



Your **guide** to  
Council services  
in  
**Woking**  
2008/2009

- About the Council and how it is performing
- A to Z of services
- Council Tax and Business Rates information



# Contact us

**By phone** – Call our contact centre on **01483 755855**. Our friendly staff will be happy to direct you to the most appropriate person.

Please note: Woking Borough Council welcomes calls from Typetalk.

**By email** – If you have a specific enquiry, please look through our services directory (pages 13 to 42) and email the appropriate team. General comments and questions can be directed to **wokbc@woking.gov.uk**

**Through the internet** – Visit our website **www.woking.gov.uk** for information about the Council's services. Use our 'Do it online' section to report problems, comment on issues, pay bills, or apply for information and services. Our website gives you the opportunity to access information and send us your comments 24 hours a day.

**In person** – Visit the Civic Offices in Gloucester Square, Woking. The offices are open Monday to Friday from 9am to 4.45pm.

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

**01483 750548**



**LINK LINE**

# Introduction



Welcome to 'Your guide to Council services in Woking' which we are sending to all homes and businesses in the Borough. This guide explains how we use your Council Tax and Business Rates and provides information about Council services and how well they are performing.

To help you, the guide is divided into three colour-coded sections.

The first section gives some general information about the Borough, the Council and the services we provide, together with information on how we are performing and our plans for improvement.

The second section, the A to Z (page 13 onwards), gives contact details for the services provided by us, Surrey County Council and some other key organisations.

The third section provides detailed information about Council Tax and Business Rates for 2008/2009.

## Please tell us what you think

We are keen to know what you think of this guide and would like to invite you to send your comments about it to us, so that we can take them into consideration when preparing next year's 'Your guide to Council services in Woking'. Please let us know what you think about the length, layout and content by emailing **wokbc@woking.gov.uk** or by sending your comments to the following FREEPOST address:

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

## Other publications in this series

We are currently working on two other publications that will complete this series for people in Woking. 'Your guide to moving to Woking' is for people moving in to the Borough from other parts of the UK or overseas. 'Your guide to visiting Woking' is for people who are coming in to the Borough, either for business or pleasure, and are keen to find out more about our area. To find out more about either of these publications, please phone the Council on **01483 755855**.



# About us



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 and, to help us to use our resources in the most effective way, we have to set priorities. We continue to focus on three key priority areas for the coming year, as follows:

- decent and affordable housing
- the environment
- health and well-being.

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 comprising a leader and six Councillors who are appointed by the Council.

The Executive's work is 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](http://www.woking.gov.uk/wbc)



# Our priorities



## Decent and affordable housing

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. We continue to make good progress in important areas.

- Introducing new computer systems, for example the Hometrak system, which, in its first year of operation, enabled 400 households to choose where they would like to live, either in Council properties or through other registered social landlords.
- Although tackling homelessness remains a challenge, given the shortage of affordable homes in Woking, the number of households needing temporary accommodation remained low at an average of 14 in 2007, and we successfully prevented 200 cases of homelessness.
- Good progress was maintained towards achieving the Decent Homes Standard through the Pride Project, a partnership with a private company for maintaining and repairing Council houses.

- Increasing affordable family housing on larger developments to 40%, from 35%, through planning policies.

## The environment

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 and are sustainable in the future. This includes working on reducing greenhouse gases and adapting to climate change.

We are working to maintain a clean, healthy and safe environment and keep the amount of waste sent to landfill as low as possible and increase recycling.

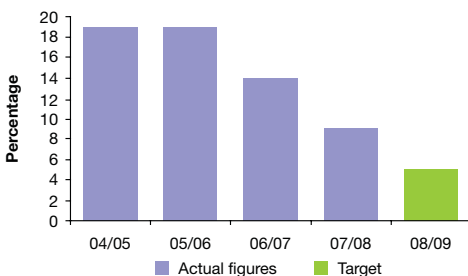
## Beacon Council

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

The Council has been successful in two categories – Sustainable Energy, recognising our work developing innovative energy projects, and Promoting Sustainable Communities through the Planning Process, in recognition of our work on developing affordable housing, energy efficient developments and better access to both local facilities and open spaces.

In November 2007, we were shortlisted for Beacon status in recognition of our work on adapting to or mitigating against the effects of climate change. During 2008, we will find out if we have been successful.

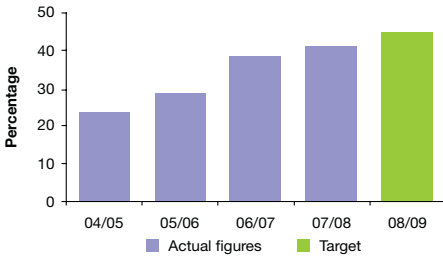
Non-decent Council housing



# Our priorities



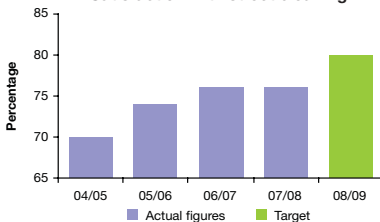
Household waste recycled



Our priorities include the following.

- Continuing to divert waste from landfill through the wheeled bin scheme, garden waste collection and recycling centres. Following a successful trial in 2007, all households with a blue-lidded wheeled bin can now recycle glass bottles and jars.
- Working with our partners, Serco, performance on street cleaning and grounds maintenance has seen a steady improvement. More needs to be done and changes have been made that should ensure improvements continue in future years.
- Our Climate Change Strategy is being revised in 2008, recognising what has been achieved to date and setting new objectives for the Council and our partners.

Satisfaction with street cleaning



## Health and well-being

We contribute to the health and well-being 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.

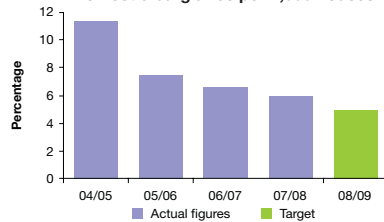
Our priorities include the following.

- Progressing the aims of the cultural strategy and meeting the community's needs, including bringing our development plans relating to arts, sports, health and well-being and green spaces into force.
- The Lightbox, a new gallery and museum for Woking, opened in 2007 and we will continue to work with and support this prestigious project, as a valuable community facility.
- Increasing the number of people, from all sections of the community, taking part in sports and cultural activities and targeting programmes at under-represented groups.
- Working with the Safer Woking Partnership to reduce crime, improve safety, and tackle anti-social behaviour.

For more information about the Council's performance, visit

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

Domestic burglaries per 1,000 houses



# The Community Strategy



Our vision and priorities are guided by the Community Strategy for Woking, which is based on significant consultation with the local community.

The aims for Woking over 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 well-being, 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](http://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. The focus for this is the Woking Local Strategic Partnership (LSP), comprising seven public, private, community and voluntary organisations which have all pledged to work together to deliver the Community Strategy's aims.

The Local Strategic Partnership has also 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.

Over the next three years, the Council and the LSP will be working with the Surrey Strategic Partnership (the LSP working at the county level) to deliver the new Local Area Agreement (LAA). This agreement between local public sector agencies and the Government will set out a number of key priority objectives to improve local services and increase economic prosperity.

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](http://www.windowonwoking.org.uk/sites/lsp)

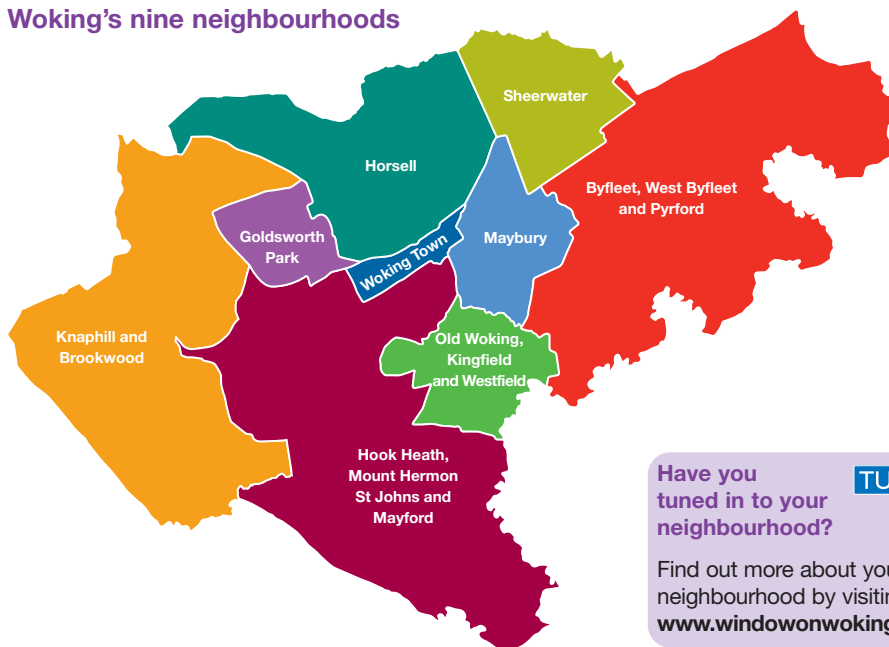
## Focus on neighbourhoods

Whilst the Community Strategy provides an overarching direction for the Borough, it is recognised that not all places are the same and that differences may exist in smaller geographic areas. Recognising these differences enables those organisations providing services to focus resources and activities on issues that matter most to people.

# Woking's neighbourhoods



## Woking's nine neighbourhoods



Have you  
tuned in to your  
neighbourhood?

TUNE IN

Find out more about your  
neighbourhood by visiting  
[www.windowonwoking.org.uk](http://www.windowonwoking.org.uk)

In 2006, local people were consulted to find out which areas of Woking Borough they live in and feel part of. Using the responses from this exercise, the Borough was divided into nine neighbourhoods related to environmental and community safety issues.

Specific Police Neighbourhood Specialist Officers (NSOs), Police Community Support Officers (PCSOs) and the Borough Council's Neighbourhood Officers are now dedicated to each of the nine areas.

The Council's Neighbourhood Officers are responsible for working closely with local people to tackle environment-

related problems, including untaxed or abandoned vehicles and graffiti. They are also responsible for keeping the Borough clean and litter-free and promoting positive messages about waste and recycling.

Working together, the Police and the Council's Neighbourhood Team will be even more effective at tackling any problems relating to crime, disorder and anti-social behaviour. To further strengthen the close working relationship between the Police and the Council, the Neighbourhood Policing Team moved into the Council's Civic Offices in January 2008 to work alongside Council staff.

# Working with you – consultation



Each year, we consult the public to find out what the local community thinks about what we are doing and how we should be providing 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.

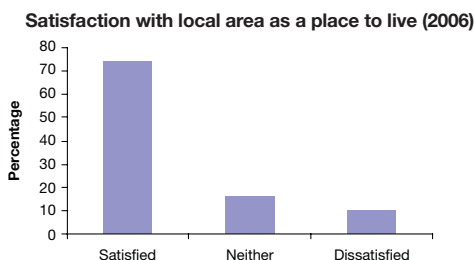
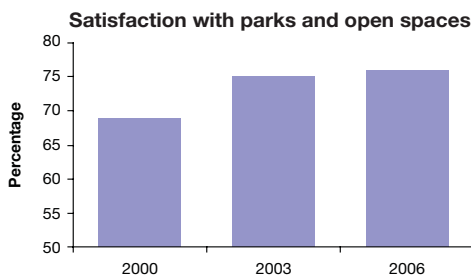
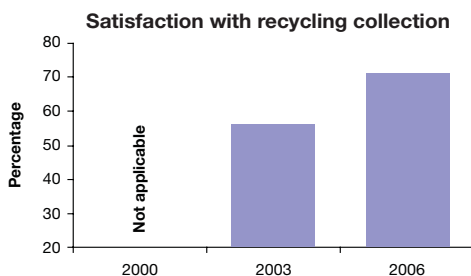
Every three years, local authorities in England carry out a major satisfaction survey, asking about our services and the way we provide them, people's views about the area they live in and specific questions about benefits, planning and housing services. These surveys enable us to compare our performance with that of similar councils and see where we can improve our services.

A selection of key results is shown here. Full results can be found on [www.woking.gov.uk/satisfactionsurveys](http://www.woking.gov.uk/satisfactionsurveys)

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.

## What is the Citizens' Panel?

Our main way of consulting is with the Citizens' Panel, 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](http://www.woking.gov.uk/citizenspanel)
- Email: [policy@woking.gov.uk](mailto:policy@woking.gov.uk)
- Phone: **01483 743870**.

# Keeping you informed



We understand that different people like to receive information in different ways, which is why we use a range of communication channels to get our messages out to you. Letters, posters, local media, and publications (like this one) are well-used channels along with the following.

## The new Woking Borough Council website

During 2007, the Council undertook a major project to review its existing website ([www.woking.gov.uk](http://www.woking.gov.uk)) and consider ways of improving it for the future. To find out what users thought of the site, it invited people to complete a questionnaire and attend focus groups to discuss certain aspects of the site. Over 600 people participated in the consultation, providing the Council with plenty of information with which to pave the way forward.

Following extensive work behind the scenes, the new site is almost finished and is expected to go live during March. In addition to improved navigation and a more attractive page layout, the new site offers: more opportunities to interact with the Council online, a chance to obtain detailed information about the place where you live, plus the latest news at the click of a mouse.

## Window on Woking

Our community website, Window on Woking ([www.windowonwoking.org.uk](http://www.windowonwoking.org.uk)), continues to go from strength to strength, with hundreds of community

groups now promoting themselves for free online. The site, which was provided by Woking Borough Council for use by the community, gives people an opportunity to find out what's going on in their community, which clubs and organisations are out there and what steps they can take to get more involved.

## The Woking Kiosks

Both the Council's website and Window on Woking can now be accessed using the Woking Kiosks, freestanding consoles positioned at different locations across the Borough for the convenience of local people and visitors. The kiosks provide local information at the touch of a screen and are free of charge for everyone to use.

Kiosks can be found at the Civic Offices, The Lightbox, Leisure Centre, Pool in the Park, and the Borough's centres for the community.

## The Woking Magazine

Each quarter, the Council produces an issue of The Woking Magazine to keep its residents up-to-date with its activities and to convey interesting information about the Borough and its people.

The magazine is delivered, free of charge, to all households in the Borough via Royal Mail. Ten thousand copies are also distributed to a number of public information points around the Borough.

# Where your Council Tax goes



In 2006/2007, we collected 98.4% of the Council Tax that was due.

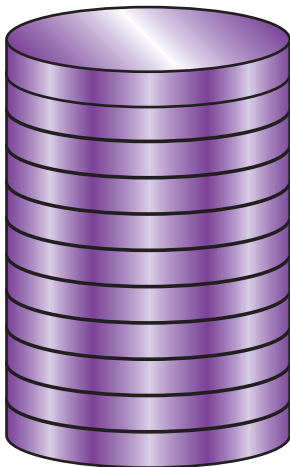
Each year, we are responsible for collecting Council Tax from our residents for our own services and those provided by Surrey County Council and Surrey Police. This financial year, the total amount due is £58.1 million.

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 46 or visit

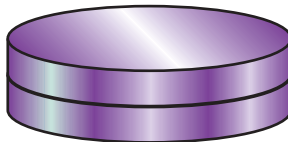
[www.woking.gov.uk/council/counciltax](http://www.woking.gov.uk/council/counciltax)

£42.8 million (74%)



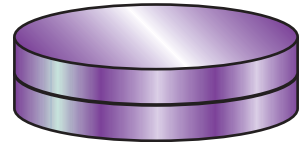
This is for major countywide services like education, environment, social care, managing waste, libraries and roads.

£1.7 million (13%)



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

£1.6 million (13%)



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

# A to Z of services

## Your local services in Woking Borough 2008/2009



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 directs you to the relevant council or service provider.

The services are listed alphabetically. If contact details are not listed next to the service, please refer to the relevant service provider – Woking Borough Council **W** or Surrey County Council **S** – listed in the key at the top of each page.

For your convenience, we have listed our full contact details below.

### Woking Borough Council

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

**Phone:** 01483 755855  
wokbc@woking.gov.uk  
www.woking.gov.uk

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

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

### Out-of-hours emergency contacts

#### ■ Woking Repair Service

**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

### Surrey County Council

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

**Phone:** 08456 009 009  
contactcentre@surreycc.gov.uk  
www.surreycc.gov.uk

**County Hall opening hours:** Monday to Friday, 7am to 7pm

**Contact Centre opening hours:**  
Monday to Friday, 8am to 6pm and Saturday 9am to 5pm for libraries only calls.

**Out-of-hours emergency calls** for social care, highways and registrations will be redirected via the switchboard number **08456 009 009**.

### Adults Social Care

Quadrant Court, 35 Guildford Road,  
Woking GU22 7QQ

**Phone:** 08456 009 009

### Out-of-hours emergency contacts

■ Social Services Emergency Duty Team

**Phone:** 01483 517898

■ Highways and Traffic Signal Fault Report Line

**Phone:** 08456 009 009

# A to Z of services

Your local services in Woking Borough 2008/2009



## A

### Abandoned vehicles W

environmentalmaintenance@woking.gov.uk  
or complete an online form.

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) W

envhealth@woking.gov.uk

**Also see** 'Skin piercing'.

### Adoption (children) S

**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 S

### Adult education S

### Air quality W

envhealth@woking.gov.uk

The Environmental Health Service monitors air quality in Woking.

### Alcohol licences W

licensing@woking.gov.uk

**Also see** 'Premises licences'.

### Allotments W

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 S

**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 W

envhealth@woking.gov.uk

### Archaeology S

**See** 'Surrey History Centre'.

### Archives S

**See** 'Surrey History Centre'.

### Arts and cultural events W

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 W

**See** 'Internal Audit'.

**Woking Borough Council** **W**  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** **S**  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**B**

**Benefits** **W**  
**See 'Housing Benefit and Council Tax Benefit'.**

**Births (registering)** **S**

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

**Bonfires** **W**  
 envhealth@woking.gov.uk

**Also see 'Environmental Control'.**

**Bottle banks** **W**  
 waste@woking.gov.uk  
**Also see 'Recycling'.**

**Bridleways** **S**

**Brockhill Extra-Care Sheltered Housing Scheme** **W**  
 Home Support Service  
**Phone:** 01483 743633  
 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** **W**  
**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** **W**  
 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** **W**  
 waste@woking.gov.uk

**Also see 'Furniture'.**

**Business Rates** **W**  
 brates@woking.gov.uk

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

**Bus passes** **W**  
 comments@woking.gov.uk

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

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

**Bustler – Community Transport** **W**  
**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.

# A to Z of services

Your local services in Woking Borough 2008/2009



## Byfleet Parish Council

Byfleet Parish Council is presently dormant, attending to only the minimum formalities. The Borough Council will review the position when legislation devolving power to the local level is enacted.

Byfleet Parish Council, c/o 26 High Road, Byfleet, KT14 7QG

## C

### Car parks

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 from the Civic Offices or online.

### Careline (emergency call service)

**Phone:** 01483 743647  
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

See 'Abandoned vehicles'.

### Casualty reduction

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

### CCTV and security

communitysafety@woking.gov.uk

Also see 'Community safety'.

### Cemeteries

The closed churchyards at St Peters in Old Woking, St Johns and St Marys in Byfleet are maintained by Serco, on behalf of Woking Borough Council.

Enquiries relating to plots are handled by each individual church. Please contact the church, cemetery or graveyard directly or, for more information, please contact the Guildford Diocese, care of Guildford Cathedral at [www.guildford-cathedral.org](http://www.guildford-cathedral.org) or phone **01483 547872**.

### Centres for the community

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

**Woking Borough Council** **W**  
 01483 755855  
[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

**Surrey County Council** **S**  
 08456 009 009  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.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](mailto:stmarys@woking.gov.uk)

■ **The Vyne**, off Broadway, Knaphill  
**Phone:** 01483 743558  
[vyne@woking.gov.uk](mailto:vyne@woking.gov.uk)

**Also see** 'Drop-in centres'.

**Cesspool emptying** **W**  
[waste@woking.gov.uk](mailto:waste@woking.gov.uk)

Emptying of cesspools and septic tanks.

**Chairman's Office** **S**  
**Phone:** 020 8541 9127

(Executive Assistant to Chairman)

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

**Charity collections** **W**  
[licensing@woking.gov.uk](mailto:licensing@woking.gov.uk)

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

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

**Chief Executive, Borough Council** **W**

■ **Chief Executive**  
 Ray Morgan  
[ray.morgan@woking.gov.uk](mailto:ray.morgan@woking.gov.uk)

■ **Deputy Chief Executive**  
 Douglas Spinks  
[douglas.spinks@woking.gov.uk](mailto:douglas.spinks@woking.gov.uk)

■ **Director of Neighbourhood Services**  
 Mark Rolt  
[mark.rolt@woking.gov.uk](mailto:mark.rolt@woking.gov.uk)

**Children's activities** **W**

A range of term-time and holiday activities are on offer in our Fun Attack brochure, produced three times a year. Fun Attack includes a programme for the under fives, arts courses, day camps, play schemes, sports courses, swimming tuition and activities for young people. For more information, visit [www.woking.gov/funattack](http://www.woking.gov/funattack)

**Citizens' Panel** **W**  
[policy@woking.gov.uk](mailto: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)** **S**

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

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

**Also see** 'Waste disposal'.

**Civil partnerships (registering)** **S**

# A to Z of services

Your local services in Woking Borough 2008/2009



## Clinical waste

W

waste@woking.gov.uk

Collecting clinical waste from homes.

## Community meals

W

See 'Meals'.

## Community safety

W

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)

W

See 'Buggy' and 'Bustler'.

## 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

W

developmentcontrol@woking.gov.uk

Trees in conservation areas are protected.

Also see 'Listed buildings and trees'.

## Consumer advice and complaints about goods and services

Phone: 0845 404 0506  
(Consumer Direct)

www.consumerdirect.gov.uk

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

W

envhealth@woking.gov.uk

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

## Council, Councillors and Committee Services (Borough Council)

W

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)

S

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

## Council Tax (Borough Council)

W

ctax@woking.gov.uk

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

**Woking Borough Council** **W**  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** **S**  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**Council Tax (County Council)** **S**  
 Enquiries and information about the County Council's share of Council Tax.

**Council Tax Benefit** **W**  
**See 'Housing Benefit and Council Tax Benefit'.**

**Countryside service (Borough Council)** **W**  
 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)** **S**  
 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 (now called Enquiries Direct)** **S**  
**See 'Enquiries Direct'.**

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

**D**

**Dangerous buildings and structures** **W**  
 buildingcontrol@woking.gov.uk

**Also see 'Building Control'.**

**Dead animals** **W**  
 Removing dead animals from roads.

**Deaths (registering)** **S**  
 The County Council is responsible for providing facilities for registering deaths in Surrey.

**Diseases of farm animals** **S**  
**See 'Animal health'.**

**Dog control** **W**  
 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:** 0844 8921025

This function has transferred to the Security Industry Authority.

**Drainage (land)** **W**  
 environmentalmaintenance@woking.gov.uk

Deals with maintaining watercourses and preventing flooding.

**Drains (blocked)** **W**  
**See 'Sewers'.**

**Drinking water (quality of)** **W**  
 envhealth@woking.gov.uk

**Also see 'Sampling'.**

# A to Z of services

Your local services in Woking Borough 2008/2009



## Driveways

S

Providing vehicle access to driveways across footpaths and verges.

## Drop-in centres

W

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

### ■ Sheerwater Coffee Shop

Sheerwater Community Centre,  
Devonshire Avenue

**Phone:** 01932 348192

**Also see** 'Centres for the community'.

## E

### Ear piercing

W

envhealth@woking.gov.uk

**Also see** 'Skin piercing'.

### Education (area office)

S

### Elections

W

elections@woking.gov.uk

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

### Electoral registration

W

elections@woking.gov.uk

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

### Electrolysis

W

envhealth@woking.gov.uk

**Also see** 'Skin piercing'.

### Emergencies

W S

To contact Woking Borough Council or Surrey County Council out of office hours, see list of numbers on page 13 of this guide.

**Woking Borough Council**



01483 755855

wokbc@woking.gov.uk

**Surrey County Council**



08456 009 009

contactcentre@surreycc.gov.uk

## Elections – shaping the future



Voting in elections is one of the most effective ways of making sure that your voice is heard by the leaders in your community. By using your vote, you can have a say in the future of the Borough and help shape an environment in which we can all be glad to live and work.

Woking Borough Council is composed of 36 Councillors. The Councillors are elected by thirds. This means that a regular election of 12 Councillors in rotation is held, usually on the first Thursday in May, every three out of four years. There are no elections for the Borough Council in the fourth year. Each Councillor is elected for a four-year term.

The next Borough Council elections will be held on **Thursday 1 May 2008**. To vote, you must be on the Electoral Register. If you are unsure of whether you are on the register, please contact Electoral Services at Woking Borough Council. The deadline for getting on the Electoral Register for the May elections is **Wednesday 16 April 2008**.

## Emergency call service



See 'Careline'.

## Employment statistics



policy@woking.gov.uk

## Empty homes



housingenabling@woking.gov.uk

Coordinates 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

## Enquiries Direct



Phone: 01483 543599

libraries@surreycc.gov.uk

Enquiries Direct is Surrey Libraries' information service, available by email or phone. If you're looking for information, whatever the subject, just get in touch.

# A to Z of services

Your local services in Woking Borough 2008/2009



## Environmental Control

W

envhealth@woking.gov.uk

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

## European Office

S

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

W

Details of events taking place in Woking and the surrounding area can be found on the community website, Window on Woking, at

[www.windowonwoking.org.uk](http://www.windowonwoking.org.uk)

Some events are also listed in The Woking Magazine, published quarterly by Woking Borough Council.

# F

## Farmers' market

See 'Market'.

## Financial management

W S

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

S

(emergencies – dial 999)

## Fire and Rescue (other enquiries)

S

Phone: 01737 242444

Making sure the environment is safe from fire risks.

## Fire safety advice

S

## Flooding

### ■ Floodline

Phone: 0845 988 1188 (24 hours)

### ■ Incident Hotline

Phone: 0800 807060 (24-hour hotline)

### ■ Environment Agency (general enquiries)

Phone: 0870 850 6506 (8am to 6pm, Monday to Friday)

## Fly-tipping

W

environmentalmaintenance@woking.gov.uk

## Food complaints

W

envhealth@woking.gov.uk

Responds to complaints about food bought within the Borough.

## Food safety

W

envhealth@woking.gov.uk

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

## Footpaths

S

See 'Public rights of way'.

**Woking Borough Council** **W**  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** **S**  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**Fostering**

**S**

**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.

**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 are only open Monday to Wednesday from 9.30am to 5pm.

**Also see 'Bulky waste collections'.**

**G**

**Garages**

**W**

tenantandleaseholderservices@woking.gov.uk

Woking Borough Council rents out a number of garages to both Council tenants and private homeowners.

**Garden rubbish**

**W**

waste@woking.gov.uk

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

**Also see 'Rubbish collections'.**

**Making the most of green waste**

Our kerbside collection service is a great way to recycle garden waste, such as grass cuttings, clippings and weeds. To use the service, simply place your green garden waste in **official clear sacks** (other containers will **not** be collected), and place them on the kerbside **by 6.30am on the same day as your black bin or black sack collection.**

Your green waste will then be taken to a waste transfer station prior to onward transportation to a composting facility.

Please do not put garden waste in your black or blue containers.

Woking Borough Council's clear plastic sacks (made from 100% recycled plastic) can be purchased from a number of locations including the Civic Offices, Biffa Waste Services in Monument Way East, and the Council's centres for the community.



# A to Z of services

Your local services in Woking Borough 2008/2009



## Grants

### ■ For arts projects

S

**Phone:** 01483 728711  
[surreycountyarts@surreycc.gov.uk](mailto:surreycountyarts@surreycc.gov.uk)  
 Grants may be available for certain types of community arts projects.

### ■ For arts societies and organisations

W

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

### ■ For house renovations and adaptations

W

[housinggrants@woking.gov.uk](mailto:housinggrants@woking.gov.uk)  
 The Housing Service provides grants to private tenants, landlords (for certain works) and vulnerable owner occupiers to improve the standard of housing. Grants are also provided to bring empty homes back into use.

**Also see 'Homelink' and 'Housing matters'.**

### ■ For sports clubs and organisations

W

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

### ■ For students

S

[student.finance@surreycc.gov.uk](mailto: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](mailto: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](mailto:youth@woking.gov.uk)

## Grass cutting and grounds maintenance

W

[environmentalmaintenance@woking.gov.uk](mailto: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](http://www.greencone.com)

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

## Green energy

W

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

**Also see 'Thameswey'.**

## Gypsies and travellers

S

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.

**Woking Borough Council** **W**  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** **S**  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**H**

**Halls for hire** **W**

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.co.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 the community website  
**www.windowonwoking.org.uk**

**Health and safety** **W**

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** **W**

**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** **S**

See 'Surrey History Centre'.

**Hoardings (putting up)** **S**

**Homelink** **W**

homelink@woking.gov.uk

A 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.

# A to Z of services

Your local services in Woking Borough 2008/2009



## Home Support Services

W

homesupport@woking.gov.uk

sheltered and supported accommodation to live independently.

### ■ 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

## Houses in Multiple Occupation (HMOs)

W

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 – our top priority

Housing is Woking Borough Council's top priority and we are working to provide access to decent and affordable housing for local people.

- Manage Hometrak Woking, our choice based lettings scheme, to help applicants on the Housing Register bid for a Council or housing association property of their choice.
- Provide supported, sheltered and extra-care accommodation for older people.
- Manage Careline, an emergency alarm system, which enables older and disabled people to live independently at home.
- Prevent homelessness by finding alternative accommodation, providing mediation or offering rent deposits.
- Develop new homes in the Borough on Council or privately owned sites, run the Private Rented Scheme and Private Sector Leasing Scheme and provide grants to improve private properties, provide adaptations, improve energy efficiency and reduce the number of empty homes.
- Manage more than 3,500 Council owned properties.
- Manage Homelink, the Home Improvement Agency. The agency helps people who privately rent or own their own homes to live in comfort and independence by improving, repairing or adapting the home.



**Woking Borough Council** W  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** S  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**Housing Benefit and Council Tax Benefit** W

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** W

**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 or complete an online form at **www.woking.gov.uk**

**Housing matters** W

**Housing enabling**

housingenabling@woking.gov.uk

Works with housing associations and other agencies to provide affordable housing. Also deals with private sector housing (including leasing schemes for landlords) and grants to improve private properties and bring empty homes back into use.

**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 13.**

**Housing Services (Council housing)** W

tenantandleaseholderservices@woking.gov.uk

Carries out the day-to-day care and running of Council homes and their general environment.

■ **Management of Council homes**

Oversees offers of accommodation, rent arrears, Right-to-Buy applications, mutual exchanges and tenancy transfers. Takes action in cases of anti-social behaviour involving Council tenants. Manages Council garages and cleaning of Council blocks of flats.

■ **Repairs to Council homes**

**Phone:** 0800 521555

Deals with day-to-day repairs and out-of-hours emergencies. To report gas central heating problems, please phone 0800 9803382.

# A to Z of services

Your local services in Woking Borough 2008/2009



## ■ Decent Homes

Manages the programme of investing in housing stock and making sure tenants' homes are maintained and improved. Consults residents on the Decent Homes Programme and other works.

## ■ Adaptations to Council homes for elderly and disabled residents

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

## ■ Tenant Participation

Consults tenants and residents.

## Housing (private-sector improvements) W

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'.

## Human Resources W

hr@woking.gov.uk

Provides a range of people management services related to employment with Woking Borough Council.

**Also see** 'Jobs'.

## I

### Infectious disease control W

envhealth@woking.gov.uk

Environmental Health investigates reports of infectious diseases and food poisoning.

### Insurance W

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 W

audit@woking.gov.uk

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

### Internet W S

See 'Website'.

## J

### Jobs W

hr@woking.gov.uk

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

**Woking Borough Council** W  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** S  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**L**

**Land charges** W

landcharges@woking.gov.uk  
 Searches and enquiries relating to buying a property.

**Land enquiries** S

www.surreyonline.info  
 Information and enquiries relating to County Council property and tenancies.

**Also see 'Property enquiries'.**

**Landlord harassment** W

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** W

housingenabling@woking.gov.uk  
 Schemes to help landlords rent out their property.

**Leisure and recreation centres** W

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

**Phone:** 01483 771122  
 leisurecentre@woking.gov.uk

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

Open during evenings and weekends for community use.

**Phone:** 01483 888447 (bookings)

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

Woking Leisure Centre and Pool in the Park are situated within the attractive grounds of Woking Park, just outside Woking Town Centre. With easy parking (free for up to four hours) and excellent public transport links, the two buildings offer an excellent range of health and leisure facilities for everyone.

Visit the leisure pages at **www.woking.gov.uk** for details on an extensive range of facilities including Evolve Fitness Gym, sports hall, squash courts, fitness studios and coaching.

Our swimming complex includes a 25-metre competition pool, teaching pool and a leisure lagoon with wave machine, slides and a changing area for families. Our pool complex has excellent access for disabled people.



# A to Z of services

Your local services in Woking Borough 2008/2009



- **The Winston Churchill School Sports Centre**, Hermitage Road, St Johns, GU21 1TL  
Open during evenings and weekends for community use.  
**Phone:** 01483 797015 (bookings)

For swimming facilities, also see 'Swimming pools'.

## Libraries

S

For all libraries, call the main Surrey County Council number **08456 009 009**.

- **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.

## Licences for petroleum, poisons and explosives

S

trading.standards@surreycc.gov.uk

## Licences

W

- **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.

Also see entries under 'Premises licences'.

- **Public entertainment**

licensing@woking.gov.uk

Also see entries under 'Premises licences'.

- **Skips**

See 'Skip licences'.

- **Street and house-to-house collections and lotteries**

licensing@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**

licensing@woking.gov.uk

Also see 'Taxi and private-hire licensing'.

## Lighting (street)

- **Adopted roads**

S

- **Council housing areas**

W

**Woking Borough Council** W  
 01483 755855  
[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

**Surrey County Council** S  
 08456 009 009  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)

**Listed buildings and trees (conservation areas)** W

■ **Buildings**  
[developmentcontrol@woking.gov.uk](mailto:developmentcontrol@woking.gov.uk)  
 Planning staff can give general advice on listed buildings, design and environmental improvements.

■ **Trees**  
[developmentcontrol@woking.gov.uk](mailto:developmentcontrol@woking.gov.uk)  
 For Tree Preservation Orders (TPOs) and trees in conservation areas.

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

**Local Development Framework – planning for the future**

The adopted Woking Borough Local Plan sets out current planning policies for the Borough. These guide and control future development through decisions on planning applications made throughout the year. Supplementary Planning Guidance notes are also available on a range of issues. Although the Local Plan’s shelf life was originally intended to end in 2006, the majority of its policies will continue to be used until they are replaced by those in the emerging Local Development Framework.

The new Local Development Framework will be a suite of planning policy documents. The Council is currently working on the Core Strategy, which will set out the overall vision and direction for the Borough’s development, and is in the early stages of working out where new homes could be built, which will be set out in a Site Allocations Development Plan Document. The Council is also working on a number of Supplementary Planning Documents which will provide guidance on design, improving the sustainability of development and providing the infrastructure needed to support it. In the coming months, the Council will be consulting the community at different stages of developing these documents.

If you would like to be involved in shaping the Local Development Framework for the Borough, phone the Council on **01483 743871** or email [planning.policy@woking.gov.uk](mailto:planning.policy@woking.gov.uk)



# A to Z of services

Your local services in Woking Borough 2008/2009



## Local Agenda 21 initiative

W

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

S

**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/Local Development Framework

W

policy@woking.gov.uk

## Lottery permits

W

licensing@woking.gov.uk

**Also see** 'Licences'.

# M

## Market

W

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 Woking Town Square.

## Marriages (registering)

S

**See** 'Register offices'.

## Mayoral matters

W

mayoralty@woking.gov.uk

Enquiries about all matters relating to the Mayor of Woking.

## Meals

W

**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

W

**See** 'Pest control'.

## Minerals extraction

S

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.

**Woking Borough Council** W  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** S  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**Mortgages**

**Phone:** 01582 868621  
**Fax:** 01582 868622

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 737800  
 info@thelightbox.org.uk

The Lightbox is a new gallery and museum, which opened in central Woking in 2007. It includes a canal-side garden, café and shop. It is a family-friendly venue with full disabled access. To find out more, visit [www.thelightbox.org.uk](http://www.thelightbox.org.uk)

**Music and performing arts** W  
 arts@woking.gov.uk

**Also see** 'Arts and cultural events'.

**N**

**Nappies** W  
 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.

**Noise complaints** W  
 envhealth@woking.gov.uk  
**Also see** 'Environmental Control'.

**O**

**Odours** W  
 envhealth@woking.gov.uk  
**Also see** 'Environmental Control'.

**Older people's services (Borough Council)** W  
 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)** S  
 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**

**Parish Council Offices**  
**See** 'Byfleet Parish Council'.

**Parking** W  
 parking@woking.gov.uk  
 Information about parking in Woking is

# A to Z of services

Your local services in Woking Borough 2008/2009



available from the Civic Offices in Gloucester Square or on the Woking Borough Council website.

**Also see 'Car parks' for information on Council-run car parks.**

## Parks

W

commservcountry@woking.gov.uk

**Also see 'Recreation grounds' and 'Woking Park'.**

## Pest control

W

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

W

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

W

commservcountry@woking.gov.uk

We manage 35 children's play areas across the Borough.

## Play schemes

W

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.

**Also see 'Children's activities'.**

## 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

W

envhealth@woking.gov.uk

**Also see 'Environmental Control'.**

## Population and land use statistics

W

policy@woking.gov.uk

Information is available on the population and a range of trends in how land is used in Woking.

## Potholes

S

**See 'Road maintenance'.**

## Prices falsely advertised

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

**Woking Borough Council** W  
 01483 755855  
 wokbc@woking.gov.uk

**Surrey County Council** S  
 08456 009 009  
 contactcentre@surreycc.gov.uk

**Premises licences (Gambling Act and casinos)** W  
 licensing@woking.gov.uk

Licences for gambling, gaming machines and casinos are now needed under new laws.

**Premises licences (Sale or supply of alcohol, regulated entertainment and hot food after 11pm)** W  
 licensing@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.

**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** W  
 propertyservices@woking.gov.uk

Information and enquiries about our land and property.

**Also see 'Vacant commercial properties'.**

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

**Public toilets** W  
 environmentalcontracts@woking.gov.uk

**R**

**Rats** W  
 See 'Pest control'.

**Record office** S  
 See 'Surrey History Centre'.

**Recreation centres** W  
 See 'Leisure and recreation centres'.

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

**Recruitment or job applications**

- **In local government**  
 See 'Jobs'.
- **General**  
 See 'Community and advice organisations' and 'Jobcentre Plus' on page 43 of this guide.

**Recycling (Borough Council)** W  
 waste@woking.gov.uk

We have set up recycling centres across the Borough, with facilities for recycling a range of materials.

**Also see 'Wheeled bins'.**

# A to Z of services

Your local services in Woking Borough 2008/2009



## Recycling (County Council)

S

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

Enquiries on recycling facilities in the county.

## Register Offices

S

- **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

S

## Road gritting

S

## Road maintenance

S

Surrey County Council maintains local adopted roads and footpaths.

## Road safety

S

**Phone:** 020 8541 9974 (general information)

Education and advice for all road users.

**Also see** 'Traffic management'.

## Rubbish (collections)

W

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

There is a charge for us collecting bulky waste.

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

## Rubbish (dumped)

W

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

W

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

S

**Also see** 'Trading Standards'.

## Schools

S

Full details about schools in the area can be viewed on the Surrey County Council website.

## Searches

W

**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)

**Woking Borough Council** **W**  
 01483 755855  
[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

**Surrey County Council** **S**  
 08456 009 009  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)

**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.

**Sheltered and supported Housing** **W**  
 See 'Home Support Services'.

**Skin piercing** **W**  
[envhealth@woking.gov.uk](mailto: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** **S**  
 Every skip on the public highway must be licensed. Your skip supplier will apply for the licence.

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

On 1 July 2007, smoking was banned in most enclosed public spaces. Our Environmental Health Team is responsible for enforcing the ban.

**Social Services** **S**

**Sports development** **W**  
[sports@woking.gov.uk](mailto: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** **W**  
[sports@woking.gov.uk](mailto: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** **S**

**Phone:** 020 8541 9459  
[sasig@surreycc.gov.uk](mailto: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** **W**  
[environmentalmaintenance@woking.gov.uk](mailto:environmentalmaintenance@woking.gov.uk)

**Street lighting** **W S**  
 See 'Lighting (street)'.

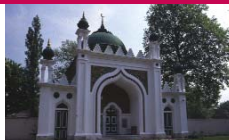
**Street naming and numbering** **W**  
[addressing@woking.gov.uk](mailto:addressing@woking.gov.uk)

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

**Street nameplates** **W**  
[environmentalmaintenance@woking.gov.uk](mailto:environmentalmaintenance@woking.gov.uk)

# A to Z of services

Your local services in Woking Borough 2008/2009



## Sundry debts

W

financialmanagement@woking.gov.uk

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

## Suppliers

W

financialmanagement@woking.gov.uk

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

## Surrey County Arts

S

Phone: 01483 728711

surreycountyarts@surreycc.gov.uk

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

## Surrey County Council Community Support Team

S

See 'Local Committee for Woking'.

## Surrey County Council

S

Local Committee for Woking

See 'Local Committee for Woking'.

## Surrey History Centre

S

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

W

### 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. Our pool complex has excellent access for disabled users. Please contact us for more information on public swimming and swimming lessons for both children and adults.

A number of school swimming pools are open during the school summer holidays for family swimming. For details, contact the Pool in the Park.

**For other leisure opportunities, also see 'Leisure and recreation centres' and 'Sports pitches'.**

## T

## Tattoo parlours

W

envhealth@woking.gov.uk

See 'Skin piercing'.

## Taxi and private hire licensing

W

licensing@woking.gov.uk

The service licenses all hackney carriages and private hire vehicles, drivers and companies within the Borough.

**Woking Borough Council** W  
 01483 755855  
[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

**Surrey County Council** S  
 08456 009 009  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)

**Tenant participation** W  
[tenantandleaseholderservices@woking.gov.uk](mailto:tenantandleaseholderservices@woking.gov.uk)

Contact Tenant and Leaseholder Services to find out more about participation and to obtain contact details for the Tenant Representatives.

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

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

**Thameswey** W  
[thameswey@woking.gov.uk](mailto: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)** S  
[www.surreywaste.info](http://www.surreywaste.info)

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

**Tourist information** W  
**See** 'Visitor Information Service'.

**Town twinning** W  
[wttta@woking.gov.uk](mailto: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** S  
**Phone:** 01372 371700  
[trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk)

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

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

**Traffic signal fault report** S  
**Training courses (food hygiene and health and safety)** W  
[envhealth@woking.gov.uk](mailto:envhealth@woking.gov.uk)

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

**Travel information (buses and trains)** S  
**Phone:** 0871 200 22 33 (Traveline)  
[www.traveline.org.uk](http://www.traveline.org.uk)

**Travellers** S  
**See** 'Gypsies and travellers'.

# A to Z of services

Your local services in Woking Borough 2008/2009



## Trees

W

### ■ 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

W

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'.**

## Bins wheelie help to recycle more!

In 2005, Woking Borough Council introduced a twin wheeled bin scheme to encourage people to recycle more. Most households in the Borough have two wheeled bins, a blue or blue-lidded one for recyclable materials and a black bin for household waste that cannot be recycled. There is an alternate weekly collection of waste which means that the black bin is collected one week and the blue-lidded bin the next.

Since the introduction of the scheme, the Borough has seen a significant improvement in recycling rates and, now that glass bottles and jars can be put into the blue-lidded wheeled bins, the rate is set to increase further. With landfill space rapidly filling up, it's never been more important to recycle.

**Please recycle the following materials in your blue-lidded wheeled bin:**



**Woking Borough Council** W  
 01483 755855  
[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)

**Surrey County Council** S  
 08456 009 009  
[contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)

V

**Vacant commercial properties (Borough Council)** W

[propertyservices@woking.gov.uk](mailto: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)** S

For information on empty business properties in the county.

[www.surreyonline.info](http://www.surreyonline.info)

**Visitor Information Service** W

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

Information on local events, activities, hotels and B&B accommodation in the Borough and across the region. This service can put together welcome packs for people who are visiting or moving into the Borough.

**Voting** W

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

**Also see** 'Electoral registration'.

W

**Wasps** W

**See** 'Pest control'.

**Waste disposal** S

[www.surreywaste.info](http://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.

**Also see** 'Civic amenity sites'.

**Water quality (bathing and drinking)** W

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

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

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

**Website (community)** W

[www.windowonwoking.org.uk](http://www.windowonwoking.org.uk)

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

# A to Z of services

Your local services in Woking Borough 2008/2009



## Website (County Council)

S

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

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

Also see 'Surrey Online'.

## Wheeled bins

W

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

## Woking in Bloom

W

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

## Woking Magazine

W

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

48,000 copies of this free magazine are delivered to households and businesses in the Borough four times a year. A ratecard for advertising is available.

## Wormeries

W

Phone: 0845 130 6090

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

## Y

### Youth centres

S

### Youth Council

W

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

[www.wokingyouthcouncil.co.uk](http://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

S

### Youth services

W

(Borough Council)

[youth@woking.gov.uk](mailto: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.

## Woking Park

W

[commservcountry@woking.gov.uk](mailto: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.



# Other useful numbers



## Business advice organisations

### Business Link Surrey

Phone: 0845 749 4949

### Enterprise First

Phone: 0845 458 7535

### The Learning Skills Council for Surrey

Phone: 0845 019 4145

### 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

### Familyline

Phone: 0808 800 5678

### Fire and Rescue Service

Phone: 01737 242444

### Jobcentre Plus

Phone: 01483 702100

### Jobcentre Plus (benefits claims)

Phone: 0800 0556688

### NSPCC

Child protection helpline.

Phone: 0808 800 5000

### Police

Phone: 0845 125 2222

### Relate

Relationship support service.

Phone: 01483 715285

### RSPCA

Animal protection advice.

Phone: 0300 123 4555

### Samaritans

Phone: 01483 505555

### Sexual Health Line

Phone: 0800 567123

### Sheerwater Maybury Partnership

Phone: 01483 757931

### Shelter

Phone: 0808 800 4444

### shopMobility

Level 1, The Peacocks, Woking.

Phone: 01483 776612

### Surrey Drug Care

Phone: 01483 300112

# Other useful numbers



## 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 Mediation Service

Neighbour dispute resolution.

**Phone:** 01483 301010

## Woking Community Mental Health Team

**Phone:** 01483 756318

## Department for Work and Pensions

■ **Benefit Enquiry Line**  
**Phone:** 0800 882200

■ **Child Support**  
**Phone:** 0845 713 3133

■ **National Insurance Contributions**  
**Phone:** 0845 302 1479

■ **War Pensions**  
**Phone:** 0800 169 2277

## 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)

### The Big Apple

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

**Phone:** 01483 727100

### The Lightbox

Woking's brand new gallery and museum. The gallery spaces host a wide range of exciting exhibitions which change regularly.

**Phone:** 01483 737800

### Window on Woking

For a detailed list of what's on in Woking, visit the community website Window on Woking  
[www.windowonwoking.org.uk](http://www.windowonwoking.org.uk)

### Woking Leisure Centre and Pool in the Park

See 'Leisure and recreation centres' on page 29.

**Phone:** 01483 771122

### Woking Wurlitzer

Concerts with music played on a genuine US theatre organ, held in the Wurlitzer Hall at Woking Leisure Centre.

**Phone:** 01483 771122

# Other useful numbers



## Health services

### St Peter's Hospital

**Phone:** 01932 872000

### 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, Mon to Fri, 8am to 6pm)

To report river flooding, damage or danger to the natural environment, poaching, risks to wildlife, illegal dumping of waste, pollution, and chemical spills in watercourses, 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)

**Phone:** 0845 920 0800 (all enquiries and emergencies)

## Public transport

### Local bus information

**Phone:** 01483 750525

### National Express coaches (including RailAir)

**Phone:** 0870 575 7747

### National Rail Enquiries

**Phone:** 08457 484950

### Traveline

**Phone:** 0871 200 2233

# Council Tax and Business Rates



## 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 2008/2009 the basic rate is £1,436.58. 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 2008/2009.

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 49 to 50.

## The effect on the level of Council Tax

The total amount we spend has increased by £6,026,000, mainly as a result of inflation, the cost of financing assets and additional services being provided, offset by cost reductions.

Income from rents, charges for services and government funding has also increased so that for Woking's services there is no increase in Council Tax for 2008/2009.

## How much is it? Council Tax by band for 2008/2009

Property values (1 April 1991)	Band	Surrey County Council	Surrey Police Authority	Woking Borough Council	Total Council Tax
£40,000 or less	<b>A</b>	£705.36	£125.28	£127.08	£957.72
£40,001 to £52,000	<b>B</b>	£822.92	£146.16	£148.26	£1,117.34
£52,001 to £68,000	<b>C</b>	£940.48	£167.04	£169.44	£1,276.96
£68,001 to £88,000	<b>D</b>	£1,058.04	£187.92	£190.62	£1,436.58
£88,001 to £120,000	<b>E</b>	£1,293.16	£229.68	£232.98	£1,755.82
£120,001 to £160,000	<b>F</b>	£1,528.28	£271.44	£275.34	£2,075.06
£160,001 to £320,000	<b>G</b>	£1,763.40	£313.20	£317.70	£2,394.30
£320,001 or more	<b>H</b>	£2,116.08	£375.84	£381.24	£2,873.16
<b>Percentage change from previous year</b>		4.8%	9.7%	0%	4.7%

# 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.

	2007/2008	2008/2009
	£'000	£'000
<b>Total expenditure</b>	<b>74,430</b>	<b>80,456</b>
Less: income	55,614	61,033
Less: movements in reserves	4,700	5,104
<b>Budget requirement</b>	<b>14,116</b>	<b>14,319</b>
Government funding	6,445	6,562
Council Tax surplus from previous years	74	46
<b>Amount to be met by Council Tax</b>	<b>7,597</b>	<b>7,711</b>

## Why our budget has changed

	£'000
Inflation on service costs	2,830
New services	270
Increased asset financing costs	1,056
Reduction in interest and investment income	152
Cost reductions	-1,667
Inflation avoided	-150
Increased fees, charges and other income	-2,095
Changes to government grants, subsidy and previous year's surpluses	-282
<b>Total</b>	<b>114</b>

## Local levies for flood defences

The Environment Agency issues local levies to Surrey County Council each year for flood defences. The levies are included in Surrey Council Council's portion of your Council Tax bill.

The changes in the gross expenditure between the years are due mainly to increases in grant aid (Thames), maintenance (Southern), and a programme of levy schemes (both).

	Southern		Thames	
	2007/2008 £'000	2008/2009 £'000	2007/2008 £'000	2008/2009 £'000
<b>Gross expenditure</b>	<b>54,106</b>	<b>55,930</b>	<b>81,551</b>	<b>88,357</b>
Levies raised from SCC	1,109	1,131	9,000	10,000

## Enquiries

If you have any questions about or problems with Council Tax or Business Rates, please refer to the contact details on the back of your bill.

# Council Tax and Business Rates



## '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%. With effect from 1 April 2008, empty unfurnished properties will be charged at full rate.

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 (a student qualifies even during a period when they are not attending the course. They only cease to be a student when they complete, abandon, or are no longer permitted by the educational establishment to attend the course)
- 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).

**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.

# Council Tax and Business Rates



## People with disabilities

If your home has to be adapted 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.

## 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](http://www.woking.gov.uk/council/benefits) 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, or 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.)

# Council Tax and Business Rates



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. 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](http://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 2008/2009, the total of all Business Rates due from businesses in the

Borough is £45 million and we will receive a grant of £5.8 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 2008/2009, the multiplier is 46.2p for large and medium-sized businesses and 45.8p 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. (Contact details on page 50.)

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/business](http://www.woking.gov.uk/business)

# We've found a winning formula for our website!

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



easy to navigate



user friendly



really helpful when looking for local information



even more attractive than it was before



been able to serve you 24 hours a day, seven days a week



accessible to everyone!

Why not log on to [www.woking.gov.uk](http://www.woking.gov.uk) and see for yourself.

