

# Working for Woking

## 2006/2007



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



This booklet contains a summary of our Service and Performance Plan for 2006/2007. A full version together with more information about our finances is on our website at [www.woking.gov.uk/wbc/sppfmgt](http://www.woking.gov.uk/wbc/sppfmgt)

We issue this booklet to every household and business in the Borough. The paper used is from sustainable sources.

Please note that all details contained in this booklet were correct at the time of going to print.

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

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# Welcome

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

This booklet is split into three colour-coded sections.

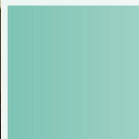
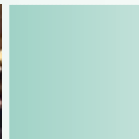
The first section tells you how the services we provide are performing and sets out plans for improving them.

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

The third section provides detailed information about Council Tax and Business Rates for 2006/2007.

We hope this booklet will help you to get access to our services as easily as possible and explain how we use your Council Tax and Business Rates. Last year, we combined all this information into one booklet for the first time, and we received very positive feedback.

This year, we have made further improvements to the booklet and would be keen to know what you think. If you would like to give us your views on this year's booklet, please complete the questionnaire at the back (page 49).



# About Woking Borough

## Key facts

- 89,600 people live in the Borough.
- The Borough covers 6,359 hectares (15,713 acres).
- 60% of the Borough is green belt land (open land which cannot be built on).
- 473 hectares (1,170 acres) of the Borough is common-land (land the public has access to).
- There are 38,542 homes in the Borough.
- The Borough has 26 recycling centres.
- The Borough has 292 km (181 miles) of roads.



# About us

## Our vision

Our vision is **‘towards tomorrow today’**.

### It means:

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

## Our priorities

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

### ■ Decent and affordable housing

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

### ■ The environment

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

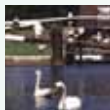
## ■ Health and wellbeing

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

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

The Executive's work is currently reviewed by three overview and scrutiny committees. However, from May 2006 there will be one overview and scrutiny committee which will be responsible for setting up task groups to look at different aspects of our work. This is expected to lead to greater efficiency and better direction.

For more details about our structure and your local councillors, please visit [www.woking.gov.uk/wbc](http://www.woking.gov.uk/wbc)



# The Community Strategy

Our vision and priorities are guided by the 'Community Strategy for Woking' which we produced after consulting the community.

## The aims for Woking are to:

- create a strong community spirit with a clear sense of belonging and responsibility;
- promote a clean, healthy and safe environment;
- have a transport system that is accessible and has good links, recognising Woking's potential as a transport 'hub';
- give local people and key workers access to good-quality and affordable housing;
- have a community which values personal health and wellbeing; and
- provide 'joined-up' and accessible local facilities and services.

We are currently reviewing the strategy to see if its aims still reflect the needs of the local community. We will publish the revised strategy in the summer.

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

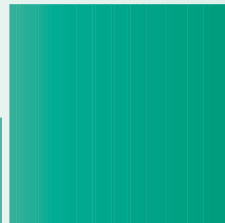
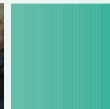
## Working in partnership

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

As well as the seven partners mentioned above, the Local Strategy Partnership has set up a group of 'linked partners' to help guide its work and to give the community the best opportunity to become involved.

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

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



# Decent and affordable housing

## How are we doing?

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

### Good progress

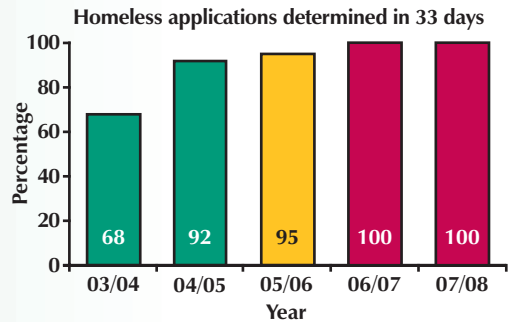
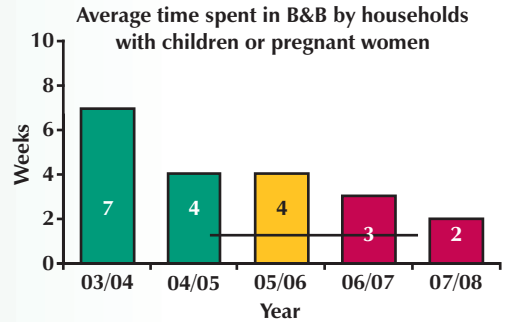
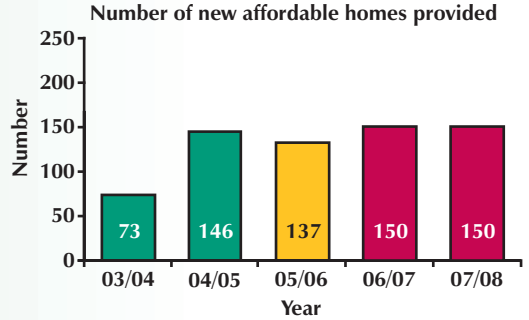
Audit Commission inspectors have recently reviewed our housing services. The review found that we are making good progress in six important areas including:

- giving priority to housing issues;
- introducing new computer systems;
- focusing resources on homelessness;
- improving the condition of our housing;
- strengthening the planning system; and
- identifying new funding for affordable housing.

### Our priorities include the following:

- **Getting funding for affordable housing.**  
In particular, we have applied for a government grant of £43 million to provide 430 new homes.
- Increasing the amount of affordable accommodation available **by working with private landlords.**
- **Achieving the 'Decent Homes Standard'** for all our properties through the 'Pride Project', a new partnership for maintaining and repairing housing.
- Making sure the Local Development Framework (our plans for how the Borough should develop in the future) allows for **more affordable family housing.**

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



### Key

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

# The environment

## How are we doing?

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

### Beacon Council

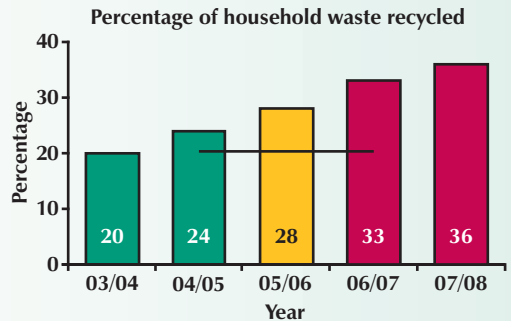
In April 2005, we were granted Beacon status for our work on using sustainable energy. This prestigious award recognises local councils which are delivering excellent public services. Award winners are invited to share their experience and expertise to help other councils.

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

### Our priorities include the following:

- Fully introducing the wheeled-bin scheme to **improve recycling rates**.
- With our partners Serco, continuing to **improve street cleaning and grounds maintenance**.
- Developing new schemes to contribute to our **Climate Change Strategy**.
- Working towards developing **new compost and waste facilities**.
- Carrying out a full review and assessment of **air quality in the Borough**.

- Planning the future of the Borough through the **Local Development Framework**, and **involving the community** in development plans and planning applications.
- **Improving the Albion Square area** in Woking town centre and the transport interchange.



### Key

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

# Health and wellbeing

## How are we doing?

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

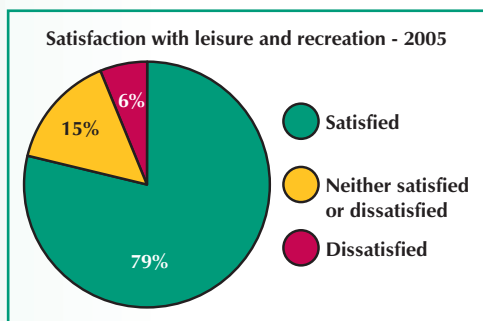
### A good and promising service

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

### Our priorities include the following:

- Progressing the aims of the cultural strategy, including completing our **development plans relating to arts, sports, health and wellbeing and green spaces**. We will work with partners and community groups to make sure our resources best meet the community's needs.

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



Crimes for every 1,000 residents in the Borough	Woking 2004/2005	England and Wales average 2003/2004
Burglaries	10	13.9
Violence	13.5	21.1
Vehicle	9.3	13.5

# Working with you

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

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

**Last year**, some of the main issues we asked you for your views on were:

- leisure and recreation facilities;
- the options for growth in the Borough;
- future arrangements for the Hoe Valley Scheme;
- cultural activities; and
- the aims of the Community Strategy.

**This year** we will be carrying out our three-yearly satisfaction surveys which will ask what you think about:

- our services and the way they are run; and
- the area you live in.

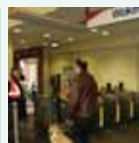
A random sample of 2,500 households will receive a questionnaire in the autumn. This will help us to find out how we are doing and where we can improve our services.

## What is the Citizens' Panel?

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

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

- Use the electronic form on our website at [www.woking.gov.uk/citizenspanel](http://www.woking.gov.uk/citizenspanel)
- Email: [policy@woking.gov.uk](mailto:policy@woking.gov.uk)
- Write to:  
Policy and Performance  
Woking Borough Council  
Gloucester Square  
Woking  
GU21 6YL
- Phone: 01483 743870



# Keeping you informed

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

## One Stop Shop

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

## Window on Woking

We have set up a community website called Window on Woking ([www.windowonwoking.org.uk](http://www.windowonwoking.org.uk)) where local community groups can give details of their activities and advertise events that are coming up.

## Planning applications

You can now view planning applications on our website at [www.woking.gov.uk/council/planning](http://www.woking.gov.uk/council/planning). This could save you a visit to the Civic Offices. Planning applications can also be made online.

## People's forums

We have helped to set up two discussion groups. One, the Older People's Forum, is for older people. The other, the Disabled People's Forum, is for people with physical disabilities. Both groups give people an

opportunity to share information about important issues and pass on their views.

## Greener Homes Guide

We and the local environmental group, Local Agenda 21, published this guide on how to create a more environmentally-friendly home. The guide is available on paper from the Civic Offices or on our website at [www.woking.gov.uk/environment](http://www.woking.gov.uk/environment)

## Council Tax

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

## Translations

Translation facilities are now available on our website. We also offer our documents in large print, braille and on audio tape.

## Job applications

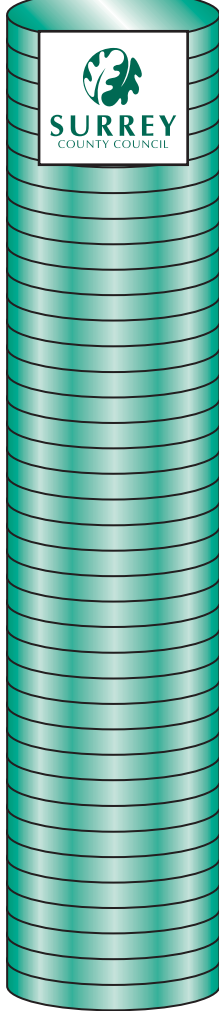
Anyone interested in applying for a job with us can now do so using either a paper application form or online at [www.surreyjobs.info](http://www.surreyjobs.info)

## Woking Magazine

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

# Where your Council Tax goes

£38 million (74%)



In 2004/2005 we collected 98.4% of the Council Tax that was due. This puts us in the top 25% of English councils.

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 £51 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 42 or visit [www.woking.gov.uk/wbc/sppfmgf](http://www.woking.gov.uk/wbc/sppfmgf)

£7 million (14%)



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

£6 million (12%)



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

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

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

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

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

### A

#### Abandoned vehicles

WBC

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

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

#### Accidents in the workplace (reporting)

WBC

Phone: 0845 300 9923 (24-hour)

Fax: 0845 300 9924

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

Incident Contact Centre for reporting accidents at work.

#### Acupuncture (registering)

WBC

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

Also see 'Skin piercing'.

#### Adoption (children)

SCC

Phone: 0800 096 9626 (freephone)

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

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

#### Adoption of roads and streets

SCC

#### Adult Education

SCC

#### Air quality

WBC

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

The Environmental Health Service monitors air quality in Woking.

#### Alcohol licences

WBC

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

As a result of changes in the law, we are responsible for issuing new, transferred and varied licences for selling or supplying alcohol to the public (including at temporary events). All premises or people wanting to sell or supply alcohol need to apply for licences under the new law. Also see 'Entertainment' and our website at [www.woking.gov.uk](http://www.woking.gov.uk)

#### Allotments

WBC

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

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

#### Animal health

SCC

Phone: 01372 371700

[trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk)

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

**Animal welfare**

WBC

envhealth@woking.gov.uk

**Archaeology**

SCC

archaeology.scau@surreycc.gov.uk

Advice, excavation and records.

**Archives**

SCC

See 'Surrey History Centre'.

**Arts and cultural events**

WBC

arts@woking.gov.uk

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

**Audit**

WBC

See 'Internal audit'.

**B****Bedbugs**

WBC

See 'Pest control'.

**Benefits**

WBC

See 'Housing Benefit and Council Tax Benefit'.

**Births (registering)**

SCC

Phone: 01932 794700

**Blue Badge Scheme**

SCC

Information on car parking permits for disabled people.

**Bonfires**

WBC

envhealth@woking.gov.uk

Also see 'Environmental Control'.

**Bottle banks**

WBC

waste@woking.gov.uk

Also see 'Recycling'.

**Bridleways**

SCC

contact.centre@surreycc.gov.uk

**Brockhill Extra Care Sheltered Housing Scheme**

WBC

Phone: 01483 743975

brockhill@woking.gov.uk

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

**Buggy – Community Transport**

WBC

Phone: 01483 744800 (advice line)

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

**Building Control**

WBC

buildingcontrol@woking.gov.uk

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

**Bulky waste collections**

WBC

waste@woking.gov.uk

Also see 'Furniture'.

**Business Rates**

WBC

brates@woking.gov.uk

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

### Bus passes

**WBC**

customers@woking.gov.uk

Bus passes for older people and people with disabilities. For school transport contact your local Education Office.

### Bus shelters

**WBC**

environmentalmaintenance@woking.gov.uk

### Bustler – Community Transport

**WBC**

Phone: 01483 744800 (advice line)

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

### Bus timetables

Phone: 0870 608 2608 (Traveline)

## C

### Car parks

**WBC**

parking@woking.gov.uk

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

### Careline (emergency call service)

**WBC**

homesupport@woking.gov.uk

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

### Cars

**WBC**

See 'Abandoned vehicles'.

### Casualty reduction

**SCC**

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

### CCTV and security

**WBC**

communitysafety@woking.gov.uk

Also see 'Community Safety'.

### Centres for the community

**WBC**

communitysupport@woking.gov.uk

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

- **ARCH**, Alpha Road.  
Phone: 01483 776877
- **Maybury Centre**, Board School Road, Maybury.  
Phone: 01483 776877  
mayburycentre@hotmail.co.uk
- **Moorcroft**, Old School Place, Westfield, Woking.  
Phone: 01483 743373  
moorcroft@woking.gov.uk
- **Sheerwater Community Centre**, Devonshire Avenue.  
Phone: 01932 348192
- **St Mary's**, Stream Close, Rectory Lane, Byfleet.  
Phone: 01483 743877  
stmary's@woking.gov.uk
- **The Vyne**, off Broadway, Knaphill.  
Phone: 01483 743558  
vyne@woking.gov.uk

## Cesspool emptying

WBC

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

Emptying cesspools and septic tanks.

## Chairman's Office

SCC

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

## Charity collections

WBC

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

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

## Chief Executive (County Council)

SCC

Richard Shaw

## Chief Executive (Borough Council)

WBC

Vacancy

## Executive Directors

### ■ Douglas Spinks

[douglas.spinks@woking.gov.uk](mailto:douglas.spinks@woking.gov.uk)

### ■ Ray Morgan

[ray.morgan@woking.gov.uk](mailto:ray.morgan@woking.gov.uk)

## Citizens' Panel

WBC

[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.

## Civil partnerships (registering)

SCC

Phone: 01932 794700

## Clinical waste

WBC

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

Collecting clinical waste from homes.

## Cockroaches

WBC

See 'Pest control'.

## Community Safety

WBC

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

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

## Community Support

WBC

See 'Older people's services'.

## Community Transport (Buggy and Bustler)

WBC

See 'Buggy' and 'Bustler'.

## Composters

Phone: 0845 130 6090

[info@straight.co.uk](mailto:info@straight.co.uk)

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

## Conservation areas

WBC

[designandconservation@woking.gov.uk](mailto:designandconservation@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 040506 (Consumer Direct)

Consumer Direct provides clear, practical, impartial advice to help sort out problems and disagreements consumers may have with suppliers of goods or services. The mobile advice centre visits Woking Town Centre regularly.

### Contaminated land

**WBC**

envhealth@woking.gov.uk

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

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

**WBC**

memberservices@woking.gov.uk

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

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

**SCC**

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

### Council Tax (Borough Council)

**WBC**

ctax@woking.gov.uk

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

### Council Tax (County Council)

**SCC**

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

### Council Tax Benefit

**WBC**

See 'Housing Benefit and Council Tax Benefit'.

### Countryside Service (Borough Council)

**WBC**

countryside@woking.gov.uk

Provides advice and manages the Council's common land.

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

### Countryside Service (County Council)

**SCC**

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

### County Information Centre

**SCC**

libraries@surreycc.gov.uk

Woking Library, Gloucester Walk, Woking.

### Cycle lanes

**SCC**

Information on routes and lanes and the Surrey Cycleway.

## D

### Dangerous buildings and structures

**WBC**

buildingcontrol@woking.gov.uk

Also see 'Building Control'.

### Dead animals

**WBC**

Removing dead animals from roads.

### Deaths (registering)

**SCC**

Phone: 01932 794700

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

## Diseases of farm animals

SCC

See 'Animal health'.

## Dog control

WBC

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

This function has now transferred to the Security Industry Authority.

## Drainage (land)

WBC

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

Deals with maintaining watercourses and preventing flooding.

## Drains (blocked)

WBC

See 'Sewers'.

## Drinking water (quality of)

WBC

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

Also see 'Sampling'.

## Driveways

SCC

Providing access for vehicles to get to driveways across footpaths and verges.

## Drop-in centres

WBC

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

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

### ■ Marjorie Richardson's

19 High Street, Woking.

Open: Monday to Friday from 10am to 3pm, and Saturdays from 10am to 1pm.

Phone: 01483 762891

[marjorie@richardsons19.fsnet.co.uk](mailto: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](mailto: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](mailto:mayburycentre@hotmail.co.uk)

### ■ Sheerwater Coffee Shop

Sheerwater Community Centre,  
Devonshire Avenue.

Phone: 01932 348192

Also see 'Centres for the community'.

## E

### Ear piercing

WBC

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

Also see 'Skin piercing'.

### Economic Development

SCC

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

### Education (area office)

SCC

### Elections

**WBC**

elections@woking.gov.uk

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

### Electoral registration

**WBC**

elections@woking.gov.uk

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

### Electrolysis

**WBC**

envhealth@woking.gov.uk

Also see 'Skin piercing'.

### Emergencies

**WBC****SCC**

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

### Employment statistics

**WBC**

policy@woking.gov.uk

### Empty homes

**WBC**

housingenabling@woking.gov.uk

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

### Energy – green energy from Thameswey

**WBC**

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

**WBC**

propertyservices@woking.gov.uk

Responsible for energy and water efficiency in Council-owned buildings, the Home Energy Conservation Act and other matters related to energy and the environment.

For more information about grant schemes and energy efficiency advice, email [advice@ecsc.org.uk](mailto:advice@ecsc.org.uk)

### Entertainment licences

**WBC**

envhealth@woking.gov.uk

Licences for public entertainment, late-night refreshment, cinemas, selling alcohol, theatres and indoor sports.

Also see 'Alcohol licences'.

### Environment News

**SCC**

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

### Environmental Control

**WBC**

envhealth@woking.gov.uk

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

### European Office

**SCC**

Phone: 0208 541 9452

[euro.office@surreycc.gov.uk](mailto:euro.office@surreycc.gov.uk)

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

## Events in Woking

WBC

Phone: 01483 720103  
[tourist@woking.gov.uk](mailto:tourist@woking.gov.uk)

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

## External Funding Officer

SCC

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

F

## Farmers' market

WBC

See 'Market'.

## Financial management

WBC SCC

[financialmanagement@woking.gov.uk](mailto: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 (emergencies – dial 999)

SCC

## Fire and Rescue (other enquiries)

SCC

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

## Fire safety advice

SCC

Phone: 01737 242444

## Fleas

WBC

See 'Pest control'.

## Flooding

### ■ Environment Agency

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

### ■ River floodline

Phone: 0845 988 1188

### ■ Incident hotline

Phone: 0800 807060  
 (24-hour hotline)

## Fly-tipping

WBC

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

## Food complaints

WBC

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

Responds to complaints about food bought within the Borough.

## Food safety

WBC

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

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

## Footpaths

SCC

See 'Public rights of way'.

## Fostering

SCC

Phone: 0800 096 9626 (freephone)  
[www.surreycc.gov.uk/fostering](http://www.surreycc.gov.uk/fostering)

This service aims to find adults who can care for a wide range of children and young people. Potential foster parents can specify how much time they can spare and the age and number of children they would be willing to care for.

### Furniture

Phone: 01483 750005

The Community Furniture Store supplies furniture to people on low incomes. It accepts selected furniture in good condition. Also see 'Bulky waste collections'.

### G

### Garages

WBC

tenantandleaseholderservices@woking.gov.uk

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

### Garden rubbish

WBC

waste@woking.gov.uk

We run a scheme to collect green garden waste from the kerbside every two weeks. Also see 'Rubbish collections'.

### Grants

#### ■ For arts projects

SCC

Phone: 01483 728711

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

#### ■ For arts societies and organisations

WBC

arts@woking.gov.uk

#### ■ For community projects

WBC

designandconservation@woking.gov.uk

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

#### ■ For environmental improvement projects

WBC

designandconservation@woking.gov.uk

#### ■ For house renovations and adaptations

WBC

housinggrants@woking.gov.uk

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

#### ■ For listed buildings

WBC

designandconservation@woking.gov.uk

Grants are available for repairing historic buildings.

#### ■ For sports clubs and organisations

WBC

sports@woking.gov.uk

Woking Sports Council runs a small grants scheme for us. Application forms are available on our website at [www.woking.gov.uk](http://www.woking.gov.uk)

#### ■ For students

SCC

student.support.ses@surreycc.gov.uk

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

#### ■ For voluntary and community organisations

WBC

memberservices@woking.gov.uk

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

## Grass cutting and grounds maintenance WBC

[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 energy WBC

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

See 'Thameswey'.

## Gypsies and travellers SCC

The County Council is responsible for developing and implementing policies relating to gypsies and travellers.

They also own and manage Hatchingtan Gypsy Caravan Site.

## H

## Halls for hire WBC

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

- **ARCH**, Alpha Road, Maybury.  
Phone: 01483 776877
- **H.G. Wells Conference and Events Centre**  
Phone: 01483 712710  
[sales.hgwells@woking.gov.uk](mailto:sales.hgwells@woking.gov.uk)  
State-of-the-art meeting and conference facilities including a 600-seater auditorium.
- **Lakeview**, Tracious Close.  
Phone: 01483 743620  
[wokbc@woking.gov.uk](mailto:wokbc@woking.gov.uk)
- **Maybury Centre**, Board School Road.  
Phone: 01483 776877  
[mayburycentre@hotmail.co.uk](mailto:mayburycentre@hotmail.co.uk)

- **Moorcroft**, Old School Place, Westfield.  
Phone: 01483 743373  
[moorcroft@woking.gov.uk](mailto:moorcroft@woking.gov.uk)
- **Sheerwater Community Centre**, Devonshire Avenue.  
Phone: 01932 348192
- **St Mary's**, Stream Close, Rectory Lane, Byfleet.  
Phone: 01483 743877  
[stmary's@woking.gov.uk](mailto:stmary's@woking.gov.uk)
- **The Vyne**, off Broadway, Knaphill.  
Phone: 01483 743558  
[vyne@woking.gov.uk](mailto:vyne@woking.gov.uk)

For more information, also see the leisure and tourism sections on our website at [www.woking.gov.uk](http://www.woking.gov.uk)

## Health and safety WBC

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

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

## H.G. Wells Conference and Events Centre WBC

Phone: 01483 712710  
[sales.hgwells@woking.gov.uk](mailto:sales.hgwells@woking.gov.uk)  
[www.hgwells.co.uk](http://www.hgwells.co.uk)

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

## History centre SCC

See 'Surrey History Centre'.

## Hoardings (putting up) SCC

### Homelink

**WBC**

homelink@woking.gov.uk

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

### Home Support Services

**WBC**

homesupport@woking.gov.uk

#### ■ Allocations

housingadvice@woking.gov.uk

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

#### ■ Management

homesupport@woking.gov.uk

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

### Housing Benefit and Council Tax Benefit

**WBC**

benefits@woking.gov.uk

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

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.

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

### Housing matters

**WBC**

#### Housing enabling

housingenabling@woking.gov.uk

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

#### Housing needs

##### ■ Allocations and housing register

housingregister@woking.gov.uk

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

##### ■ Homelessness

housingadvice@woking.gov.uk

Discusses housing options with people who are threatened with becoming homeless. Also see 'Out-of-hours emergency contacts' on page 38.

### Housing Services (Council housing)

**WBC**

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

##### ■ Management of Council homes

tenantandleaseholderservices@woking.gov.uk

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

### ■ Repairs to Council homes

Phone: 0800 521555

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

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

### ■ Maintenance and improvements

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

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

### ■ Minor adaptations to Council homes for elderly and disabled residents

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

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

### ■ Rent accounts

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

Maintains accounts and our housing computer system.

### ■ Estate services and contract management

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

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

### ■ Tenant participation

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

Consults with tenants' and residents' associations.

## Housing (private-sector improvements)

WBC

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

Environmental Health Officers have powers to make sure homes in an unsatisfactory condition are improved. Also see 'Energy efficiency', 'Homelink' and 'Grants'.

## I

### Infectious diseases control

WBC

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

Environmental Health investigates reports of infectious diseases and food poisoning.

### Insurance

WBC

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

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

### Internal audit

WBC

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

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

### Internet

WBC

SCC

See 'Website'.

## J

### Jobs

WBC

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

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

### L

#### Land charges

WBC

landcharges@woking.gov.uk

Searches and enquiries relating to buying a property.

#### Land enquiries

SCC

Information and enquiries about County Council property and tenancies. Also see 'Property enquiries'.

#### Landlord harassment

WBC

housingadvice@woking.gov.uk

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

#### Landlord schemes

WBC

housingenabling@woking.gov.uk

Schemes to help landlords rent out their property.

#### Learning Centre (Woking)

SCC

Phone: 01483 770591

libraries@surreycc.gov.uk

Woking Library, Gloucester Walk, Woking.

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

#### Leisure and recreation centres

WBC

##### ■ Woking Leisure Centre

Phone: 01483 771122

leisurecentre@woking.gov.uk

Visit the leisure and recreation pages at

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

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

##### ■ Woking High School Recreation

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

Phone: 01483 888447 (bookings)

##### ■ Winston Churchill School Sports

**Centre**, Hermitage Road, St Johns, GU21 1TL.

Phone: 01483 797015 (bookings)

#### Libraries

SCC

##### ■ Woking Library, Gloucester Walk,

Woking, GU21 6EP.

Phone: 01483 770591

##### ■ Byfleet Library, High Road, Byfleet,

KT14 7QN.

Phone: 01932 345274

##### ■ Knaphill Library, High Street,

Knaphill, GU21 2PE.

Phone: 01483 473394

##### ■ West Byfleet Library, The Corner,

West Byfleet, KT14 6NY.

Phone: 01932 343955

##### ■ Mobile Library

Phone: 01483 517402

## ■ Woking County Information Centre

(at Woking Library)

Phone: 01483 771011

Provides Surrey people, businesses and students with information, books, tapes and access to computers, for both reference and leisure purposes. For Woking Learning Centre, see 'Learning Centre (Woking)'.

## Licences for petroleum, poisons and explosives

SCC

Phone: 01372 371700

[trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk)

## Licences

WBC

### ■ Animal welfare

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

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

### ■ Public entertainment

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

Also see 'Entertainment licences'.

### ■ Skips

See 'Skip licences'.

### ■ Street and house-to-house collections and lotteries

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

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

### ■ Taxis

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

Also see 'Taxi and private-hire licences'.

## Lighting (street)

### ■ Adopted roads

SCC

### ■ Council housing areas

WBC

## Listed buildings and trees (conservation areas)

WBC

### ■ Buildings

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

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

### ■ Trees

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

For trees in conservation areas.

## Litter

WBC

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

## Local Agenda 21 initiative

WBC

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

Supported by us, members of this initiative meet regularly to consider how Woking should develop its sustainability in the 21st century. Also see 'Energy efficiency' and 'Thamesway'.

## Local Committee for Woking

SCC

[communitysupport@surreycc.gov.uk](mailto:communitysupport@surreycc.gov.uk)

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

### Local Plan

**WBC**

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

The Adopted Woking Borough Local Plan sets out the vision for development in the Borough. It guides and controls future developments through decisions on planning applications made throughout the year. Supplementary Planning Guidance notes are also available on a range of issues.

We are in the process of developing a new-style Local Development Framework to replace the Local Plan.

### Lottery permits

**WBC**

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

Also see 'Licences'.

## M

### Market

**WBC**

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

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

### Marriages (registering)

**SCC**

See 'Register Offices'.

### Mayoral matters

**WBC**

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

Enquiries about all matters relating to the Mayor of Woking.

### Meals

**WBC**

Phone: 01483 770777

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

#### ■ Hot meals delivery service

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

#### ■ Frozen meals service

A delivery service of at least five meals at a time for people who cannot cook or shop.

### Mice

**WBC**

See 'Pest control'.

### Minerals extraction

**SCC**

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

### Minibus hire – Community Transport

Phone: 01483 744800 (advice line)

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

### Mortgages

Phone: 01582 868766

Fax: 01582 868767

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

### Museums

Phone: 01483 725517

[info@thelightbox.org.uk](mailto:info@thelightbox.org.uk)

The Lightbox (previously called Woking Galleries) is an independent charity, developing a community cultural centre on Victoria Way in central Woking, due to open in 2007. It will include Woking's first museum, a changing exhibition programme and spaces for displaying local people's work.

**Woking Borough Council** **WBC**  
01483 755855 [www.woking.gov.uk](http://www.woking.gov.uk)

**Surrey County Council** **SCC**  
0845 600 9009 [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

## Music and performing arts **WBC**

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

Also see 'Arts and cultural events'.

## N

## Nappies **WBC**

[waste@woking.gov.uk](mailto: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 **WBC**

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

Also see 'Environmental Control'.

## O

## Odours **WBC**

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

Also see 'Environmental Control'.

## Older people's services (Borough Council) **WBC**

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

## Older people's services (County Council) **SCC**

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

Surrey Elderly Services provides a range of care services for older people who meet the County Council Social Care eligibility criteria.

## P

## Parking **WBC**

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

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

## Parks **WBC**

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

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

## Pest control **WBC**

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

The Environmental Health Service employs a contractor to provide a pest control service for domestic properties only. The service deals with rats, mice, wasps, cockroaches, bedbugs and fleas.

## Planning applications **WBC**

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

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

## Play areas **WBC**

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

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

### Play schemes

**WBC**

play@woking.gov.uk

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

### Police

Phone: 0845 125 2222

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

**WBC**

envhealth@woking.gov.uk

Also see 'Environmental Control'.

### Population and land-use statistics

**WBC**

policy@woking.gov.uk

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

### Potholes

**SCC**

See 'Road maintenance'.

### Prices falsely advertised

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

### 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

**WBC**

propertyservices@woking.gov.uk

Information and enquiries about the Borough Council properties and tenancies. Also see 'Vacant commercial properties'.

### Public rights of way

**SCC**

contactcentre@surreycc.gov.uk

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

### Public toilets

**WBC**

environmentalcontracts@woking.gov.uk

## R

### Rats

**WBC**

See 'Pest control'.

### Record Office

**SCC**

See 'Surrey History Centre'.

### Recreation centres

**WBC**

See 'Leisure and recreation centres'.

### Recreation grounds

**WBC**

sports@woking.gov.uk

We manage the 20 parks and recreation grounds throughout the Borough.

### Recruitment or job applications

**WBC**

#### ■ In local government

See 'Jobs'.

#### ■ General

See 'Community and advice organisations' and 'Jobcentre Plus' on page 38 of this guide.

**Woking Borough Council** **WBC**  
01483 755855 [www.woking.gov.uk](http://www.woking.gov.uk)

## Recycling (Borough Council)

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

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

Also see 'Wheeled bins'.

## Recycling (County Council) **SCC**

Enquiries on recycling facilities in the County.

## Register Offices **SCC**

- 81 Oatlands Drive, Weybridge.  
Phone: 01932 794700
- Artington House, Portsmouth Road, Guildford.  
Phone: 01483 562841

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

## Rights of way **SCC**

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

## Road gritting **SCC**

## Road maintenance **SCC**

Surrey County Council maintains local adopted roads and footpaths.

## Road safety **SCC**

Education and advice for all road users.

Also see 'Traffic management'.

## Rubbish (collections) **WBC**

[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'.

**Surrey County Council** **SCC**  
0845 600 9009 [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

## Rubbish (dumped) **WBC**

[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) **WBC**

[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) **SCC**

## Schools **SCC**

For individual state schools see 'Education' under 'Other useful numbers' on page 39.

## Searches **WBC**

See 'Land charges'.

## Sewers

### ■ Public sewers

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

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

### ■ Private drains and sewers

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

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

### Sheerwater Neighbourhood Office WBC

See 'Council Offices' on page 37.

### Sheltered and supported housing WBC

See 'Home Support Services'.

### Skin piercing WBC

envhealth@woking.gov.uk

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

### Skip licences SCC

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

### Social Services SCC

### Sports Development WBC

sports@woking.gov.uk

For details of opportunities for coaching, Surrey Youth Games and sports initiatives.

### Sports pitches WBC

pitches@woking.gov.uk

We provide a pitch booking service. Also see 'Leisure and recreation centres'.

### Strategic Aviation Special Interest Group (SASIG) SCC

Phone: 0208 541 9459

sasig@surreycc.gov.uk

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

### Street cleaning WBC

environmentalmaintenance@woking.gov.uk

### Street lighting WBC SCC

See 'Lighting (street)'.

### Street naming and numbering WBC

addressing@woking.gov.uk

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

### Street nameplates WBC

environmentalmaintenance@woking.gov.uk

### Sundry debts WBC

financialmanagement@woking.gov.uk

Please be ready to quote your Customer Reference Number shown in the top right-hand corner of your invoice.

### Suppliers WBC

financialmanagement@woking.gov.uk

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

## Surrey County Arts

SCC

Phone: 01483 728711

[surreycountyarts@surreycc.gov.uk](mailto:surreycountyarts@surreycc.gov.uk)

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

## Surrey County Council

SCC

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

For any enquiry about the County Council and its services.

## Surrey County Council Community Support Team

SCC

See 'Local Committee for Woking'.

## Surrey County Council Local Committee for Woking

SCC

See 'Local Committee for Woking'.

## Surrey History Centre

SCC

Phone: 01483 518737

[shs@surreycc.gov.uk](mailto: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](http://www.surreyonline.info)

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

## Surrey Tourism

SCC

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

Promoting the arts, sport and tourism in Surrey.

## Swimming pools

WBC

Pool in the Park

Phone: 01483 771122

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

## T

## Tattoo parlours

WBC

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

See 'Skin piercing'.

## Taxi and private-hire licences

WBC

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

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

## Tenant participation

WBC

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

Contact Tenant and Leaseholder Services to find out who is the Tenant Representative for your area. Also see 'Housing Services (Council housing)' listed under 'Housing matters'.

## Thameswey

WBC

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

As part of our strategy on 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

SCC

See 'Waste disposal'.

## Tourist information

WBC

See 'Visitor Information Centre'.

### Town twinning

WBC

wtta@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 to bring people from various communities together.

### Trading Standards

SCC

Phone: 01372 371700

trading.standards@surreycc.gov.uk

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

### Traffic management

SCC

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

### Traffic signal fault report

SCC

Phone: 0208 541 7343 (24-hour)

### Training courses (food hygiene and health and safety)

WBC

envhealth@woking.gov.uk

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

### Travel information (buses and trains)

SCC

Phone: 0870 608 2608 (Traveline)

### Travellers

WBC

See 'Gypsies and travellers'.

### Trees

WBC

#### ■ Tree Preservation Orders

treepreservation@woking.gov.uk

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

#### ■ Unsafe trees

environmentalmaintenance@woking.gov.uk

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

## U

### Unauthorised development

WBC

developmentcontrol@woking.gov.uk

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

## V

### Vacant commercial properties (Borough Council)

WBC

propertyservices@woking.gov.uk

Details of empty business properties owned by us and available for people to rent or buy. Also see 'Property enquiries'.

### Vacant property register for businesses (County Council)

SCC

For information on empty business properties in the county.

**Visitor Information Centre** WBC

Phone: 01483 720103  
[tourist@woking.gov.uk](mailto:tourist@woking.gov.uk)

Up-to-the-minute information on all events, activities, hotels and B&B accommodation in the Borough and across the region is available from the Visitor Information Centre in Gloucester Square.

**Voting** WBC

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

Also see 'Electoral registration'.

## W

**Wasps** WBC

See 'Pest control'.

**Waste disposal** SCC

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.

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

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

Also see 'Sampling'.

**Water butts**

Phone: 0845 130 6090  
[info@straight.co.uk](mailto:info@straight.co.uk)

Water butts are available to local residents, at a reduced price, from Straight Recycling Plc.

**Website (Borough Council)** WBC

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

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

**Website (community)** WBC

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

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

**Website (County Council)** SCC

[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** WBC

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

**Woking in Bloom** WBC

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

**Woking Magazine** WBC

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

49,000 copies of this free magazine are delivered to households and businesses in the Borough four times a year. Advertising rates are available.

### Woking Park

WBC

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

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

### Wormeries

Phone: 0845 130 6090

[info@straight.co.uk](mailto:info@straight.co.uk)

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

## Y

### Youth centres

SCC

### Youth Council

WBC

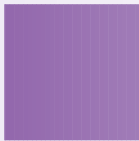
[wokingyouthcouncil@woking.gov.uk](mailto:wokingyouthcouncil@woking.gov.uk)

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

### Youth Development

SCC

Phone: 01483 755799



# Other useful numbers

## Council offices

### Woking Borough Council

Civic Offices  
Gloucester Square  
Woking  
Surrey  
GU21 6YL

Phone: 01483 755855  
customers@woking.gov.uk  
www.woking.gov.uk

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

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

### Sheerwater Neighbourhood Office

49 Dartmouth Avenue  
Sheerwater  
GU21 5PE

Phone: 01483 743335

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

### Byfleet Parish Council

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

### Surrey County Council

County Hall  
Penrhyn Road  
Kingston  
Surrey  
KT1 2DN

Phone: 0845 600 9009  
contact.centre@surreycc.gov.uk  
www.surreycc.gov.uk

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

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

## Local area offices

### Adult Learning Centre

Bonsey Lane  
Westfield  
Woking

Phone: 01483 518568

### Area Youth Office

Sharward House  
Heathside Road  
Woking

Phone: 01483 755799

### North West Area Library

New Haw Library

Phone: 01932 343091

### Social Services Centre

Quadrant Court  
35 Guildford Road  
Woking

Phone: 01483 518484  
(children and families)  
Phone: 01483 518851  
(adult services)

### Civic amenity sites

#### ■ Martyr's Lane

Woking

Phone: 01483 721119

#### ■ Slyfield Transfer Station

Moorcroft Road  
Guildford

Phone: 01483 532187

# Other useful numbers

## Your local services in Woking Borough 2006/2007

### Environment Agency (incident hotline)

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

### Out-of-hours emergency contacts

#### Woking Borough Council

- **Council Housing Repairs**  
Phone: 0800 521555 (24-hour)
- **Homelessness**  
For urgent help outside office hours, contact Woking Police or call the Emergency Duty Team on 01483 517898. During office hours, phone 01483 743834.
- **For all other urgent enquiries**  
Phone: 01483 730872

#### Surrey County Council

- **Social Services Emergency Duty Team**  
Phone: 01483 517898  
edt.ssd@surreycc.gov.uk
- **Traffic Signal Fault Report Line**  
Phone: 0208 541 7343

### Business advice organisations

#### BusinessLink Surrey

Phone: 0845 749 4949

#### Surrey Business Advice

Phone: 01483 728434

#### The Learning Skills Council for Surrey

Phone: 01483 803201

#### Woking Chamber of Trade and Commerce (COTAC)

Phone: 01483 729922

### Community and advice organisations

#### Age Concern Surrey

Phone: 01483 503414

#### Alcoholics Anonymous (AA)

Phone: 0845 769 7555

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

Phone: 0845 120 2919

#### Community Furniture Project, Woking

Phone: 01483 750005

#### Community Relations Forum

Phone: 01483 721444 and 01483 750970

#### Drug Care (Surrey)

Phone: 01483 300112

Open: 24 hours a day, seven days a week.

#### Family Crisis Line

Phone: 0808 800 5678

#### Jobcentre Plus

Phone: 01483 702100

#### NSPCC

Child protection helpline.

Phone: 0800 800 5000

#### Police

Phone: 0845 125 2222

#### Relate

Marriage guidance service.

Phone: 01483 715285

#### RSPCA

Animal protection helpline.

Phone: 0870 555 5999

#### Samaritans

Phone: 01483 505555

#### Sexual Health Line

Phone: 0800 567123

#### Sheerwater and Maybury Partnership

Phone: 01483 757931

## Shelter

Phone: 0808 800 4444

## ShopMobility

Level 1  
The Peacocks  
Woking

Phone: 01483 776612

## Surrey Women's Aid

Phone: 01483 776822

## Victim Support (NW Surrey)

Phone: 01483 770457

## Woking Association of Voluntary Service (WAVS)

Phone: 01483 751456

## Woking Community Mental Health Team

Phone: 01483 756318

## Woking Mediation Service

Neighbour dispute resolution service.  
Phone: 01483 301010

## Department for Work and Pensions

### ■ Benefits Agency

Phone: 0845 600 4254

### ■ Child Support

Phone: 0845 713 3133

### ■ War Pensions

Phone: 0800 169 2277

### ■ National Insurance Contributions

Phone: 0845 915 6914

## Education

### Primary schools

#### Barnsbury Infant

(four- to seven-year-olds)  
Phone: 01483 768271

#### Barnsbury County Junior

(seven- to 11-year-olds)  
Phone: 01483 763114

#### Beaufort Community Primary

Goldsworth Park  
(four- to 11-year-olds)  
Phone: 01483 474986

#### Broadmere Community Primary

(five- to 11-year-olds)  
Phone: 01932 343747

#### Brookwood Primary

(five- to 11-year-olds)  
Phone: 01483 473315

#### Byfleet Primary

(four- to 11-year-olds)  
Phone: 01932 403116

#### Goldsworth Primary

(five- to 11-year-olds)  
Phone: 01483 771321

#### Hermitage County Junior,

St Johns (seven- to 11-year-olds)  
Phone: 01483 472047

#### Horsell Village School

(four- to seven-year-olds)  
Phone: 01483 714804

#### Horsell Church of England

(Aided) Junior  
(seven- to 11-year-olds)  
Phone: 01483 761531

#### Kingfield School

(five- to seven-year-olds)  
Phone: 01483 761885

#### Knaphill Lower School

(three- to seven-year-olds)  
Phone: 01483 473282

#### Knaphill School

(seven- to 11-year-olds)  
Phone: 01483 888899

# Other useful numbers

## Your local services in Woking Borough 2006/2007

### **Marist Roman Catholic**

(Aided) Primary, West Byfleet  
(four- to 11-year-olds)  
Phone: 01932 344477

### **Maybury Infant**

(four- to seven-year-olds)  
Phone: 01483 763272

### **New Monument School**

(four- to 11-year-olds)  
Phone: 01483 769302

### **Oaktree School,**

St Johns (four- to seven-year-olds)  
Phone: 01483 474981

### **Pyrford Church of England (Aided) Primary School**

(four- to 11-year-olds)  
Phone: 01932 342693

### **St Dunstan's Roman Catholic (Aided) Primary**

(five- to 11-year-olds)  
Phone: 01483 715190

### **St Hugh of Lincoln Roman Catholic (Aided) Primary**

(five- to 11-year-olds)  
Phone: 01483 480441

### **St John's County Primary**

(four- to 11-year-olds)  
Phone: 01483 476450

### **St Mary's Church of England Primary**

Byfleet (five- to 11-year-olds)  
Phone: 01932 410300

### **Sythwood County Primary**

Goldsworth Park (three- to 11-year-olds)  
Phone: 01483 770063

### **West Byfleet Community Infant**

(four- to seven-year-olds)  
Phone: 01932 343260

### **West Byfleet Community Junior**

(seven- to 11-year-olds)  
Phone: 01932 348961

### **Westfield County Primary**

(five- to 11-year-olds)  
Phone: 01483 764187

## **Secondary schools**

### **Bishop David Brown School**

(11- to 16-year-olds)  
Phone: 01932 349696

### **Woking High School**

(11- to 16-year-olds)  
Phone: 01483 888447

### **St John the Baptist**

(11- to 19-year-olds)  
Phone: 01483 729343

### **Winston Churchill**

(11- to 16-year-olds)  
Phone: 01483 476861

### **Woking College**

(16-year-olds and over)  
Phone: 01483 761036

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## **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: 01483 545900 (theatre bookings)

Phone: 01483 545945 (cinema bookings)

## The Big Apple

Bars, restaurant, tenpin bowling, pool tables and laser and video games.

Phone: 01483 727100

## Woking Leisure Centre and Pool in the Park

Phone: 01483 771122

## Woking Wurlitzer

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

Phone: 01923 720511

## Health services

### St Peter's Hospital

Phone: 01932 872000

### Surrey Heath and Woking Primary Care Trust

Phone: 01932 358560

### Woking Community Hospital

Phone: 01483 715911

### Woking Hospice

Phone: 01483 881750

## Other services

### Electric (Seeboard)

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

(general enquiries, 8am to 6pm)

## Gas

Phone: 0800 111999

(gas leaks and emergencies)

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

## Water (Three Valleys)

Phone: 0845 782 3333

(all enquiries and emergencies)

## Water (Thames Water)

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

Phone: 0845 920 0800

## Public transport

### Bus information

Phone: 01483 750525

### Train information

Phone: 0845 748 4950

### RailAir Coach

Phone: 0870 575 7747 (bookings)

### Traveline

For all local journeys by bus, coach and rail.

Phone: 0870 608 2608

Phone: 0870 241 2216 (minicom)



# Council Tax and Business Rates

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

## Council Tax and services for Woking Borough

Council Tax is a tax 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 2006/2007 the basic rate is **£1,312.47**. 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 2006/2007.

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 45 and 46.

### The effect on the level of Council Tax

Our gross expenditure has increased by £5.6 million, mainly because of inflation on service costs, asset financing costs and additional services being provided. Much of this increase is offset by increases in rents, charges for services and increased Government subsidy, resulting in an increase of £407,000 in the amount to be raised by Council Tax. This is equivalent to a 4.8% increase in Band D Council Tax.

### How much is it? Council Tax by band for 2006/2007

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>	£644.46	£108.84	£121.68	£874.98
£40,001 to £52,000	<b>B</b>	£751.87	£126.98	£141.96	£1,020.81
£52,001 to £68,000	<b>C</b>	£859.28	£145.12	£162.24	£1,166.64
£68,001 to £88,000	<b>D</b>	£966.69	£163.26	£182.52	£1,312.47
£88,001 to £120,000	<b>E</b>	£1,181.51	£199.54	£223.08	£1,604.13
£120,001 to £160,000	<b>F</b>	£1,396.33	£235.82	£263.64	£1,895.79
£160,001 to £320,000	<b>G</b>	£1,611.15	£272.10	£304.20	£2,187.45
£320,001 or more	<b>H</b>	£1,933.38	£326.52	£365.04	£2,624.94
<b>Percentage change from previous year</b>		<b>5%</b>	<b>5.8%</b>	<b>4.8%</b>	<b>5.1%</b>

## Our spending plans

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

	2005/2006	2006/2007
	£'000	£'000
<b>Gross expenditure (spending)</b>	<b>74,830</b>	<b>80,413</b>
<b>Less:</b>		
income	60,351	65,071
movements in reserves	1,869	1,777
budget requirement	12,610	13,565
share of Business Rates	2,592	5,307
revenue support grant	3,233	1,024
Council Tax surplus from previous years	3	45
<b>Amount to be met from Council Tax</b>	<b>6,782</b>	<b>7,189</b>

## Why our budget has changed

	£'000
Inflation on service costs (3.8%)	2,110
New services	505
Increased asset financing costs	277
Reduction in interest and investment income	401
Cost reductions	-1,142
Inflation avoided	-151
Increased fees, charges and other income	-960
Changes to Government grants, subsidy and previous years' surpluses	-633
<b>Total</b>	<b>407</b>

## Enquiries

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

- Phone the Civic Offices on 01483 755855

- Write to: Council Tax or Business Rates (as appropriate), Woking Borough Council, Civic Offices, Gloucester Square, Woking GU21 6YL.
- Email: [ctax@woking.gov.uk](mailto:ctax@woking.gov.uk) or [brates@woking.gov.uk](mailto:brates@woking.gov.uk) (as appropriate)

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

There is more information on the Council Tax and Business Rates pages on our website at [www.woking.gov.uk](http://www.woking.gov.uk)

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

# Council Tax and Business Rates

## 'Exempt' properties

**Some properties are 'exempt' from Council Tax (that is, 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 Acts);
- 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.
- 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.

If you think your property may be exempt, please contact the Council Tax Section.

## Discounts

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

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

- full-time students, student nurses, apprentices and youth training trainees;
- patients living in hospital;

- people who are being looked after in care homes;
- people who are severely mentally impaired;
- people staying in certain hostels or night shelters;
- 18- and 19-year-olds who are at, or who have just left, school;
- careworkers working for low pay, usually for charities;
- carers for someone with a disability who is not their partner or a child under 18;
- members of visiting forces and certain international institutions;
- members of religious communities (monks and nuns); and
- people in prison (except those in prison for not paying their Council Tax or a fine).

If your bill shows that you have been given a discount, **you must tell us about any change of circumstance that affects your entitlement to the discount. If you don’t, you may have to pay a fine. The bill will show you if you have been granted a discount and the type of discount. The types and amounts of discounts are listed below.**

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

# Council Tax and Business Rates

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

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

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

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

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

## People with disabilities

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

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

## Council Tax Benefit

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

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

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

## Appeals

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

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

## Appeals to the Valuation Office Agency

If you want to appeal against the band your property has been placed in, write to:

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

Phone: 01483 702900

You can appeal about the band your home is in:

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

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

**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 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, in the meantime you still have to pay any Council Tax that is due.** 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 2006/2007, the total of all Business Rates due from businesses in the Borough is £40 million and we will receive a grant of £5.3 million.

# Council Tax and Business Rates

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 2006/2007, the multiplier is 43.3p for large and medium-sized businesses and 42.6p for a small business. However, the amount you pay may be changed by any relief you may be entitled to. If any relief applies, it will be shown on your bill.

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

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

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

Phone: 01483 702900  
[www.voa.gov.uk](http://www.voa.gov.uk)

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

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

If you need more information on any relief, or an application form, please contact the Business Rates Section.



# Please tell us what you think

**After receiving comments from you, we have revised the way we provide you with information about our performance and the services we provide.**

(in order to improve readability) and improved references to other sources of information.

Last year, we combined our Service and Performance Plan and our A to Z of Services into one booklet. This year, following your suggestions, we have made further changes to the colour schemes

We would really like to know what you think about this booklet. Please let us have your thoughts by filling in this short questionnaire and posting it to the freepost address shown below.

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On a scale of 1 to 5, where 1 is the worst score and 5 is the best score, how would you rate the following? (Please circle one number for each line.)

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

What will you do with this booklet? (Please tick one box.)

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

If you would like to make any other comments about this booklet, please use the space below and, if necessary, over the page.

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

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







Woking Borough Council  
Civic Offices  
Gloucester Square  
Woking  
Surrey GU21 6YL

01483 755855

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