

# budget for birmingham 2008/09



## introduction

We are working to create a prosperous, globally competitive city, which is safe, clean and welcoming, where residents and businesses obtain high quality and cost effective services.

The good news is that we are developing and improving our services whilst increasing your council tax at below the current consumer price index for inflation. The council has now delivered three years of below inflation increases of 1.9% and will continue its drive to deliver excellent modern services whilst at the same time making efficiencies and reducing waste.

To achieve our vision for Birmingham, we have set clear long-term goals, which were agreed in consultation with the public and our partners in 2007. We want all residents to:

**Succeed economically** – benefiting from education, training, jobs and investment

**Stay safe in a clean, green, city** – living in clean, green and safe communities

**Be healthy** – enjoy long and healthy lives

**Enjoy a high quality of life** – benefiting from good housing and renowned culture and leisure opportunities

**Make a contribution** – valuing one another and playing an active part in the community.

In the updated Council Plan covering the next five years from 2008 - 2013 we say how we plan to achieve these goals and how we will measure success.

Last year we achieved significant steps towards these goals, confirmed by the Audit Commission increasing our rating to a “three star” good council overall. For example – school results improved once more and we remain the best performing major city at GCSE. Birmingham is still one of the safest major cities. Crime overall continues to fall. We have the lowest levels of fly-tipping amongst major cities, while recycling activity has greatly increased. Our priority will be to make sure that all residents have decent homes to live in; benefit from clean and attractive local areas and that vulnerable people of all ages are protected and supported.

We want you to be involved – telling us what you think we should be doing and how you can contribute to making the city better. To find out more, read Forward, the Council's free newsletter or visit our website:

[www.birmingham.gov.uk/councilplan](http://www.birmingham.gov.uk/councilplan)



**Councillor Mike Whitby**  
Leader of the Council



**Councillor Paul Tilsley**  
Deputy Leader of the Council

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## our important successes in 2007/08

### These included:

- Being awarded a “three star” assessment rating from the Audit Commission, the Government watchdog for effectiveness and value for money, moving from “weak” to “good”. The Audit Commission concluded that Birmingham is “improving well”. Improvements have been achieved while maintaining a low council tax and exceeding government efficiency savings.
- Achieving “two stars” in Adult Social Care, making improvements in preventive care and also securing our second “star” in Housing for supporting vulnerable people.
- Government inspectors judging children and young people’s services to be “good”. And our benefits service maintained its 4 out of 4 star rating and is recognised as “excellent”.
- Exam results improving again last year. GCSEs and A –level results were higher than the national average and we significantly reduced the gaps in educational attainment of different groups in the city.
- Overall satisfaction with the Council is above the national average. Our partnership residents’ survey for 2007 revealed that 80% of Birmingham residents believe that people from different backgrounds get along well together and continue to feel more able to influence local decisions; up a further 7% on 2006 to 44%, compared with 37% in 2004.
- A 20% reduction in the overall crime rate since 2003 with Home Office statistics showing Birmingham as the safest major English city. Domestic burglaries and personal robberies continue to fall and are well below that reported last year.
- Trading Standards has helped over 2,500 victims of loan sharks and has wiped out over £2.5 million worth of debt on behalf of consumers.
- Together with our partners, we won national awards for the “Cleanest City” and the “Cleanest Place in Britain”.
- Our planning services achieved a national charter mark and exceeded government targets in dealing with complex planning applications.

## key points

**The City Council’s 2008/09 budget is based on the priorities laid out in the Council Plan 2008 - 2013. These aim to improve the quality of life in our city by: supporting vulnerable people; ensuring decent housing and making the city cleaner, greener and safer. We are providing ever-better services within tight financial discipline, creating a global city with a local heart.**

### The key points of our 2008/09 budget are:

- Investing an additional £11 million to continue improving Adult Social Care. This money will enable people with learning disabilities, with physical disabilities, older people and people who experience mental illness to have more choice and control over their care, to live more independently and to experience a higher quality of life. Additional resources are being allocated to enable older people to live at home after a timely discharge from hospital. Furthermore, the modernisation of Adult Social Care will enable us to meet the needs and aspirations of our service users and carers in the most efficient way possible.
- £5 million extra to meet the projected costs of ‘looked after children’. There will be a major transformation programme which will see an increasing focus on preventative and targeted services. The ambition over the next five years is to secure better results for children and young people by improving their physical and emotional health, behaviour, literacy and numeracy, job skills and ability to get on with one another. All this will take place within the government’s ‘Every Child Matters’ agenda. In addition, we will be progressing the Building Schools for the Future programme, which will see all of Birmingham’s secondary schools rebuilt or refurbished.
- An investment of £431 million over the next three years for council and private sector housing, including £106 million on structural repairs and improvements to council housing in 2008/09. This will ensure the completion of the Decent

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Homes Programme and the commencement of a Decent Homes Plus Programme (kitchen and bathrooms - £16m in 2008/09), together with developing new affordable housing.

- Spending on council housing repairs, local management and estate services is funded by tenant rent income. £8 million of resources will include working towards achieving excellent “3 star” services.
- An extra £7 million for the extension of our popular doorstep recycling programme in constituencies, to ensure that our highways continue to be maintained, and to fund the loss of car park income from development sites. Funding for waste services will result in neighbourhoods being cleaned more often. The capital budget includes ongoing work on the new Selly Oak Relief Road, investment in bus route improvements, measures to tackle traffic congestion and improve road safety, car parks and recycling centres and £1 million to implement another year of street lighting schemes chosen by local people.
- We are repositioning Birmingham globally by developing the City Centre Master Plan and are attracting investment into local areas through our Area Investment Prospectuses. This approach is very successful with private sector investment of up to £15bn and the creation of 40,000 new jobs. These jobs and delivering major projects such as the new Library of Birmingham and the Eastside City Park will prepare the city for population growth and greater economic success.
- Additional funding to attract and develop international events which will enhance Birmingham’s reputation and inspire participation. The city is looking forward to its half-marathon in the autumn and hosting the Digital Film Event, an international showcase of Birmingham’s digital media and film industries. £0.2 million will support the Digital Birmingham Initiative.

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- Resources have been allocated to promote improved community relations in all our communities and for the continued funding of environmental wardens.
  - £2 million more for constituencies to continue work with local groups to deliver excellent services that meet local needs. We have provided resources to cover the loss due to the ending of the Neighbourhood Renewals Fund, allowing expenditure to continue on schemes in addition to the application of the new Working Neighbourhoods Fund Grant. Funding of £1 million has been provided to invest in CCTV to increase community safety.
  - The planning service will improve the way planning applications are handled and building regulation services are delivered including providing enhanced online services for customers.
  - The business transformation programme will enable us to provide better and more efficient services saving £565 million over the next ten years. Exercising fiscal discipline has made extra investment in services possible while keeping council tax low. In addition to the business transformation project, our efficiency programme will bring savings of £14 million in 2008/09. These will come from a range of actions in specific areas and from productivity improvements.
  - For the third year running, council tax for our own services will rise by 1.9%, a figure which is below the rate of inflation\*. The overall level of council tax for Birmingham, when the increases for the separate fire and police authorities are added, is 2.06%.

\*Based on the Consumer Prices Index of 2.1% for December 2007.

## spending and council tax

	'07/'08 £m	'08/'09 £m
<b>Total spending</b>	<b>3,102.2</b>	<b>3,208.6</b>
Less: income	-2,210.8	-2,248.3
<b>City Council budget requirement</b>	<b>891.4</b>	<b>960.3</b>
Less: formula grant	-587.3	-639.6
transfer from Collection Fund	-	-6.5
<b>TO BE FINANCED BY COUNCIL TAX</b>	<b>304.1</b>	<b>314.2</b>

HOW SPENDING HAS CHANGED FROM 2007/08	£m
CITY COUNCIL BUDGET REQUIREMENT 2007/08 WAS:	891.4
Inflation (non schools)*	+38.2
Specific grant funding transferred into formula grant	+22.2
Budget pressures and policy choices	+31.6
Efficiency savings	-13.8
Other	-0.9
Financing costs	-4.5
Net use of reserves & balances	-3.9
<b>CITY COUNCIL BUDGET REQUIREMENT 2008/09 IS:</b>	<b>960.3</b>

\*schools are funded by a separate grant

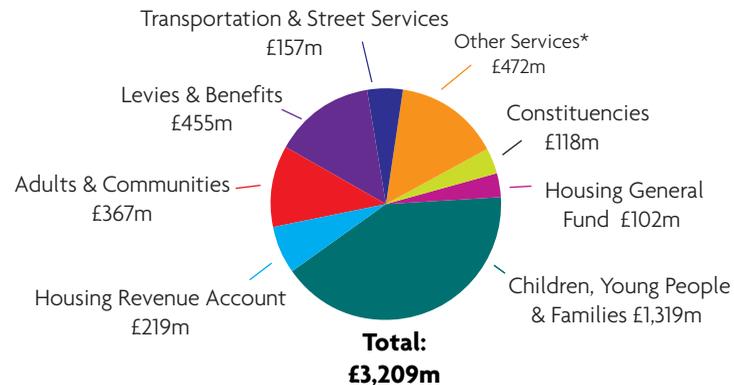
	'07/'08	'08/'09	% change
Charge to council taxpayers	£304.060m	£314.263m	+3.36
Divided by the taxbase (Band D property equivalents)	288,885	293,011	+1.43
<b>Council tax for City Council services (Band D)</b>	<b>£1,052.53</b>	<b>£1,072.53</b>	+1.90
Fire & Rescue Authority precept	£44.43	£45.74	+2.95
Police Authority precept	£91.47	£94.67	+3.50
<b>Gives a total council tax (Band D)</b>	<b>£1,188.43</b>	<b>£1,212.94</b>	+2.06

New Frankley in Birmingham Parish Council is levying a precept for 2008/09. Its charge will be made only to council taxpayers in the parish and amounts to £78,220, equivalent to £38.03 per property in Band D.

## revenue expenditure

Revenue expenditure involves spending on the day-to-day running costs of the council, e.g. employees, premises, supplies and services.

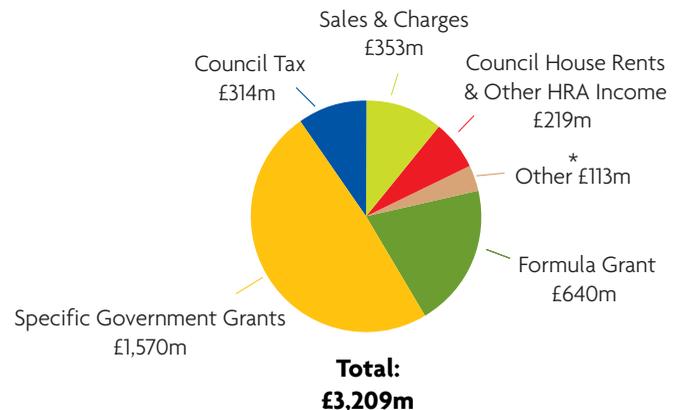
### Where the money is spent – 2008/09



\*Other Services includes: central departments/budgets £259m; Regeneration £70m; Leisure, Sport & Culture £63m; Local Services & Community Safety £48m; Regulatory Committees £32m.

NB. 2007/08 figures: Transportation & Street Services £151m; Levies & Benefits £453m; Adults & Communities £349m; Housing Revenue Account £224m; Other Services £462m; Constituencies £113m; Housing General Fund £109m; Children, Young People & Families £1,241m; TOTAL: £3,102m.

### Where the money comes from – 2008/09



\*Other Rents £58m; Other Grants & Contributions £28m; Corporate Income & Contributions from Reserves £20m; Transfer from Collection Fund £7m.

NB. 2007/08 figures: Sales & Charges £341m; Council House Rents & Other HRA Income £224m; Other £78m; Formula Grant £587m; Specific Government Grants £1,568m; Council Tax £304m; TOTAL: £3,102m.

## environment agency midlands region

### The Council Tax and Non-Domestic Rating (Demand Notices) (England) Regulations 2003

The Environment Agency as a levying body for its Flood Defence functions, under the above regulations, provides the following information.

The Environment Agency has powers in respect of flood defence along 4,682 km of main river along with tidal and sea defences, in the area of the Severn Trent Regional Flood Defence Committee. Flood defence money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system. The financial details are:

#### Severn Trent Regional Flood Defence Committee

	2007/08	2008/09
	£'000	£'000
Gross expenditure	46,671	44,277
Levies raised	3,500	3,000
Total Council Tax Base	2,857,171	2,884,354

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, where there are schemes which do not attract central funding the Agency may seek funding from local councils in the form of a Local Levy. The Local Levy is shared on the basis of Band D equivalents between all contributing bodies within the committee area.

Changes in the gross budgeted expenditure between the years is due mainly to a decrease in the funding available for the non-recurring maintenance and capital works programmes.

The total Local Levy for Severn Trent Regional Flood Defence Committee has reduced from £3,500,000 in 2007/08 to £3,000,000 for 2008/09.

## council tax - help and information

If you have any difficulty understanding this part of the leaflet, or you want more help with your Council Tax, you can:

**Go** to any **Neighbourhood Office** (see next page 13).

### Telephone: 0121 303 1113

Lines are open from 8.00a.m. to 8.00p.m.

(Monday to Friday)

Our telephones can be busy in the morning.

Why not try calling later in the day?

All calls will be monitored / recorded

**Fax:** 0121 464 0551 or 464 0552

**Text phone:** 0121 503 1464 (Registered Users Only)

**Write to:** Birmingham City Council  
Resources Department,  
(Revenues and Benefits),  
P.O.Box 5, Birmingham B4 7AB

**E-mail** us using the address shown on the front of your bill.

**Visit:** Council Tax Customer Services  
7 Waterloo Street, City Centre

### Opening times –

Monday to Thursday: 8.45a.m. – 5.00p.m.

Friday 8.45a.m – 4.30p.m

The Cashiers Service is open until **4.15 p.m.** each day

Ramp access and facilities are available to accommodate people with disabilities.

**Translation services are also available.**

## council tax - help and information

### HELP ONLINE

You can now log on to the Council Tax website at:

[www.birmingham.gov.uk/council-tax](http://www.birmingham.gov.uk/council-tax)

You will find information about Council Tax, along with forms you can use to contact us.

You can e-mail us to ask questions about your account, or to tell us about changes in your circumstances. If you contact us by e-mail, you will receive a reply by e-mail, normally within 14 days, unless you tell us to telephone or write to you. Please quote your account reference number, if you have one.

### CHANGES IN CIRCUMSTANCES

You are required by law to inform the Council if there is a change that affects your Council Tax. For example; you receive a discount and the discount conditions no longer apply; you change address; a different person should now be liable to pay the bills, etc.

**You must inform the Resources Department (Revenues and Benefits) with 21 days**

**Failure to do so, without reasonable excuse, could result in a financial penalty.**

### ADDITIONAL HELP AND INFORMATION

WE CAN PROVIDE YOU WITH INFORMATION RELATING TO COUNCIL TAX IN **LARGE PRINT**, AUDIOTAPE OR BRAILLE. IF YOU WOULD BENEFIT FROM THIS SERVICE YOU CAN REGISTER BY USING ANY OF THE CONTACT METHODS MENTIONED ON PAGE 10

## neighbourhood offices

You can get help and advice at any of the following Neighbourhood Offices:

ACOCKS GREEN	3 BOTTEVILLE ROAD, B27 7YE	303 0596
BARTLEY GREEN	MONMOUTH ROAD, B32 3LX	303 5250
BIRCHFIELD	3 TRINITY ROAD, B6 6AH	303 6500
BROMFORD	CAMERONIAN CROFT, B36 8UB	303 7300
CASTLE VALE	SPITFIRE HOUSE, HIGH STREET, B35 7PS	675 4829
COTTERIDGE	9 PERSHORE ROAD SOUTH, B30 3EE	303 4950
EDGBASTON	21 TYLNEY CLOSE, B5 7ND	303 4988
ERDINGTON	CIVIC HOUSE, 101 SUTTON NEW RD B23 6RE	303 0820
FRANKLEY	COMMUNITY LIBRARY, NEW STREET, B45 0EU	303 6200
HANDSWORTH	12 DAWSON ROAD, B21 9HS	675 5317
HANDSWORTH WOOD	13 COLLEGE ROAD, B20 2HU	464 4237
HAWKESLEY	50 HAWKESLEY SQUARE, B38 9TU	303 2173
KINGS HEATH	38 SILVER STREET, B14 7QU	303 5009
KINGSTANDING	20 ROUGH ROAD, B44 0UY	303 7733
LADYWOOD	BOTANY WALK, B16 8ED	464 0567
MAYPOLE	IDMISTON CROFT, B14 5NJ	303 7111
MIRFIELD	55 SCHOLARS GATE, B33 0DL	303 1510
NECHELLS	REVESBY WALK, B7 4LG	303 1685
NEWTOWN	NEWTOWN SHOPPING CENTRE, ALMA WAY, B19 2SW	303 5656
NORTHFIELD	1A VINEYARD ROAD, B31 1PG	464 7850
PERRY BEECHES	174 BEECHES ROAD, B42 2HN	303 0390
PERRY COMMON	599 COLLEGE ROAD, B44 0AY	303 1880
QUINTON	QUINTON ROAD WEST, B32 2RJ	303 5500
SALTLEY	54 HIGHFIELD ROAD, B8 3QU	303 1859
SELLY OAK	33B HUBERT ROAD, B29 6DX	303 5738
SHARD END	SHUSTOKE ROAD, B34 7BB	303 5859
SMALL HEATH	349 COVENTRY ROAD, B10 0SN	303 8929
SPARKBROOK	261 STRATFORD RD, B11 1QS	303 9110
SPARKHILL	641 STRATFORD ROAD, B11 4DY	303 0722
STECHFORD	189 MEADWAY, B33 8NB 6AN	303 1487
SUTTON C'FIELD	COUNCIL HOUSE, KING EDWARDS SQ B73	303 1439
YARDLEY WOOD	201 SCHOOL ROAD, B14 4ER	303 7534

## the council tax bands

Council Tax is the way in which the City Council gets some of the money it needs to provide local services. The amount you pay is based on the value of your property. There are 8 bands set by the Government.

BAND	PROPERTY VALUE
A	Up to and including £40,000
B	£40,001 - £52,000
C	£52,001 - £68,000
D	£68,001 - £88,000
E	£88,001 - £120,000
F	£120,001 - £160,000
G	£160,001 - £320,000
H	More than £320,000

Your band is shown on your Council Tax bill.

### APPEALS AGAINST BANDING

You can appeal against the banding of newly occupied properties, or properties, which have had a major change in structure, or use of facilities. It is not possible to appeal on the grounds of general changes in the property market, or if an appeal has been made before.

#### **The property value is based on 1991 prices.**

If you have any questions concerning the banding of your property, contact:

THE LISTING OFFICER,  
Valuation Office Agency, Regent Court,  
14-17 George Street, Birmingham, B15 1NU  
Telephone: 0121 410 3700

### COUNCIL TAX LIABILITY

The person liable to pay Council Tax is the person who first fits one of the descriptions listed below, starting with 1, and working through to 6. More than one person can be held liable if they are on the same level. Husbands and wives, or partners may also be jointly and severally liable.

1. Resident owner
2. Resident leaseholder
3. Resident statutory or secure tenant
4. Resident with a licence to occupy
5. Resident aged 18 or over
6. Owner

In some cases, the owner of a property will always be held liable, rather than the residents (e.g. houses in multiple occupation, care homes or nursing homes, etc.).

### APPEALS AGAINST LIABILITY

If you think that you are not the person who should have to pay Council Tax, GET HELP from one of our offices.

See HELP AND INFORMATION on pages 11, 12 & 13.

## reductions

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### PEOPLE WITH DISABILITIES

If your home has special facilities for someone in your household who is disabled, it may be possible to get your bill reduced. You may be able to get a reduction if, for example:

- You have a room needed by the disabled person for a special purpose (e.g. dialysis equipment).
- You have an extra bathroom or kitchen for the disabled person.
- There is enough floor space for someone who uses a wheelchair within the home.

**You will need to complete an application form to receive this reduction.**

### PERSONAL DISCOUNTS

The full bill is only payable if there are at least two adults living in the property.

- If you are the only adult living in your property, you can apply for a 25% discount.
- If there are no adults living in the property (e.g. second home or an unoccupied furnished accommodation), you can apply for a 10% discount.

Some people are not counted when looking at the number of adults in a property. The main categories are:

- Full-time students, student nurses, apprentices and youth training trainees.
- People who are severely mentally impaired.
- People caring for someone living in the property who has a disability, and who is not their spouse, partner or child aged under 18 years.
- 18 and 19 year olds who are at, or who have just left, school or college.
- Patients resident in hospital.
- People who are being looked after in care homes.
- People in prison (except those in prison for non-payment of Council Tax or a fine).

## exemptions

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### EXEMPT PROPERTIES

Some properties are exempt from Council Tax. The main categories are:

- an unoccupied, unfurnished property having major alterations or repairs, for a maximum of 12 months;
- an unoccupied, unfurnished property, for a maximum of 6 months;
- a property left unoccupied by a person detained in custody;
- a property left unoccupied by patients now resident in a hospital or care home;
- a property left unoccupied because the owner or tenant has died, for a maximum of 6 months after probate has been granted;
- a property left empty by people receiving care;
- a property left empty by people providing care;
- a property left empty by someone who is now a full-time student living elsewhere;
- a property occupied solely by full-time students, or by some non-British dependants of students;
- a property left empty by a bankrupt;
- a vacant caravan pitch or boat mooring;
- a property occupied only by people aged under 18 years;
- an unoccupied annexe which cannot be let separately without a breach of planning control;
- a property occupied only by people who are severely mentally impaired (including the liable person);
- certain properties occupied by diplomats;
- an annexe occupied by an elderly or disabled relative.

**You will need to complete an application form to receive any reduction or exemption.**

There are additional categories to those shown above. If you want more information or have any questions about reductions or exemptions, please contact us using one of the options shown in the Section – “help and information”.

## council tax benefit

Council Tax Benefit is money off your Council Tax bill. It means that you do not have as much to pay.

Council Tax Benefit can be paid in addition to any other reductions in your bill, for example because you live alone.

You may still qualify for Council Tax Benefit even if:

- You are working
- You have other income such as a works pension or a private pension
- You have savings, unless these are more than £16,000

### How much can I get?

The amount of Council Tax Benefit you get depends on your individual circumstances and takes account of any income you get from working, pensions, benefits and tax credits, any savings over £6,000 and your household circumstances including any other people who live with you.

Single people, couples and families of all ages can get Council Tax Benefit. There is no minimum amount of Council Tax Benefit. Even if you are only entitled to £1 per week that still means over £50 coming off your bill

For example:

- A pensioner living alone with a Council Tax bill for £1000 might still get some help where their weekly income is as much as £233 per week;
- A pensioner couple in the same circumstances could be getting as much as £302 per week and still qualify;
- A couple with 3 children who are working could also get help if their income (including child benefit and tax credits) is £350 per week

**REMEMBER:** These are only examples. You could get more if your Council Tax bill is more than £1,000 or someone in your household is sick or disabled, so check it out now, even if you think you will not be entitled.

If your income is too high to qualify but you are a single person living with another adult who is not your partner and who is on a low income, you might still get some help. This is called a 2nd Adult Rebate and is worked out based on the income of the person who is living with you.

### £ MILLIONS OF COUNCIL TAX BENEFIT GOES UNCLAIMED EACH YEAR

Every year thousands of people in Birmingham who are entitled to Council Tax Benefit do not claim. This means that all of these people are having to pay more Council Tax than they should.

### GETTING HELP AND ADVICE

Some people might not know how to claim, others might think it is too complicated.

If you have not claimed Council Tax Benefit but would like to know if you are entitled or would like us to send you an application form, ring us today on **464 7000**.

You can also visit any Neighbourhood Office (see page 13) where staff will be happy to help you make your claim. Please note that you may have to make an appointment at some Neighbourhood Offices. To find your nearest Neighbourhood Office you can call 303 1111.

If you already get Council Tax Benefit you do not need to make a new claim, your benefit has already been taken off your bill. But you **MUST** tell us straightaway if your circumstances change.

**BENEFIT FRAUD** – Help us stamp it out  
**‘Do you know anyone committing Benefit Fraud (or any other type of fraud against the Council)?’** – Anyone wishing to report a suspected benefit fraud should call, in confidence, the Council Investigation Team on **0800 328 6340 (0800 328 6341 Textphone)**, or write to P.O. Box 9990 Birmingham B1 2YS, or **e-mail fraudhotline@birmingham.gov.uk**

## performance

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Every year we set ourselves standards that we try to achieve. We are committed to letting you know how we measure up to these standards. A comparison of our performance between this year and last year is shown below:

	2006/7	2007/8
Responses to letters within 14 days	51%	70%*
Personal visits dealt with in 30 minutes	85%	88%
Payments at Waterloo St. Cashiers office within 10 minutes	98%	98%
Telephone calls answered within 120 seconds	59%	53%

\*This figure is the average response time for the whole year, in the last 3 months the actual percentage of responses made within 14 days was 93%.

### SERVICE IMPROVEMENT

Enhancements to the Direct Debit process introduced last year have resulted in an increase of more than 7,000 payers using this facility. Over 40% of Council Tax customers now pay by Direct Debit.

With improved efficiencies Council Tax have also been able to reduce the time lapse between non-payment and the issue of recovery action. This has resulted in reducing the level of arrears outstanding whilst at the same time increasing the 'in-year' cash collection for the City.

### COMMENTS / COMPLIMENTS / COMPLAINTS

We are committed to providing our Customers with a good level of service and support the City Council's 3C's policy. If you would like to raise anything about the service you have received whether it is a Comment, Compliment or Complaint, please let us know. The address to write to, our telephone number and a list of our offices can be found on pages 11 & 13 of this leaflet. Alternatively, you can complete one of the 'Customer Views' Feedback forms, which can be found at any of the City's Customer Enquiry Service Points, and return it to the freepost address stated on the form.

## useful numbers

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Council Tax Customer Services	0121 303 1113
Benefit Services	0121 464 7000
Valuation Office Agency	0121 410 3700
Refuse Collection	0121 303 1112
Adult and Communities Emergency Out of Hours Duty Team	0121 675 4806
Out of Hours Home Care Services	0121 464 5001
Homelessness	0121 303 7410
Trading Standards	0121 303 6031
Benefit Fraud	0800 328 6340

For information on all Council Services visit our website at [www.birmingham.gov.uk](http://www.birmingham.gov.uk)

## how to pay

**1. DIRECT DEBIT** is the easiest and cheapest way to pay, and you are protected by the Direct Debit guarantee.

This method is available for monthly instalments only,

**Direct Debit payers have the choice of paying on the 8th, 15th, 21st or 28th of the month.**

If you would like to pay your Council Tax by Direct Debit, it could not be simpler, just call us on 0121 303 1113, advise us of your chosen payment date and provide us with your relevant details. We will do the rest.

**2. CASH AND CHEQUE** payments may be taken to any Post Office (free of charge) or to Customer Services (see HELP AND INFORMATION). Any major bank will also take payments, but they may charge a fee.

Customers may now get a plastic Council Tax Payment Card. The card holds your account details and you should take it with you when you make a payment at any Post Office, Paypoint / Payzone outlet, or at Council Tax Customer Services.

**3. INTERNET PAYMENTS** can now be accepted using various Debit/Credit cards. For more information look on the Council's website: [www.birmingham.gov.uk/council-tax](http://www.birmingham.gov.uk/council-tax)

**4. TELEPHONE PAYMENTS** can now be made using a debit or credit card by way of our 24hr Automated Payment System. Just telephone **0121 464 2001** and follow the step-by-step instructions

**If you want to change your frequency of payment please complete and return the form on page 23, or alternatively telephone 0121 303 1113 and advise us of your preferred frequency.**

## changing your payments

(a) If you want to change the frequency of your payments (as shown on your bill), please tick the appropriate box, fill in the personal details, and return this form to the address shown at the bottom of the page.

MONTHLY

HALF-YEARLY

- First payment due by 15th April 2008
- Balance due by 15th October 2008

ONE ANNUAL PAYMENT

- Due by 15th April 2008

(b) Complete these details in block capitals, please.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

(c) BILLING REFERENCE NUMBER

(from your bill)

**I understand that if I fail to pay by the due date the total amount will become immediately payable.**

(d) SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

RETURN THIS FORM NOW TO:  
BIRMINGHAM CITY COUNCIL  
Resources Department (Revenues and Benefits),  
P.O. Box 5, Birmingham, B4 7AB

This leaflet explains Council Tax and the council's budget. If you cannot understand it, please go to your Neighbourhood Office, visit Council Tax Customer Services, address below, or ring the number below and you will be given assistance.

توضیح هذه الوثيقة ضريبة المجلس البلدي وميزانية البلدية. إذا لم تستطع فهمها، الرجاء الذهاب إلى مكتب الخدمات الاجتماعية "تيرهود أوفس" القريب منك، أو زيارة قسم خدمات الزبائن المختص بضرية البلدية، وعنوانه مدرج بالأسفل، أو اتصل هاتفياً بالرقم المذكور أسفله حيث ستحصل على المساعدة بهذا الشأن.

এই প্রচারপত্রটিতে কাউন্সিল ট্যাক্স এবং কাউন্সিলের বিভিন্ন খাতে বরাদ্দের বিষয়ে ব্যাখ্যা করা হয়েছে। আপনি যদি এটা বুঝতে না পারেন, তবে অনুগ্রহপূর্বক আপনার নেবারহুড অফিসে যান, নিম্নোক্ত ঠিকানায় কাউন্সিল ট্যাক্স কাঙ্ক্ষার সার্ভিসেস্ অফিসে আসুন, অথবা নিম্নোক্ত নম্বরে ফোন করুন তখন আপনাকে সহায়তা করা করা হবে।

這份資料單張解釋了地方稅和市政府的預算案。如果你看不懂，可前往當地的鄰舍辦事處、下面列出地址的市政地方稅顧客服務處或者打下列電話號碼，我們會協助你。

این برگه مالیات کانسِل (شهرداری) و بودجه کانسِل را توضیح میدهد. اگر شما این را نه می فهمید، لطفاً به دفتر نیبورهود آفس خود (Neighbourhood Office) بروید یا به سرویس مراجعین کانسِل تَکَس به آدرس ذیل مراجعه کنید و یا هم به شماره ذیل تلفن کنید به شما کمک فراهم خواهد شد

આ પરિક્રામાં કાઉન્સિલ ટેક્સ અને કાઉન્સિલનાં અંદાજપત્રની સમજણ આપવામાં આવી છે. જો તમને તે ન સમજાય તો કૃપા કરી તમારી સ્થાનિક નેબરહુડ ઓફિસ, કાઉન્સિલ ટેક્સ કસ્ટમર સર્વિસીસ, સહનામું નીચે આપેલું છે, અથવા નીચે આપેલ ટેલિફોન નંબર પર ફોન કરી અને તમને સહાયતા આપવામાં આવશે.

دغه ڪتابچه تاسو ته د ٻناروالي د مالياتو (ڪانسِل تَکَس) او د ڪانسِل د بودجی به باره ڪهني معلومات درکوی. که چیرته تاسو په دی نه پوهی، لطفاً خپل نیبورهود آفس (Neighbourhood Office) ته ولاړ شئ یا د ڪانسِل تَکَس د مراجعینو له سرویس شخصه په لاندی آدرس کتنه وکړئ او یا هم لاندنی شمیری ته ټلِفون وکړئ نو له تاسوسره به مرسته وشي.

ਇਸ ਪਰਚੇ ਵਿੱਚ ਕਾਉਂਸਿਲ ਟੈਕਸ ਅਤੇ ਕਾਉਂਸਿਲ ਦੇ ਬੱਜਟ ਬਾਰੇ ਸਮਝਾਇਆ ਗਿਆ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਓ, ਜਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਤੇ ਕਾਉਂਸਿਲ ਟੈਕਸ ਕਸਟਮਰਜ਼ ਸਰਵਿਸਿਜ਼ ਵਾਲਿਆਂ ਨੂੰ ਜਾਕੇ ਮਿਲੋ, ਜਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ ਜਿੱਥੋਂ ਤੁਹਾਨੂੰ ਸੱਦ ਦ ਮਿਲ ਜਾਵੇਗੀ।

یہ ایف اے ڈی کونسل ٹیکس اور کونسل بجٹ کے بارے میں وضاحت کرتا ہے۔ اگر آپ اسے سمجھ نہیں سکتے تو براہ کرم اپنے نیبر ہوڈ آفس میں، یا نیچے دیئے گئے پتے پر کونسل ٹیکس کسٹمر سروسز کے دفتر تشریف لے جائیے، یا درج ذیل نمبر پر ٹیلیفون کیجئے، یہاں سے آپ کو مدد حاصل ہو سکتی ہے۔

Thông tin này giải thích về Thuế Hộی Đồng và dự thảo ngân sách của hộ đồng. Nếu quý vị không hiểu, xin vui lòng đến Văn Phòng Ban Láng Giềng của quý vị, tới nơi Phục Vụ Khách Hàng về Thuế Hộی Đồng, theo địa chỉ bên dưới, hoặc gọi cho số điện thoại dưới đây quý vị sẽ nhận được giúp đỡ.

7 WATERLOO STREET, BIRMINGHAM B2 5PH  
TELEPHONE: 0121 303 1113