver the Community Strategy's aims.

As well as the seven partners mentioned above, the Local Strategic Partnership has set up a group of 'linked partners' to help guide its work and to give the community more opportunities to get involved. Representatives from the Government Office for the South East (GOSE) also attend LSP meetings as observers.

We publish a report setting out our progress towards the Community Strategy's aims in the Woking Magazine each year.

For more information on the Local Strategic Partnership (including the annual report and details of the linked partners), please visit www.windowonwoking.org.uk/sites/lsp



Decent and affordable housing

How are we doing?

One of the most important issues identified by our residents is the need to provide good-quality housing at affordable prices for local people and key workers.

Good progress

The Council continues to make good progress in six important areas:

- giving priority to housing issues
- introducing new computer systems, for example the Hometrak system which streamlines the home-finding process and provides more choice for those looking for social rented housing, or an exchange
- focusing resources on homelessness
- improving the condition of our housing
- identifying new funding for affordable housing, and
- strengthening the planning system.

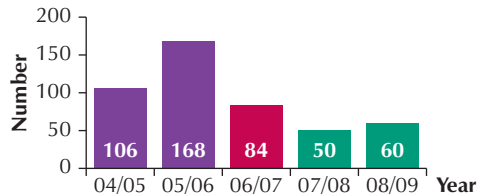
Our priorities include the following actions.

- **Getting funding for affordable housing.** In particular, we are continuing to press for a government grant of £43 million to provide 165 new (mainly family) homes and supporting infrastructure over the next four years.
- Increasing the amount of affordable accommodation available **by working with private landlords.**
- **Achieving the 'Decent Homes Standard'** for all our properties through the 'Pride Project', a partnership with a private company for maintaining and repairing Council houses.

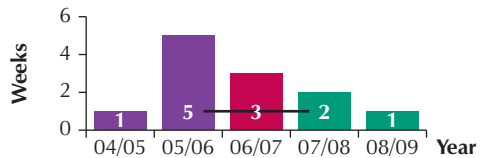
- The draft Local Development Framework (our plans for how the Borough should develop in the future) sets a level of 40% **affordable family housing** on larger developments, a 5% increase on the current policy.

- **Avoiding the use of bed and breakfast accommodation**, and developing services to prevent homelessness.

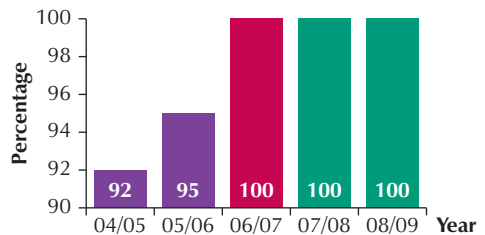
Number of new affordable homes provided



Average time spent in B&B by households with children or pregnant women



Homeless applications determined in 33 days



Key

- Actual result
- Estimated result
- Target
- Average for district councils

The environment

How are we doing?

To improve the quality of life for people who live in, work in and visit the Borough, we must protect and improve the environment in ways which can be maintained without using up natural resources or damaging the environment in the future.

Beacon Council

In November 2006, we were shortlisted for Beacon status in recognition of our work on developing affordable housing, energy-efficient developments and better access to both local facilities and open spaces. During 2007, we will find out if we have been successful.

Beacon status recognises local councils which are delivering excellent public services. Winners are invited to share their experience and expertise to help other councils.

Woking Borough Council has already been awarded Beacon status for its work on sustainable energy. This recognised our work to develop a climate change strategy, an energy station providing electricity, heating and cooling to a number of town centre buildings and energy projects such as the solar panels at Brockhill, an extra-care sheltered housing scheme.

Over the last five years, all new homes in the Borough have been built on land that has been developed before.

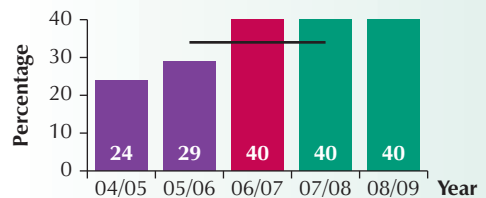
Our priorities include the following.

- Continuing to divert waste from landfill by running the **wheeled bin scheme**, and identifying more

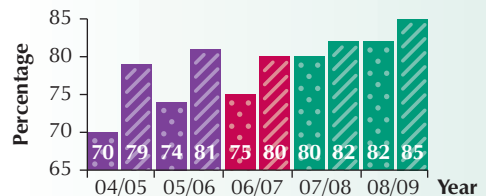
opportunities to increase the range of materials that can be recycled.

- Continuing to **improve street cleaning and grounds maintenance** with our partners, Serco.
- Developing new schemes and partnerships to contribute to our **Climate Change Strategy**.
- Planning the future of the Borough through the **Local Development Framework**, and involving the community in development plans and planning applications.
- Completing improvements to the **Albion Square area** in Woking Town Centre and the transport interchange.

Household waste recycled



Satisfaction with street cleaning and grounds maintenance



Key

- Actual result
- Estimated result
- Target
- Average for district councils
- Street cleaning
- Grounds maintenance

Health and wellbeing

How are we doing?

We protect the health and wellbeing of our residents through the work we do to make sure that buildings, businesses and the environment are not causing harm. We also work to encourage people to take part in leisure and cultural activities that are available to everyone.

A good and promising service

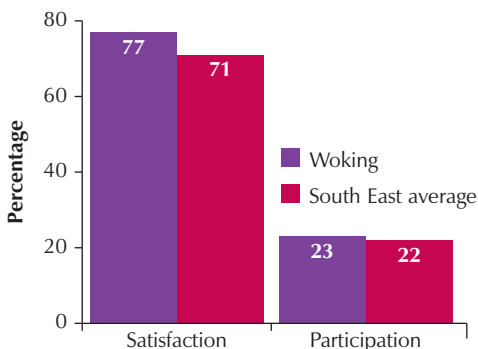
A recent Audit Commission inspection judged our community services as 'good with promising prospects for improvement'. They praised the wide range of leisure and cultural services which are well used and highly valued by residents. Potential improvements were also noted, such as gaining a better understanding of the needs of people who do not use the services.

Our priorities include the following.

- Progressing the aims of the cultural strategy, including bringing our **development plans relating to arts, sports, health and wellbeing and green spaces** into force. We will work with partners and community groups to make sure our resources best meet the community's needs.
- Continuing to work with the Woking Museum Arts and Crafts Centre on developing **The Lightbox**, a new gallery and museum for Woking. This will be opened during 2007.

- Increasing the number of people, from all sections of the community, taking part in **sports and cultural activities**. We will target programmes at under-represented groups such as young people, ethnic minorities and disabled people.
- Developing a better understanding of the **needs of those who don't use our services**.
- Working with the **Safer Woking Partnership** to reduce crime, improve safety, and tackle anti-social behaviour and substance misuse.

During 2006, Sport England carried out a survey of sport and active recreation – the Active People Survey. This was the largest survey of its kind to be carried out in Europe. At least 1,000 Woking residents were interviewed and the chart below shows how we compared with the average in south-east England.



Crimes for every 1,000 residents in the Borough	Woking 2005/2006	District Council average 2005/2006
Burglaries	7.5	8.2
Violence	15.4	15.6
Vehicle	8.7	9.2

Working with you

Each year, we consult the public to find out what the local community thinks about what we do and how we should provide our services.

Consultation plays a crucial role in helping us to provide the right services and is carried out in a number of ways. We use questionnaires and surveys, arrange discussion groups, hold community workshops and go out and about in our roadshow vehicle.

Last year, we carried out our major three-yearly satisfaction surveys. These surveys asked about our services and the way we provide them, people's views about the area they live in and specific questions about benefits, planning and housing services.

All local authorities in England carry out these surveys. When the results from our surveys are in, we will be able to compare our performance with that of similar councils and see where we can improve our services.

Our Citizens' Panel and 2,500 residents chosen at random were invited to take part in the general survey, with users and tenants taking part in the specific service area surveys.

We also consulted people on a range of issues, including the following.

- **The Local Development Framework** and how the Borough should develop in the future.
- The development of a community website, **Window on Woking**.
- The creation of a **casino** in the Borough. As a result of a clear lack of enthusiasm for the proposal, the Council took no further action.

What is the Citizens' Panel?

Our Citizens' Panel is made up of 1,400 residents who represent all parts of our community. We consult the panel about three to six times a year on a wide range of subjects.

Why not volunteer to join the Citizens' Panel? You can do this in any of the following ways.

- Use the electronic form on our website at www.woking.gov.uk/citizenspanel
- **Email:** policy@woking.gov.uk
- **Write to:** Business Improvement Team, Woking Borough Council, Gloucester Square, Woking GU21 6YL.
- **Phone:** 01483 743870.



Keeping you informed

We want to make sure that as many people as possible can easily get access to our services. We realise that residents need information about what we do so that they can help us to improve. So we try to provide information and services in as many different ways as possible. Here are some examples of how we communicate with you.

One Stop Shop

We are continuously developing our Customer Services so that most enquiries (both in person and by phone) can be dealt with at the first point of contact. This means that we can deal with enquiries more efficiently without keeping people waiting.

Woking Borough Council website

We provide thousands of pages about Council services on our website at www.woking.gov.uk. During 2007, we are hoping to make substantial improvements to the design and structure of the site to make it even easier to access and use.

Window on Woking

We are continuing to develop the community website called Window on Woking or WoW (www.windowonwoking.org.uk), where local community groups can give details of their activities and advertise events that are coming up.

Kiosks

During 2007, we will be introducing electronic kiosks at a number of venues across the Borough to allow members of the public to get information from our

website, free of charge. We will provide more information when it is available.

Planning applications

You can now view planning applications on our website at www.woking.gov.uk/council/planning. Planning applications can also be made online.

Purple Pages

During 2007, we will be reprinting The Purple Pages, a handy directory of local contacts specifically for people over 50. The guide will be free of charge and available from the Civic Offices.

Council Tax

You can now pay your Council Tax bill in a number of ways including by direct debit, by standing order, in person at the Civic Offices, through the post, on the internet, by home banking and at banks and post offices.

Job applications

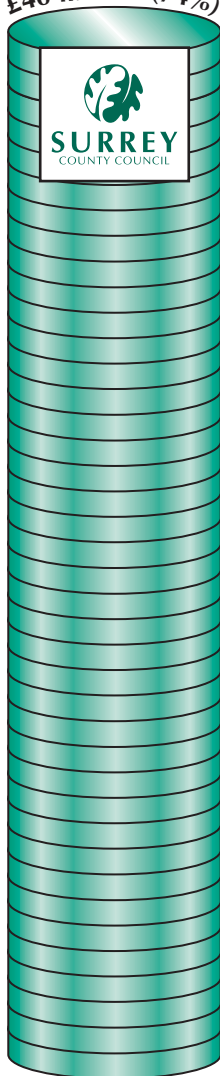
Anyone interested in applying for a job with us can now do so using either a paper application form or online at www.surreyjobs.info

The Woking Magazine

Following a reader survey, we are now publishing the Woking Magazine four times a year instead of just three. We have also revised the format and content so that residents can get up-to-date information about our activities throughout the year. We deliver the magazine, free of charge, to all homes and businesses across the Borough.

Where your Council Tax goes

£40 million (74%)



This is for major countywide services like education, environment, social care, managing waste, libraries and roads.

In 2005/2006, we collected 98.5% of the Council Tax that was due.

Each year, we are responsible for collecting Council Tax from our residents for our own services and those provided by Surrey County Council and Surrey Police. This financial year, the total amount due is £55 million.

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

For more information on how we work out your Council Tax bill and a detailed breakdown of our spending, please see page 43 or visit www.woking.gov.uk/wbc/sppfmgmt

£8 million (14%)



This is for services like collecting rubbish, recycling, leisure activities, planning, street cleaning and grounds maintenance.

£7 million (12%)



This is for services like law and order and preventing crime.

A to Z of Services

Your local services in Woking Borough 2007/2008

We work with Surrey County Council to provide a wide range of services every day.

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

All the phone numbers listed in the following section are available during normal office hours only (9am to 5pm, Monday to Friday). If contact details are not listed next to the service, please refer to the relevant service provider – us (WBC) or Surrey County Council (SCC) – listed in the key at the top of each page.

A

Abandoned vehicles WBC

environmentalmaintenance@woking.gov.uk

Please report the make, model, colour and registration number of the vehicle, along with the location.

Accidents in the workplace (reporting)

Phone: 0845 300 9923 (8.30am to 5pm)

Fax: 0845 300 9924

www.riddor.gov.uk

Incident Contact Centre for reporting accidents at work.

Acupuncture (registering) WBC

envhealth@woking.gov.uk

Also see 'Skin piercing'.

Adoption (children) SCC

Phone: 0800 096 9626 (freephone)

adoption@surreycc.gov.uk

This service aims to place children who have had a difficult start in life with new families on a permanent basis.

Adopting roads and streets SCC

Adult education SCC

Air quality WBC

envhealth@woking.gov.uk

The Environmental Health Service monitors air quality in Woking.

Alcohol licences WBC

envhealth@woking.gov.uk

See 'Premises licences'.

Allotments WBC

commservcountry@woking.gov.uk

We manage nine allotment sites in the Borough. Contact us for details on these and information on renting available plots.

Animal health SCC

Phone: 01372 371692

trading.standards@surreycc.gov.uk

Can help with diseases of farm animals, movement licences and animal records for farm animals.

Animal welfare WBC

envhealth@woking.gov.uk

Archaeology SCC

Phone: 01483 518777 or 01483 578779

archaeology.scau@surreycc.gov.uk

Advice, excavation and records.

Archives

SCC

See 'Surrey History Centre'.

Arts and cultural events

WBC

arts@woking.gov.uk

We organise and support a wide variety of arts, cultural and associated events. Small grants are also available to help set up and develop activities.

Audit

WBC

See 'Internal Audit'.

B

Benefits

WBC

See 'Housing Benefit and Council Tax Benefit'.

Births (registering)

SCC

Phone: 01932 794700

Blue Badge Scheme

SCC

Information on car parking permits for disabled people.

Bonfires

WBC

envhealth@woking.gov.uk

Also see 'Environmental Control'.

Bottle banks

WBC

waste@woking.gov.uk

Also see 'Recycling'.

Bridleways

SCC

Brockhill Extra-Care Sheltered Housing Scheme

WBC

Home Support Service

Phone: 01483 743975

brockhill@woking.gov.uk

Brockhill is our extra-care sheltered housing scheme in Goldsworth Park. It is designed to meet the needs of frail, older people.

Buggy – Community Transport

WBC

Phone: 01483 744800 (advice line)

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 at any point along the route – all for free.

Building Control

WBC

buildingcontrol@woking.gov.uk

Building Control makes sure building work keeps to building regulations. Building Control also monitors dangerous structures and controls certain demolition work.

Bulky waste collections

WBC

waste@woking.gov.uk

Also see 'Furniture'.

Business Rates

WBC

brates@woking.gov.uk

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

A to Z of Services

Your local services in Woking Borough 2007/2008

Bus passes

WBC

customers@woking.gov.uk

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

Bus shelters

WBC

environmentalmaintenance@woking.gov.uk

Bustler – Community Transport

WBC

Phone: 01483 744800 (advice line)

Adapted buses and expertly trained staff provide a door-to-door service for people who cannot use other forms of public transport. Bustler is funded by a grant from us.

Bus timetables

Phone: 0870 608 2608 (Traveline)

C

Car parks

WBC

parking@woking.gov.uk

We are responsible for running and maintaining our off-street car parks. You can get free copies of 'A guide to car parks in Woking Borough' and our Customer Charter for car parks.

Careline (emergency call service)

WBC

homesupport@woking.gov.uk

Careline is a way of getting help at the touch of a button, any time of the day or night. The service operates 365 days of the year.

Cars

WBC

See 'Abandoned vehicles'.

Casualty reduction

SCC

Phone: 01483 517555

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

CCTV and security

WBC

communitysafety@woking.gov.uk

Also see 'Community safety'.

Centres for the community

WBC

communitysupport@woking.gov.uk

We run or support six centres for the community offering services and facilities for the local community (including refreshments, social events and activities, health-related services and halls and rooms for hire).

- **ARCH**, Alpha Road
Phone: 01483 776877
archcen@hotmail.com
- **Maybury Centre**, Board School Road, Maybury
Phone: 01483 776877
mayburycentre@hotmail.co.uk
- **Moorcroft**, Old School Place, Westfield, Woking
Phone: 01483 743373
moorcroft@woking.gov.uk
- **Sheerwater Community Centre**, Devonshire Avenue
Phone: 01932 348192

- **St Mary's**, Stream Close, Rectory Lane, Byfleet
Phone: 01483 743877
stmaries@woking.gov.uk
- **The Wyne**, off Broadway, Knaphill
Phone: 01483 743558
wyne@woking.gov.uk

See also 'Drop-in centres'

Cesspool emptying

WBC

waste@woking.gov.uk

Emptying of cesspools and septic tanks.

Chairman's Office

SCC

Phone: 0208 541 9127

(Executive Assistant to Chairman)

Enquiries about the Chairman's official engagements and availability for functions.

Charity collections

WBC

streetcollections@woking.gov.uk

Anyone wanting to collect for charity in a street or public place must apply for a licence.

Chief Executive, County Council

SCC

Richard Shaw

Chief Executive, Borough Council

WBC

Chief Executive

Ray Morgan

ray.morgan@woking.gov.uk

Deputy Chief Executive

Douglas Spinks

douglas.spinks@woking.gov.uk

Director of Neighbourhood Services

Mark Rolt

mark.rolt@woking.gov.uk

Citizens' Panel

WBC

policy@woking.gov.uk

A panel of local citizens representing everyone in the Borough. We consult the panel three to six times a year to gather views on a range of issues affecting the community.

Civic amenity sites (tips)

SCC

- **Martyr's Lane**, Woking
Phone: 01483 721119

- **Slyfield Transfer Station**, Moorcroft Road, Guildford
Phone: 01483 532187

See also 'Waste disposal'

Civil partnerships (registering)

SCC

Phone: 01932 794700

Clinical waste

WBC

waste@woking.gov.uk

Collecting clinical waste from homes.

Community meals

WBC

See 'Meals'.

Community safety

WBC

communitysafety@woking.gov.uk

For crime and disorder matters, CCTV and emergency management.

For advice on crime prevention also see 'Police'.

Community support

See 'Older people's services'.

Community Transport (Buggy and Bustler)

See 'Buggy' and 'Bustler'.

A to Z of Services

Your local services in Woking Borough 2007/2008

Composters

Phone: 0845 077 0757

www.recyclenow.com/compost

Composters are available, at a reduced price for local residents, from one of our recycling partners. When placing an order, please quote code HCA1.

Conservation areas

WBC

designandconservation@woking.gov.uk

Trees in conservation areas are protected.

See also 'Listed buildings and trees'.

Consumer advice and complaints about goods and services

Phone: 0845 404 0506 (Consumer Direct)

Consumer Direct provides clear, practical, unbiased advice to help sort out problems and disagreements consumers may have with suppliers of goods or services.

Contaminated land

WBC

envhealth@woking.gov.uk

Investigating, identifying and dealing with contaminated land in the Borough.

Council, Councillors and Committee Services (Borough Council)

WBC

memberservices@woking.gov.uk

Enquiries on all matters connected with our Council meetings and proceedings and those of our committees and subcommittees.

Council, Councillors and Committee Services (County Council)

SCC

Enquiries on all matters connected with the County Council's meetings and procedures and those of its committees and subcommittees.

Council Tax (Borough Council)

WBC

ctax@woking.gov.uk

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

Council Tax (County Council)

SCC

Enquiries and information about the County Council's share of Council Tax.

Council Tax Benefit

WBC

See 'Housing Benefit and Council Tax Benefit'.

Countryside service (Borough Council)

WBC

commservcountry@woking.gov.uk

Provides advice and manages our common land.

For information on grounds maintenance, also see 'Grass cutting and grounds maintenance'.

Countryside service (County Council)

SCC

The County Council's aim is to manage the countryside in order to protect, maintain and improve the landscape and wildlife in Surrey.

County information centre

SCC

libraries@surreycc.gov.uk

Woking Library, Gloucester Walk, Woking

Cycle lanes

SCC

Enquiries on the Surrey Cycleway and cycle routes and lanes in the county.

D

Dangerous buildings and structures

WBC

buildingcontrol@woking.gov.uk

Also see 'Building Control'.

Dead animals

WBC

Removing dead animals from roads.

Deaths (registering)

SCC

Phone: 01932 794700

The County Council is responsible for providing facilities for registering deaths in Surrey.

Diseases of farm animals

SCC

See 'Animal health'.

Dog control

WBC

envhealth@woking.gov.uk

The Environmental Health Service employs an animal warden to promote responsible dog ownership and enforce laws relating to dog-fouling. The animal warden also investigates complaints of noisy and dangerous dogs.

Door supervisors (registering)

Phone: 0870 243 0100

This function has now transferred to the Security Industry Authority.

Drainage (land)

WBC

environmentalmaintenance@woking.gov.uk

Deals with maintaining watercourses and preventing flooding.

Drains (blocked)

WBC

See 'Sewers'.

Drinking water (quality of)

WBC

envhealth@woking.gov.uk

Also see 'Sampling'.

Driveways

SCC

Providing vehicle access to driveways across footpaths and verges.

Drop-in centres

WBC

communitysupport@woking.gov.uk

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

■ Marjorie Richardson's

A lunch and coffee shop for the over 50s and disabled people.

19 High Street, Woking

Open: Monday to Friday from 10am to 2.30pm, and Saturdays from 10am to 12.30pm.

Phone: 01483 762891

marjorie@richardsons19.fsnet.co.uk

■ Strollers

The Generation Centre
(Rear of St Andrew's Church)

Goldsworth Park, Woking

Open: Mondays from 9.30am to 1.30pm, Tuesday to Friday from 9.30am to 2.45pm.

Phone: 01483 751259

strollers@waitrose.com

■ Schoolhouse Tea Rooms

A multicultural drop-in centre.

Maybury Centre, Board School Road, Maybury, Woking

Phone: 01483 776877

mayburycentre@hotmail.co.uk

A to Z of Services

Your local services in Woking Borough 2007/2008

■ **Sheerwater Coffee Shop**
Sheerwater Community Centre,
Devonshire Avenue
Phone: 01932 348192

Also see 'Centres for the community'.

E

Ear piercing

envhealth@woking.gov.uk

Also see 'Skin piercing'.

Economic development

To support the maintenance and renewal of the county's economy.

Education (area office)

Elections

elections@woking.gov.uk

Enquiries about all matters relating to parliamentary, European, county, district and parish elections and by-elections.

Electoral registration

elections@woking.gov.uk

Maintaining the electoral register and dealing with enquiries about postal or proxy votes. Registration forms are available.

Electrolysis

envhealth@woking.gov.uk

Also see 'Skin piercing'.

Emergencies

To contact Woking Borough Council or Surrey County Council out of office hours, see list of numbers on page 38 of this guide.

Employment statistics

policy@woking.gov.uk

Empty homes

housingenabling@woking.gov.uk

Co-ordinates activities to bring empty homes back in to use.

Energy – green energy from Thameswey

thameswey@woking.gov.uk

We set up Thameswey Energy Ltd with a Danish green energy company to generate, distribute and supply green energy within and outside the Borough.

Energy efficiency

propertyservices@woking.gov.uk

Responsible for energy efficiency and water efficiency in buildings we own.

For more information about grant schemes and energy efficiency advice, email advice@ecsc.org.uk

Environment news

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

Environmental Control

envhealth@woking.gov.uk

Responds to complaints about noise, drainage, contaminated land, illegal encampments, bonfires, rubbish and smells.

European Office

SCC

euro.office@surreycc.gov.uk

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

Events in Woking

WBC

Phone: 01483 720103

tourist@woking.gov.uk

Details of events in Woking and the surrounding area are available from Woking Visitor Information Centre.

External Funding Officer

SCC

Provides help and advice to organisations applying for lottery funding and makes sure that Surrey benefits from the lottery.

F

Farmers' market

See 'Market'.

Financial management

WBC

SCC

financialmanagement@woking.gov.uk

Woking Borough Council and Surrey County Council are responsible for managing finances, preparing the annual accounts, controlling budgets and providing financial advice to councillors and service managers.

Fire and Rescue Service (emergencies – dial 999)

SCC

Fire and Rescue (other enquiries)

SCC

Making sure the environment is safe from fire risks and responding to fires or other emergencies.

Fire safety advice

SCC

Flooding

■ Floodline

Phone: 0845 988 1188

■ Incident Hotline

Phone: 0800 807060

(24-hour hotline)

■ Environment Agency (general enquiries)

Phone: 0870 850 6506

(8am to 6pm, Monday to Friday)

Fly-tipping

WBC

environmentalmaintenance@woking.gov.uk

Food complaints

WBC

envhealth@woking.gov.uk

Responds to complaints about food bought within the Borough.

Food safety

WBC

envhealth@woking.gov.uk

All food premises are registered and inspected regularly by officers from the Environmental Health Service.

Footpaths

SCC

See 'Public rights of way'.

Fostering

SCC

Phone: 0800 096 9626 (freephone)

fostering@surreycc.gov.uk

This service aims to find adults who can care for a wide range of children and young people.

A to Z of Services

Your local services in Woking Borough 2007/2008

Furniture

Phone: 01483 750005

27 North Road, Woking, GU21 5DT

The Woking Community Furniture Project supplies furniture to people on low incomes. It accepts selected furniture in good condition. The premises is only open Monday to Wednesday from 9.30am to 5pm.

Also see 'Bulky waste collections'.

G

Garages

WBC

tenantandleaseholderservices@woking.gov.uk

Our Housing Service rents out a number of garages across the Borough.

Garden rubbish

WBC

waste@woking.gov.uk

We run a scheme to collect green garden waste from the kerbside every two weeks.

Also see 'Rubbish collections'.

Grants

■ For arts projects SCC

SCC

Phone: 01483 728711

surreycountyarts@surreycc.gov.uk

Grants may be available for certain types of community arts projects.

■ For arts societies and organisations

WBC

arts@woking.gov.uk

■ For community projects

WBC

designandconservation@woking.gov.uk

Small grants are available for minor work in partnership with the community.

■ For environmental improvement projects

WBC

designandconservation@woking.gov.uk

■ For house renovations and adaptations

WBC

housinggrants@woking.gov.uk

The Housing Service provides grants for things like improvements for homes that are unfit for people to live in and houses split into several homes, adaptations to help disabled people and repairs for older people on benefit.

Also see 'Homelink'.

■ For listed buildings

WBC

designandconservation@woking.gov.uk

Grants are available for repairing historic buildings.

■ For sports clubs and organisations

WBC

sports@woking.gov.uk

Woking Sports Council runs a small grants scheme for us. Application forms are available on our website at **www.woking.gov.uk**

■ For students

SCC

student.finance@surreycc.gov.uk

The section handles applications for funding for students in higher education (including awards prescribed and awarded by the Government and discretionary awards determined by the County Council).

■ For voluntary and community organisations

memberservices@woking.gov.uk

We have a budget to provide grants to help voluntary and community organisations within the Borough.

■ For youth activities and organisations

youth@woking.gov.uk

Grass cutting and grounds maintenance

WBC

environmentalmaintenance@woking.gov.uk

We are responsible for cutting the grass on roadside verges as well as providing a grounds maintenance service in parks and recreation grounds.

Green Cones

Phone: 0800 731 2572

www.greencone.com

Green Cones (food waste digesters) are available from one of our recycling partners.

Green energy

WBC

thameswey@woking.gov.uk

See 'Thameswey'.

Gypsies and travellers

SCC

The County Council is responsible for developing policies relating to gypsies and travellers and putting those policies into practice.

It also owns and manages Hatchingtan Gypsy Caravan Site.

H

Halls for hire

WBC

We provide a list of more than 30 local halls for hire, including the following.

■ ARCH, Alpha Road, Maybury

Phone: 01483 776877

archcen@hotmail.com

■ H.G. Wells Conference and Events Centre

Phone: 01483 712710

sales.hgwells@woking.gov.uk

State-of-the-art meeting and conference facilities including a 600-seater auditorium.

■ Lakeview, Tracious Close

Phone: 01483 743828

wokbc@woking.gov.uk

■ Maybury Centre, Board School Road, Maybury

Phone: 01483 776877

mayburycentre@hotmail.co.uk

■ Moorcroft, Old School Place, Westfield

Phone: 01483 743373

moorcroft@woking.gov.uk

■ Sheerwater Community Centre, Devonshire Avenue

Phone: 01932 348192

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

Phone: 01483 743877

stmarys@woking.gov.uk

■ The Vyne, Off Broadway, Knaphill

Phone: 01483 743558

vyne@woking.gov.uk

For more information, also see our website at **www.woking.gov.uk**

A to Z of Services

Your local services in Woking Borough 2007/2008

Health and safety

WBC

envhealth@woking.gov.uk

Most business and retail premises are inspected by officers from the Environmental Health Service. Industrial and construction companies are investigated by the Health and Safety Executive.

H.G. Wells Conference and Events Centre

WBC

Phone: 01483 712710

sales@hgwells.co.uk

www.hgwells.co.uk

State-of-the-art meeting and conference facilities including a 600-seat auditorium. Wedding packages available.

History centre

SCC

See 'Surrey History Centre'.

Hoardings (putting up)

SCC

Homelink

WBC

homelink@woking.gov.uk

A home service providing support and help with home maintenance, improvements and adaptations for people who own their own homes and are over 60, disabled or on a low income.

Home Support Services

WBC

homesupport@woking.gov.uk

■ Allocations

housingadvice@woking.gov.uk

Sheltered and supported accommodation supplied through self-contained flats and bungalows.

■ Management

homesupport@woking.gov.uk

Support to help tenants of sheltered and supported accommodation to live independently.

Houses in Multiple Occupation (HMOs)

WBC

envhealth@woking.gov.uk

The Environmental Health Service investigates and takes action to improve conditions and safety in houses that are lived in by more than one household.

Housing Benefit and Council Tax Benefit

WBC

benefits@woking.gov.uk

Any local resident can claim help towards their rent (either council or private) and Council Tax (including owner-occupiers) if they receive Income Support, Jobseeker's Allowance or they are on a low income.

Housing Benefit and Council Tax Benefit Fraud

WBC

Phone: 01483 743645 (answerphone)

beninv@woking.gov.uk

We are committed to preventing and detecting Housing Benefit and Council Tax Benefit fraud. If you have any information which you think may be of use to us, please contact an investigator.

Housing matters



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

■ Allocations and housing register

housingregister@woking.gov.uk

Maintains our housing register, decides who to offer council housing to, and puts forward applications for housing association and private-sector accommodation.

■ Homelessness

housingadvice@woking.gov.uk

Discusses housing options with people who are threatened with becoming homeless.

Also see 'Out-of-hours emergency contacts' on page 38.

Housing Services (Council housing)

tenantandleaseholderservices@woking.gov.uk

Carries out the day-to-day care and running of council homes and their general environment. Covers the following.

■ Management of Council homes

Oversees offers of accommodation, rent arrears, decorating vouchers, right-to-buy applications, mutual exchanges and tenancy transfers. Also takes action against nuisance tenants and manages council garages and Sheerwater sheds.

■ Repairs to Council homes

Phone: 0800 521555

Deals with day-to-day repairs such as broken roof tiles, and faulty central heating and inspects work carried out. This number is also for repair emergencies outside normal working hours.

■ Maintenance and improvements

Manages the programme of investing in housing stock and making sure tenants' homes are maintained and improved. Consults residents' associations on how money for improvements and landscaping is spent.

■ Minor adaptations to Council homes for elderly and disabled residents

Minor adaptations can be provided for older and disabled people in Council homes. These include ramps, extra steps, handrails and items such as lever taps.

■ Rent accounts

Maintains accounts and our housing computer system.

■ Estate services and contract management

Provides contracts for managing the estates (for example, contracts for cleaning).

■ Tenant Participation

Consults tenants' and residents' associations.

A to Z of Services

Your local services in Woking Borough 2007/2008

Housing (private-sector improvements)

WBC

envhealth@woking.gov.uk

Environmental Health Officers assess housing conditions and have powers to make sure homes in an unsatisfactory condition are improved.

Also see 'Energy efficiency', 'Homelink' and 'Grants'.

I

Infectious disease control

WBC

envhealth@woking.gov.uk

Environmental Health investigates reports 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 us.

Internal Audit

WBC

audit@woking.gov.uk

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

Internet

WBC

SCC

See 'Website'.

J

Jobs

WBC

hr@woking.gov.uk

For a list of current vacancies, visit our pages at www.surreyjobs.info

L

Land charges

WBC

landcharges@woking.gov.uk

Searches and enquiries relating to buying a property.

Land enquiries

SCC

www.surreyonline.info

Information and enquiries relating to County Council property and tenancies.

Also see 'Property enquiries'.

Landlord harassment

WBC

housingadvice@woking.gov.uk

Housing Options is our service that helps prevent homelessness. This includes taking action against illegal evictions and landlord harassment.

Landlord schemes

WBC

housingenabling@woking.gov.uk

Schemes to help landlords rent out their property.

Learning Centre (Woking)

SCC

libraries@surreycc.gov.uk

Woking Library, Gloucester Walk, Woking

Provides independent study resources to help people develop work-related and leisure skills. Computers can be hired by the hour and screen-based computer training in various software applications is available, as well as information on adult training opportunities. Internet access is available.

Leisure and recreation centres

WBC

■ Woking Leisure Centre and Pool in the Park

Phone: 01483 771122

leisurecentre@woking.gov.uk

Visit the leisure and recreation pages at www.woking.gov.uk for details on Evolve Fitness Gym, sports hall, squash courts, crèche, playstore, fitness classes, children's birthday parties and restaurant.

Two local recreation centres are open in the evenings and weekends at the following school sites.

■ Woking High School Recreation Centre, Woking High School, Morton Road, Horsell, GU21 4BD

Phone: 01483 888447 (bookings)

■ The Winston Churchill School Sports Centre, Hermitage Road, St Johns, GU21 1TL

Phone: 01483 797015 (bookings)

Also see 'Swimming pools'

Libraries

SCC

- **Woking Library**, Gloucester Walk, Woking GU21 6EP
- **Byfleet Library**, High Road, Byfleet KT14 7QN
- **Knaphill Library**, High Street, Knaphill GU21 2PE
- **West Byfleet Library**, The Corner, West Byfleet KT14 6NY
- **Mobile Library**

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

For Woking Learning Centre, see 'Learning Centre (Woking)'.

Licences for petroleum, poisons and explosives

SCC

trading.standards@surreycc.gov.uk

Licences

WBC

■ Animal welfare

envhealth@woking.gov.uk

Pet shops, dog breeders, animal boarding and riding schools need a licence from the Environmental Health Service. A licence is also needed for keeping dangerous animals as pets.

■ Houses in Multiple Occupation

See 'Houses in Multiple Occupation'

■ Premises – sale and supply of alcohol or Gambling Act and Casinos

See entries under 'Premises licences'

A to Z of Services

Your local services in Woking Borough 2007/2008

■ Public entertainment

envhealth@woking.gov.uk

Also see entries under 'Premises licences'.

■ Skips

See 'Skip licences'.

■ Street and house-to-house collections and lotteries

envhealth@woking.gov.uk

When we receive an application, free licences are issued for approved street and house-to-house collections and societies which are registered to hold lotteries. Application forms are available.

■ Taxis

envhealth@woking.gov.uk

Also see 'Taxi and private-hire licensing'.

Lighting (street)

■ Adopted roads

SCC

■ Council housing areas

WBC

Listed buildings and trees (conservation areas)

WBC

■ Buildings

designandconservation@woking.gov.uk

Planning staff can give general advice on listed buildings, design and environmental improvements. Advice is also available on grants for work to listed buildings and community projects.

Also see 'Grants'.

■ Trees

treepreservation@woking.gov.uk

For Tree Preservation Orders (TPOs) and trees in conservation areas.

Litter

WBC

environmentalmaintenance@woking.gov.uk

Local Agenda 21 initiative

WBC

la21@woking.gov.uk

Supported by us, members of this community-led group meet regularly to develop initiatives to improve the environment in Woking.

Also see 'Energy efficiency' and 'Thameswey'.

Local Committee for Woking

SCC

Phone: 01483 518095 or 01483 518094
communitysupport@surreycc.gov.uk

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

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 developments through decisions on planning applications made throughout the year. Supplementary Planning Guidance notes are also available on a range of issues. We are developing a Local Development Framework which will replace the Local Plan during 2007.

Lottery permits

WBC

streetcollections@woking.gov.uk

Also see 'Licences'.

M

Market

WBC

market@woking.gov.uk

A general market is held in Market Square six days a week. A farmers' market and occasional specialised markets are also held in the Town Square.

Marriages (registering)

SCC

See 'Register offices'.

Mayoral matters

WBC

mayoralty@woking.gov.uk

Enquiries about all matters relating to the Mayor of Woking.

Meals

WBC

Phone: 01483 770777

communitymeals@woking.gov.uk

■ Frozen meals service

A delivery service of meals for people who cannot cook or shop.

■ Hot meals delivery service

A lunchtime meal delivered to people's homes. (For anyone who cannot reheat a frozen meal. A referral is needed from a health – or social-care professional.)

Mice

WBC

See 'Pest control'.

Minerals extraction

SCC

Information on policies and plans relating to mining in the county.

Minibus hire – Community Transport

Phone: 01483 744800 (advice line)

Woking Community Transport has a fleet of specially adapted minibuses for hire. These are accessible to all, including wheelchair users.

Mortgages

Phone: 01582 868766

Fax: 01582 868767

Enquiries about existing mortgages with Woking Borough Council should be made to Gemini Consultants Ltd, The Gemini Building, Houghton Hall Park, Dunstable, LU5 5GB.

Museums

Phone: 01483 725517

info@thelightbox.org.uk

The Lightbox is a new gallery and museum, opening in central Woking in 2007. It will include a canal-side garden, café and shop. It will be a family-friendly venue and have full disabled access. To find out more visit www.thelightbox.org.uk

Music and performing arts

WBC

arts@woking.gov.uk

Also see 'Arts and cultural events'.

N

Nappies

WBC

waste@woking.gov.uk

We aim to reduce the amount of raw sewage going to landfill as nappy waste by promoting the use of 'Real Nappies', the modern alternative to terries. We also provide information on laundering services or wash-at-home systems.

A to Z of Services

Your local services in Woking Borough 2007/2008

Noise complaints

WBC

envhealth@woking.gov.uk

See 'Environmental Control'.

O

Odours

WBC

envhealth@woking.gov.uk

Also see 'Environmental Control'.

Older people's services (Borough Council)

WBC

communitysupport@woking.gov.uk

We, along with other local organisations, provide a range of support services and social facilities to meet the needs of older people.

Also see 'Centres for the community'

Older people's services (County Council)

SCC

ssd.wokingcct@surreycc.gov.uk

This service provides a range of care services for older people who meet the County Council Social Care Eligibility Criteria.

P

Parking

WBC

parking@woking.gov.uk

Information is available from the Parking Shop in Chobham Road on all aspects of the Controlled Parking Zone (CPZ) scheme in Woking, Brookwood and West Byfleet.

See 'Car parks' for information on Council-run car parks.

Parks

WBC

commservcountry@woking.gov.uk

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 properties only. The service deals with rats, mice, wasps, cockroaches, bedbugs and fleas.

Planning applications

WBC

developmentcontrol@woking.gov.uk

Development Control processes planning applications, makes Tree Preservation Orders, takes action against unauthorised development and deals with appeals against planning permission refusals.

Also see 'Unauthorised development'.

Play areas

WBC

commservcountry@woking.gov.uk

We manage 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. For information on play schemes, see the Fun Attack brochure on our website.

Police

Phone: 0845 125 2222

www.surrey.police.uk

Woking Police, Station Approach,
Woking GU22 7SY

Police (Chief Constable)

chiefconstable@surreycc.gov.uk
Surrey Police (HQ), Mount Browne,
Sandy Lane, Surrey GU3 1HG

Pollution

envhealth@woking.gov.uk

See 'Environmental Control'.

WBC

Population and land-use statistics

policy@woking.gov.uk
Information is available on the
population and a range of trends in how
land is used in Woking.

WBC

Potholes

See 'Road maintenance'.

SCC

Prices falsely advertised

See 'Consumer advice and complaints
about goods and services'.

Premises licences (Gambling Act and casinos)

envhealth@woking.gov.uk
Licences for gambling, gaming machines
and casinos are now needed under
new laws.

WBC

Premises licences (Sale or supply of alcohol, regulated entertainment and hot food after 11pm)

envhealth@woking.gov.uk
Premises and people wanting to sell or
supply alcohol to the public must have
a personal licence or a premises licence
(or both) under the Licensing Act 2003.

WBC

Probation

Phone: 01483 776262

Aims to prevent or reduce re-offending, to
reintegrate offenders into the community
and to keep offenders out of prison.

Property enquiries

propertyservices@woking.gov.uk

Information and enquiries about our
land and property.

See also 'Vacant commercial properties'.

WBC

Public rights of way

contact.centre@surreycc.gov.uk
Surrey County Council maintains public
rights of way in the Borough.

SCC

Public toilets

environmentalcontracts@woking.gov.uk

WBC

R

Rats

See 'Pest control'.

WBC

Record office

See 'Surrey History Centre'.

SCC

Recreation centres

See 'Leisure and recreation centres'.

WBC

Recreation grounds

commservcountry@woking.gov.uk
We manage the 20 parks and recreation
grounds throughout the Borough.

WBC

Recruitment or job applications

■ In local government

See 'Jobs'.

A to Z of Services

Your local services in Woking Borough 2007/2008

■ General

See 'Community and advice organisations' and 'Jobcentre Plus' on page 39 of this guide.

Recycling (Borough Council) WBC

waste@woking.gov.uk

We have set up recycling centres across the Borough, with facilities for green, brown and clear glass and other materials.

Also see 'Wheeled bins'.

Recycling (County Council) SCC

www.surreyonline.info

Enquiries on recycling facilities in the County.

Register Offices SCC

- 81 Oatlands Drive, Weybridge.
- Artington House, Portsmouth Road, Guildford.

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

Rights of way SCC

contact.centre@surreycc.gov.uk

Road gritting SCC

Road maintenance SCC

Surrey County Council maintains local adopted roads and footpaths.

Road safety SCC

Phone: 0208 541 9974
(general information)

Education and advice for all road users.

Also see 'Traffic management'.

Rubbish (collections) WBC

waste@woking.gov.uk

There is a charge for us collecting bulky waste.

Also see 'Wheeled bins', 'Nappies' and 'Garden waste'.

Rubbish (dumped) WBC

environmentalmaintenance@woking.gov.uk

To report fly-tipping and water pollution, contact the Environment Agency (South East Area Office).

Phone: 0800 807060 (incident hotline)

S

Sampling (water and food) WBC

envhealth@woking.gov.uk

Environmental Health Officers take samples of bathing and drinking water, and food. They also monitor air quality within the Borough.

Scaffolding (putting up) SCC

www.surreyonline.info

See also 'Trading Standards'

Schools SCC

For individual state schools see 'Education' under 'Other useful numbers' on pages 40 and 41.

Searches WBC

See 'Land charges'.

Sewers

■ Public sewers

All services relating to public sewers (dealing with sewer blockages, sewage flooding, sewer repairs and pumping-station maintenance) are dealt with directly by Thames Water Utilities Ltd. You can contact them 24 hours a day at Thames Water Customer Centre, PO Box 436, Swindon, SN38 1TU.

Phone: 0845 920 0800
(all calls charged at local rates)

■ Private drains and sewers

The owner or occupier of the relevant premises is responsible for private drains and sewers.

If you have a question about sewers, please call Woking Borough Council's Environmental Health Team.

Sheerwater Neighbourhood Office

WBC

See 'Borough Council Offices' on page 38.

Sheltered and supported housing

WBC

See 'Home Support Services'.

Skin piercing

WBC

envhealth@woking.gov.uk

People and premises carrying out ear piercing, electrolysis, acupuncture and tattooing must be registered with the Environmental Health Service. The service inspects premises to make sure they are hygienic.

Skip licences

SCC

Every skip on the public highway must be licensed. Your skip supplier will apply for the licence.

Smoking

WBC

envhealth@woking.gov.uk

From 1 July 2007, smoking will be banned in most enclosed public spaces. Our Environmental Health team will be responsible for enforcing the ban. For free advice on getting a smokefree policy in your workplace, call **0845 602 3608**.

Social Services

SCC

Sports Development

WBC

sports@woking.gov.uk

For details of opportunities for coaching, Surrey Youth Games and sports initiatives including coaching courses held in school holidays.

Sports pitches

WBC

sports@woking.gov.uk

We provide a pitch-booking service for a range of cricket, football and rugby pitches and tennis courts.

Also see 'Leisure and recreation centres'.

Strategic Aviation Special Interest Group

SCC

sasig@surreycc.gov.uk

SASIG encourages airports and the aviation industry to work in harmony with local authorities and the communities they serve.

Street cleaning

WBC

environmentalmaintenance@woking.gov.uk

A to Z of Services

Your local services in Woking Borough 2007/2008

Street lighting

WBC

SCC

See 'Lighting (street)'

Street naming and numbering

WBC

addressing@woking.gov.uk

Deals with giving official postal addresses (not including postcodes) to new properties and making changes to existing property names.

Street nameplates

WBC

environmentalmaintenance@woking.gov.uk

Sundry debts

WBC

financialmanagement@woking.gov.uk

Please be ready to quote your customer reference number shown in the top right-hand corner of your invoice.

Suppliers

WBC

financialmanagement@woking.gov.uk

Enquiries about payments we owe you for work or services you have provided to us.

Surrey County Arts

SCC

Phone: 01483 728711

surreycountyarts@surreycc.gov.uk

Music and dance tuition. Many orchestras, bands and choirs plus visual arts and drama.

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

SCC

See 'Local Committee for Woking'.

Surrey County Council Local Committee for Woking

SCC

See 'Local Committee for Woking'.

Surrey History Centre

SCC

Phone: 01483 518737

shs@surreycc.gov.uk

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

Surrey Online

www.surreyonline.info

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

Swimming pools

WBC

Pool in the Park

Phone: 01483 771122

poolinthepark@woking.gov.uk

A swimming complex including a 25 metre competition pool, teaching pool and a leisure lagoon with wave machine, slides and a changing area for families. Please contact us for more information on swimming lessons and public swimming.

T

Tattoo parlours

WBC

envhealth@woking.gov.uk

See 'Skin piercing'.

Taxi and private-hire licensing

WBC

envhealth@woking.gov.uk

The service licenses all hackney carriages and private-hire vehicles, drivers and companies 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.

Also see 'Housing Services (Council housing)' listed under 'Housing matters'.

Tenant Representatives

WBC

Phone: 01483 769695

trwoking@btinternet.com

Tenant Representatives are tenants and leaseholders who work with us on housing-related issues.

Thameswey

WBC

thameswey@woking.gov.uk

As part of our strategy for dealing with climate change, we set up the UK's first energy and environmental services company called Thameswey Ltd, to provide energy and environmental services as part of our Climate Change Strategy.

Tips (for rubbish)

SCC

www.surreywaste.info

See 'Civic amenity sites' and 'Waste disposal'.

Tourist information

WBC

See 'Visitor Information Centre'.

Town twinning

WBC

wttta@woking.gov.uk

The 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 friendship by bringing people from various communities together.

Trading Standards

SCC

Phone: 01372 371700

trading.standards@surreycc.gov.uk

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

Traffic management

SCC

Introduces traffic management and road safety schemes, and promotes traffic orders (for example, parking restrictions, speed limits and lorry bans).

Traffic signal fault report

SCC

Training courses (food hygiene and health and safety)

WBC

envhealth@woking.gov.uk

The Environmental Health Service advises on training courses on food hygiene and health and safety.

Travel information (buses and trains)

SCC

Phone: 0870 608 2608 (Traveline)
www.traveline.org.uk

Travellers

SCC

See 'Gypsies and travellers'

A to Z of Services

Your local services in Woking Borough 2007/2008

Trees

WBC

■ Tree Preservation Orders

treepreservation@woking.gov.uk

To make an order to protect a tree or to enquire about work to a tree protected by an order.

■ Unsafe trees

environmentalmaintenance@woking.gov.uk

We will investigate unsafe trees within 24 hours of receiving a report.

U

Unauthorised development

WBC

developmentcontrol@woking.gov.uk

We will investigate complaints about unauthorised development and building work (that is, work which needs but does not have planning permission).

Also see 'Planning applications'.

V

Vacant commercial properties (Borough Council)

WBC

propertyservices@woking.gov.uk

Details of empty business properties owned by us and available for people to rent or buy.

Also see 'Property enquiries'.

Vacant property register for businesses (County Council)

SCC

For information on empty business properties in the county.

www.surreyonline.info

Visitor Information Centre

WBC

Phone: 01483 720103

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, on the ground floor of The Ambassadors in Gloucester Square.

Voting

WBC

elections@woking.gov.uk

See 'Electoral registration'.

W

Wasps

WBC

See 'Pest control'.

Waste disposal

SCC

www.surreywaste.info

Surrey County Council is responsible for disposing of waste collected at civic amenity sites (tips) 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.

See also 'Civic amenity sites'.

Water quality (bathing and drinking)

WBC

envhealth@woking.gov.uk

Also see 'Sampling'.

Water butts

Phone: 0845 130 6090

Water butts are available to local residents from Blackwall.

Website (Borough Council)

WBC

www.woking.gov.uk

Regularly updated information on the Borough (including planning applications, events, places to visit, accommodation, an online business directory and information on Council services).

Website (community)

www.windowonwoking.org.uk

A community website providing information on local services, activities and events.

Website (County Council)

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

environmentalmaintenance@woking.gov.uk

Woking Magazine

WBC

marcoms@woking.gov.uk

49,000 copies of this free magazine are delivered to households and businesses in the Borough four times a year. You can ask for the rates charged for placing adverts.

Woking Park

WBC

commservcountry@woking.gov.uk

Tennis, crazy golf, putting, bowls, cricket, a children's play area, formal gardens, renovated ponds, football and hockey pitches are all provided within Woking Park's attractive landscaped setting.

Wormeries

Phone: 0845 130 6090

Wormeries (for composting) are available, at a reduced price to local residents, from Blackwall.

Y

Youth centres

SCC

Youth Council

WBC

wokingyouthcouncil@woking.gov.uk
www.wokingyouthcouncil.co.uk

Woking Youth Council is looking for young people, aged 11 to 18, from all parts of the community. You don't need any special qualifications, you just need to care about the place where you live.

Youth Development

SCC

Youth Services (Borough Council)

WBC

youth@woking.gov.uk

We, along with other local organisations, provide a range of activities and support services to meet the needs of young people in our community.

Other useful numbers

Borough Council Offices

Woking Borough Council

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

Phone: 01483 755855

customers@woking.gov.uk

www.woking.gov.uk

Contact Centre opening hours: Monday to Wednesday, 8.45am to 5.15pm; and Thursday and Friday, 8.45am to 5pm

Office opening hours: Monday to Friday, 9am to 4.45pm

Sheerwater Neighbourhood Office

49 Dartmouth Avenue, Sheerwater
GU21 5PE

Phone: 01483 743335

Opening hours: Monday, Tuesday and Thursday, 9am to 1pm and 2pm to 5.15pm; Wednesday and Friday, 9am to 1pm

Out-of-hours emergency contacts

■ Council Housing Repairs

Phone: 0800 521555 (24-hour)

■ Homelessness

For urgent help outside office hours, contact Woking Police or call The Emergency Duty Team on **01483 517898**. During office hours, phone **01483 743834**.

■ For all other urgent enquiries

Phone: 01483 730872

County Council Offices

Surrey County Council

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

Phone: 0845 600 9009

contact.centre@surreycc.gov.uk

www.surreycc.gov.uk

Switchboard hours: Monday to Friday, 8am to 6pm

Opening hours: Monday to Friday, 8am to 6pm

Social Services Centre

Quadrant Court, 35 Guildford Road,
Woking GU22 7QQ

Phone: 0845 600 9009

Out-of-hours emergency contacts

■ Social Services Emergency Duty Team

Phone: 01483 517898

edt.ssd@surreycc.gov.uk

■ Traffic Signal Fault Report Line

Phone: 0845 600 9009

Parish Council Offices

Byfleet Parish Council

c/o Mrs M McIntyre, 26 High Road,
Byfleet KT14 7QG

Business advice organisations

BusinessLink Surrey

Phone: 0845 749 4949

Surrey Business Advice

Phone: 01483 728434

The Learning Skills Council for Surrey

Phone: 01483 803201

Woking Chamber of Trade and Commerce (COTAC)

Phone: 01483 729922

Community and advice organisations

Age Concern

■ Surrey Branch

Phone: 01483 503414

■ Woking Branch

Phone: 01483 770753

ageconcernwoking@btconnect.com

Alcoholics Anonymous (AA)

Phone: 0845 769 7555

Citizens Advice Bureau (CAB)

Phone: 0845 120 2919

Community Furniture Project, Woking

Phone: 01483 750005

Community Relations Forum

Phone: 01483 721444 and 01483 750970

Drug Care (Surrey)

Phone: 01483 300112

Open: 24 hours a day, seven days a week

Family Crisis Line

Phone: 0808 800 5678

Jobcentre Plus

Phone: 01483 702100

NSPCC

Child protection helpline.

Phone: 0800 800 5000

Police

Phone: 0845 125 2222

Relate

Marriage guidance service.

Phone: 01483 715285

RSPCA

Animal protection helpline.

Phone: 0870 555 5999

Samaritans

Phone: 01483 505555

Sexual Health Line

Phone: 0800 567123

Sheerwater and Maybury Partnership

Phone: 01483 757931

Shelter

Phone: 0808 800 4444

ShopMobility

Level 1, The Peacocks, Woking.

Phone: 01483 776612

Surrey Women's Aid

Phone: 01483 776822

Victim Support (NW Surrey)

Phone: 01483 770457

Woking Association of Voluntary Service (WAVS)

Phone: 01483 751456

Woking Community Mental Health Team

Phone: 01483 756318

Other useful numbers

Woking Mediation Service

Neighbour dispute resolution.

Phone: 01483 301010

Department for Work and Pensions

■ Benefits Agency

Phone: 0845 600 4254

■ Child Support

Phone: 0845 713 3133

■ War Pensions

Phone: 0800 169 2277

■ National Insurance Contributions

Phone: 0800 915 6914

Education – Infant schools

Barnsbury Infant

(four- to seven-year-olds)

Phone: 01483 768271

Barnsbury County Junior

(seven- to 11-year-olds)

Phone: 01483 763114

Beaufort Community Primary

Goldsworth Park (four- to 11-year-olds)

Phone: 01483 474986

Broadmere Community Primary

(five- to 11-year-olds)

Phone: 01932 343747

Brookwood Primary

(five- to 11-year-olds)

Phone: 01483 473315

Byfleet Primary

(four- to 11-year-olds)

Phone: 01932 403116

Goldsworth Primary

(five- to 11-year-olds)

Phone: 01483 771321

Hermitage County Junior

St Johns (seven- to 11-year-olds)

Phone: 01483 472047

Horsell Village School

(four- to seven-year-olds)

Phone: 01483 714804

Horsell Church of England (Aided) Junior

(seven- to 11-year-olds)

Phone: 01483 761531

Kingfield School

(five- to seven-year-olds)

Phone: 01483 761885

Knaphill Lower School

(three- to seven-year-olds)

Phone: 01483 473282

Knaphill School

(seven- to 11-year-olds)

Phone: 01483 888899

Marist Roman Catholic (Aided) Primary

West Byfleet (four- to 11-year-olds)

Phone: 01932 344477

Maybury Infant

(four- to seven-year-olds)

Phone: 01483 763272

New Monument School

(four- to 11-year-olds)

Phone: 01483 769302

Oaktree School

St Johns (four- to seven-year-olds)

Phone: 01483 474981

Pyrford Church of England (Aided) Primary School

(four- to 11-year-olds)

Phone: 01932 342693

St Dunstan's Roman Catholic (Aided) Primary

(five- to 11-year-olds)

Phone: 01483 715190

St Hugh of Lincoln Roman Catholic (Aided) Primary

(five- to 11-year-olds)

Phone: 01483 480441

St John's County Primary

(four- to 11-year-olds)

Phone: 01483 476450

St Mary's Church of England Primary

Byfleet (five- to 11-year-olds)

Phone: 01932 410300

Sythwood County Primary

Goldsworth Park (three- to 11-year-olds)

Phone: 01483 770063

West Byfleet Community Infant

(four- to seven-year-olds)

Phone: 01932 343260

West Byfleet Community Junior

(seven- to 11-year-olds)

Phone: 01932 348961

Westfield County Primary

(five- to 11-year-olds)

Phone: 01483 764187

Education – Secondary schools

Bishop David Brown School

(11- to 16-years old)

Phone: 01932 349696

Woking High School

(11- to 16- years old)

Phone: 01483 888447

St John the Baptist

(11- to 19-year-olds)

Phone: 01483 729343

The Winston Churchill School

(11- to 16-year-olds)

Phone: 01483 476861

Woking College

(16-year-olds and over)

Phone: 01483 761036

Entertainment and leisure

H.G. Wells Conference and Events Centre

State-of-the-art meeting, concert and conference facilities including a 600-seater auditorium.

Phone: 01483 712710

The Ambassadors

■ **New Victoria Theatre**

■ **Rhoda McGaw Theatre**

■ **Cinemas**

Phone: 0870 060 6645

(theatre bookings)

Phone: 0870 060 6643

(cinema bookings)

Other useful numbers

The Big Apple

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

Phone: 01483 727100

Woking Leisure Centre and Pool in the Park

Phone: 01483 771122

Woking Wurlitzer

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

Phone: 01923 720511

Health services

St Peter's Hospital

Phone: 01932 872000

Surrey Heath and Woking Primary Care Trust

Phone: 01932 358560

Woking Community Hospital

Phone: 01483 715911

Woking Hospice

Phone: 01483 881750

Other services

Electric (EDF Energy)

Phone: 0800 783 8866

(power cuts and emergencies)

Phone: 0800 056 8888 (all other enquiries)

Environment Agency

Phone: 0845 988 1188

(emergency floodline)

Phone: 0870 850 6506

(all other enquiries, 8am to 6pm)

■ To report river flooding, damage or danger to the natural environment, poaching, risks to wildlife, fish in distress, illegal dumping of dangerous waste, and pollution and chemical spills in watercourses, phone **0800 807060**.

■ To report fly-tipping and other pollution, phone **0800 807060**.

Gas

Phone: 0800 111999

(gas leaks and emergencies)

For all other enquiries, see the phone number on your bill.

Water (Three Valleys)

Phone: 0845 782 3333

(all enquiries and emergencies)

Water (Thames Water)

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

Phone: 0845 920 0800

Public transport

Bus information

Phone: 01483 750525

RailAir Coach

Phone: 0870 575 7747 bookings

Train information

Phone: 08457 484950

Traveline

For all local journeys by bus, coach and rail.

Phone: 0870 608 2608

Phone: 0870 241 2216 (minicom)

Council Tax and Business Rates

Please read this section along with your Council Tax or Business Rates bill

Council Tax and services for Woking Borough

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

The amount you pay is based on the property band your home falls in and the level of tax set for each property band. Generally, the higher the value of your home, the more you pay. The value of your home was assessed by the Valuation Office Agency (part of the Inland Revenue), not us. Its value is based on how much it would have cost on 1 April 1991. Any changes in property values since then cannot be taken into account.

The relationship between the amounts for each property band has been set by the Government. The basic rate set by the Government is for properties in Band D.

For Woking, in 2007/2008 the basic rate is £1,371.51. If you live in a Band A property, you pay two-thirds of the basic

rate. If you live in a Band H property, you pay twice the basic rate. Your Council Tax bill shows which band your home is in and the table below sets out the amounts charged for 2007/2008.

You are entitled to a discount if you live alone. Other reductions, such as those for people on low incomes, may be available. Details of these are given on pages 46 to 48.

The effect on the level of Council Tax

The total amount we spend has increased by £440,000, mainly as a result of inflation, the cost of financing assets and additional services being provided, offset by cost reductions. Once income from rents, charges for services and government funding is taken into account, the increase in the amount to be raised by Council Tax is £408,000. This is equivalent to a 4.4% increase in Band D Council Tax.

How much is it? Council Tax by band for 2007/2008

Property values (1 April 1991)	Band	Surrey County Council	Surrey Police Authority	Woking Borough Council	Total Council Tax
£40,000 or less	A	£673.08	£114.18	£127.08	£914.34
£40,001 to £52,000	B	£785.26	£133.21	£148.26	£1,066.73
£52,001 to £68,000	C	£897.44	£152.24	£169.44	£1,219.12
£68,001 to £88,000	D	£1,009.62	£171.27	£190.62	£1,371.51
£88,001 to £120,000	E	£1,233.98	£209.33	£232.98	£1,676.29
£120,001 to £160,000	F	£1,458.34	£247.39	£275.34	£1,981.07
£160,001 to £320,000	G	£1,682.70	£285.45	£317.70	£2,285.85
£320,001 or more	H	£2,019.24	£342.54	£381.24	£2,743.02
Percentage change from previous year		4.4%	4.9%	4.4%	4.5%

Council Tax and Business Rates

Our spending plans

The following table shows our spending, the income we receive, and how much extra we need to raise through Council Tax.

	2006/2007	2007/2008
	£'000	£'000
Total expenditure	80,413	80,853
Less: income	65,071	64,601
Less: movements in reserves	1,777	2,136
Budget requirement	13,565	14,116
Government funding	6,331	6,445
Council Tax surplus from previous years	45	74
Amount to be met by Council Tax	7,189	7,597

Why our budget has changed

The following table shows how our income and spending has changed.

	£'000
Inflation on service costs	1,659
New services	177
Increased asset financing costs	787
Increase in interest and investment income	-252
Cost reductions	-479
Inflation avoided	-189
Increased fees, charges and other income	-877
Changes to government grants, subsidy and previous year's surpluses	-418
Total	408

Enquiries

If you have any questions about or problems with Council Tax and Business Rates, please contact us as follows.

- Phone the Civic Offices on **01483 755855**.
- Write to 'Council Tax' or 'Business Rates' (as appropriate) at: Woking Borough Council, Civic Offices, Gloucester Square, Woking GU21 6YL.
- Email ctax@woking.gov.uk or brates@woking.gov.uk (as appropriate).

Whenever you contact us, please quote the reference number shown on your Council Tax or Business Rates bill.

There is more information on the Council Tax and Business Rates pages on our website at www.woking.gov.uk

Also, more information (including contact details for questions about Surrey County Council's and Surrey Police's charges) is given in their leaflets enclosed with your bill.

'Exempt' properties

Some properties are 'exempt' from Council Tax (this means that no Council Tax is charged for them). Properties which are exempt include empty properties which:

- are unfurnished (exempt for up to six months)
- are owned by a charity (exempt for up to six months)
- cannot be lived in and need major repairs or structural alterations (exempt for up to six months after the repairs or alterations are completed or for 12 months from the date the repairs or alterations became necessary)
- have been left empty by someone who has gone to live in a hospital, nursing home or residential care home
- have been left empty by someone who has gone to live somewhere else (but not a hospital or care home) to receive care because of old age, disability, illness, drug or alcohol dependency or mental disorder
- have been left empty by someone who has gone into prison or a similar institution (for example, hospital under the Mental Health Act)
- have been left empty by someone who has moved to provide personal care for another person
- are waiting for probate or letters of administration to be granted after the occupier's death (and for up to six months after probate or letters of administration have been granted)
- have been repossessed

- are the responsibility of a bankrupt's trustee
- are empty because by law they cannot be lived in
- are waiting to be lived in by a minister of religion
- were last lived in by a student who owned the property
- are caravan pitches or boat moorings, or
- are separate homes which form part of another property or are within the boundaries of another property and are difficult to let separately.

The following types of properties are also exempt:

- forces barracks and married quarters (contributions to the cost of local services are received through a special arrangement)
- properties lived in only by students
- properties lived in by the partners of overseas students if the partners are not British citizens and so cannot work or claim state benefits
- properties lived in only by people under the age of 18
- homes lived in only by people who are severely mentally impaired
- certain homes lived in by foreign diplomats, or
- separate annexes (often called 'granny flats') lived in by someone who is related to the people living in the rest of the property and is 65 or over, or severely mentally impaired or permanently disabled.

Council Tax and Business Rates

If you think your property may be exempt, please phone the Council Tax Section at Woking Borough Council on **01483 755855**.

Discounts

The full Council Tax bill assumes that there are two or more adults (that is, people aged 18 or over) living in a home. If only one adult lives in a property (as their main home), the Council Tax bill will be reduced by 25%. If a property is nobody's main home, the bill will be reduced by 50% if it is unfurnished or 10% if it is furnished.

Certain people will not be counted (that is, will be disregarded) when we are considering the number of adults living in a property. Those people include:

- full-time students, student nurses, apprentices and youth training trainees
- patients living 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
- carers for someone with a disability who is not their partner or a child under 18
- members of visiting forces and certain international institutions
- members of religious communities (monks and nuns), and

- people in prison (except those in prison for not paying their Council Tax or a fine).

If your bill shows that you have been given a discount, you must tell us about any change of circumstance that affects your entitlement to the discount. If you don't, you may have to pay a fine.

The bill will show you if you have been granted a discount and the type of discount. The types and amounts of discounts are listed below.

Single person – 25% discount because there is only one adult living in the property.

Single with disregards – 25% discount because there is more than one adult living in the property but only one is counted (the others are disregarded).

Empty discount – 50% discount because the property is unfurnished and it is nobody's only or main home.

Disregards only – 50% discount because all the adults living in the property are disregarded.

Single who is disregarded – 50% discount because there is only one adult living in the property and he or she is disregarded.

Second-home discount – 10% discount because the property is furnished but it is nobody's only or main home.

People with disabilities

If your home has to have an adapted room, an extra bathroom or kitchen, or enough space to allow the use of a wheelchair to meet the special needs of someone in your household who has a disability, you may be entitled to have your Council Tax bill reduced.

The bill will be reduced to that of a property in the band immediately below the band your property is in or by one-ninth if your home is in Band A. These reductions make sure that disabled people do not pay more Council Tax because of the extra space they need due to their disability.

If you think you may be entitled to a discount or reduction **that is not already shown on the bill**, contact the Council Tax team. We will send you the appropriate application form.

Council Tax Benefit

You may receive help with your Council Tax bill if you receive Income Support or the guaranteed part of Pension Credit, or you are on a low income. Certain other factors will be taken into account, such as any other adults living with you, and these may reduce the amount of benefit.

You can use our online benefits calculator at www.woking.gov.uk/council/benefits/bencalc to estimate how much benefit you may be entitled to.

If you do not already receive Council Tax Benefit and you think you may qualify, contact the Benefit Section for more information and an application form.

Appeals

You can appeal if you do not think that you are responsible for paying Council Tax (for example, because you do not own or live in the home, your property is exempt, or you feel that we have made a mistake when working out your bill). If you want to appeal, you must first write to the Council Tax Section giving details of your appeal. We will then reconsider your case.

If you make an appeal, in the meantime you still have to pay any Council Tax that is due. If your appeal is successful, you will receive a refund.

Appeals to the Valuation Office Agency

If you want to appeal against the band your property has been placed in, write to: Listing Officer, Valuation Agency, West Block, Westbrook Mills, Borough Road, Godalming, Surrey GU7 2SG.

Phone: 01483 702900

You can appeal about the band your home is in:

- if there has been a **‘material increase’** or **‘material reduction’** in the property’s value (these terms are explained below)
- if you have started or stopped using part of the property for business purposes, or the balance between domestic and business use changes
- if the Listing Officer has altered a list without a Council Tax payer asking for the change, or
- when you first become responsible for paying the Council Tax for a property. (You must appeal within six months. If the same appeal has already been considered by a Valuation Tribunal, it cannot be made again.)

A **material increase** is when a property increases in value as a result of building, engineering or other work. In these cases, the property is not revalued until after it is sold, so the person appealing would usually be the new owner.

Council Tax and Business Rates

A **material reduction** is when a property's value falls as a result of any part of the property being demolished, the physical state of the local area changing, or the property being adapted to make it suitable for someone with a physical disability to use.

In these cases, the property should be revalued as soon as possible. **If you appeal against the band your property has been placed in, you still have to pay any Council Tax that is due while a decision is being made.** If your appeal is successful, you will receive a refund.

For more information on appeals against banding, visit The Valuation Office website at www.voa.gov.uk

Business Rates (National Non-Domestic Rates)

We are responsible for collecting Business Rates from all business properties in the Borough. All the money we collect is paid into a central pool that is divided up and paid out to local authorities in the form of a grant. In 2007/2008, the total of all Business Rates due from businesses in the Borough is £40 million and we will receive a grant of £5.5 million.

Broadly, we work out the amount you pay by multiplying the rateable value of your property by a figure known as a 'multiplier', set by the Government.

For 2007/2008, the multiplier is 44.4p for large and medium-sized businesses and 44.1p for a small business. However, the amount you pay may be changed by any relief you may be entitled to. If any relief applies, it will be shown on your bill.

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

All rateable values are set by the Valuation Office Agency. If you have any questions about rateable values, contact:

The Valuation Officer
Valuation Office Agency
West Block
Westbrook Mills
Borough Road
Godalming
Surrey GU7 2SG

Phone: 01483 702900

Website: www.voa.gov.uk

In exceptional circumstances, if part of a business premises is not being used for a temporary period you may be entitled to relief (a reduction on the bill), unless you are keeping part of the premises empty through choice.

If your business is in financial difficulty, you may be able to get 'hardship relief' to reduce your bill.

If you need more information on any relief, or an application form, please contact the Business Rates Section or visit our website at www.woking.gov.uk



Please tell us what you think

Win £100 of shopping vouchers

After receiving comments from you, we have made some changes to the way that we provide information about our services and performance.

When producing this booklet, we took account of your comments about the design and layout of information. We hope that you find this booklet attractive, clear and easy to use.

We would really like to know what you think about this booklet. Please let us have your thoughts by filling in this short questionnaire. Please put the form in an envelope and send it to the freepost address shown. To be in with a chance of winning £100 of shopping vouchers, please fill in and send to us before **31 May 2007**.

On a scale of 1 to 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
Use of photographs	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 this booklet? (Please tick one box.)

- Keep it and use it
- Keep it but not sure if I will use it
- Give it to a friend or relative
- Recycle it or throw it away

If you would like to make any other comments about this booklet, please use the space below.

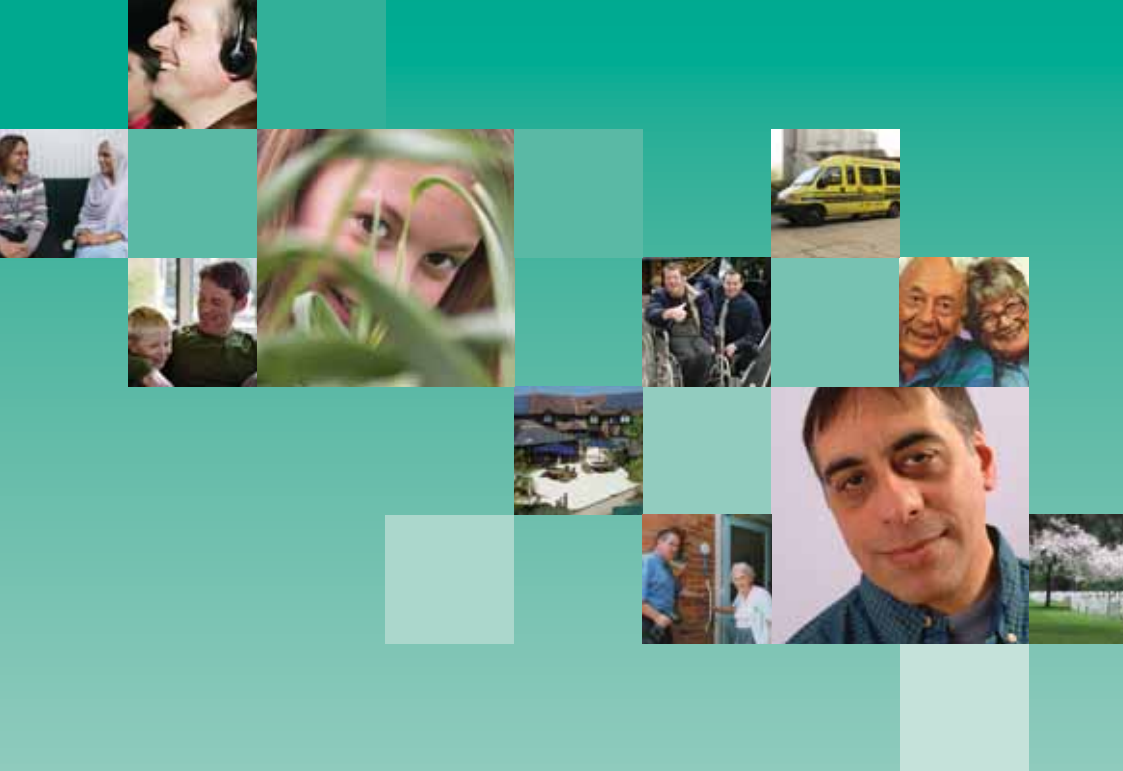
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Please cut out your filled-in questionnaire, put it in an envelope and post it to:

Marketing Communications, Woking Borough Council, Freepost (G1-1690),
Woking, GU21 6BR.



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