

budget for birmingham 2007/08



introduction

your city, your birmingham

The past twelve months have been a great success for Birmingham City Council, and we shall continue to deliver on our commitments to the people of Birmingham. Our ambition is to provide high quality and cost effective services and to make Birmingham a city second to none.

In 2006, we continued to implement immense change in the city. Birmingham is now feeling the benefits. We are now, by some margin, the highest achieving of England's major cities for GCSE results. Crime rates in Birmingham are the lowest of all England's major cities, falling by almost a fifth in the last two years. Our city centre is a magnet for global investment and excellence of which we can all rightly be proud. Equally, our emphasis on decent, warm housing, caring and competent social services, and excellent education embraces all our citizens throughout the city. This is why we believe Birmingham to be "a global city with a local heart".

Birmingham has an exciting future. We have clear priorities that will help us achieve our ambitious vision. In our Council Plan for 2007+ we say what we want to achieve. Through our work with strategic partners and local communities, all Birmingham residents will:

- succeed economically – benefiting from education, training, jobs and investment
- stay safe – living in clean, green and safe communities
- be healthy – enjoying long and healthy lives
- enjoy a high quality of life – benefiting from good housing and renowned cultural and leisure opportunities
- make a contribution – valuing one another and playing an active part in the community.

We also want you to be involved - telling the Council what you think we should be doing, and how you can contribute to making the city better. To find out more, read Forward or visit our website; 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 successes in 2006/07

We had a number of important successes during 2006/07, including:

- We maintained a “two star” assessment rating from the Audit Commission. Despite the Commission moving to a much harder assessment programme, we consolidated our overall score of “adequate”, with particular achievements in housing and street cleanliness.
- Government inspectors judged the delivery of services to children and young people by the Council and its partners to be “good”, and we improved our use of resources score from “adequate” to “good”.
- More citizens feel satisfied with Council services – 66% of residents surveyed said they were satisfied with our services, an 11% improvement on the 55% reported in 2004. The number of people who feel Council services represent good value for money increased by 19% over the same period, moving from 34% to 53%.
- Global real estate consultant Cushman and Wakefield ranked Birmingham the 19th best city in Europe to locate a business, and the best city in the UK to locate a business headquarters.
- Our Birmingham Strategic Partnership was assessed by the Government Office of the West Midlands as “good” for the first time. The assessment reflected excellent results from our schools, a cleaner local environment and the fact Birmingham enjoys the lowest crime rate of England’s major cities.
- Exam results show we again improved on our previous best and exceeded our target for the number of 16 year-olds gaining 5 or more GCSEs at grade A* to C. Our achievement of 59% has put us on a par with the national average and maintains our top quartile position within the metropolitan authorities.
- We continued to exceed our target for the speed of decisions on major planning applications – we managed to deal with 79% of applications within the statutory national timescales.
- Our Benefits Service successfully maintained its 4 out of 4 rating, being recognised as an “excellent” service.

key points

The City Council’s 2007/08 budget is based on the priorities laid out in the Council Plan 2007+. 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 fiscal discipline, creating a global city with a local heart.

The key points of our 2007/08 budget are:

- Investing over £14 million to continue improving adult services, including more supported employment places for people with a learning disability. There will be increased support for carers and families of people with a learning or physical disability, plus the provision of flexible care for older people through four new special care centres.
- Utilising extra funding of more than £5 million for services to meet the needs of looked after children and those children and young people at risk, ensuring they are safe and secure, and that they realize their potential. 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 over the next 15 years. All this is taking place within the context of the “Every Child Matters” agenda.
- Spending a total of £436 million in housing in Birmingham over the next three years, ensuring all council homes meet the Decent Homes Standard by 2010, creating more affordable homes and renewing the existing housing stock. 18,000 council properties will be brought up to the Decent Homes Standard in 2007/08, building on the 17,420 properties already brought up to standard since April 2004 .
- Spending on council housing repairs, local management and estate services is funded by tenant rent income. Our day to day council housing priorities will include a focus on providing excellent “3 star” services.
- An extra £7 million has been provided to continue making Birmingham cleaner, greener and safer. The popular kerbside recycling programme will be extended to virtually every household in the city, and environmental hit squads will be boosted as they clean the city’s streets. Further investment has been made in bus route improvements. The capital budget includes measures to tackle traffic congestion and road safety, improve car parks and £1 million to implement another year of street lighting schemes chosen by local people.

key points

- We will continue the regeneration of the city and encourage further international investment, business growth and employment opportunities for all Birmingham residents – including investing £18 million over the next three years in creating a city of vibrant urban villages, where everyone can feel proud of their local area.
- Constituencies will build on the work undertaken with local groups to improve services to meet local needs. We have created a special fund of £1.25 million for investment in local priorities. Funding for waste services will mean more cleaning of neighbourhoods and action to prevent dumping.
- Over £1 million to continue to improve performance in deciding planning applications, following the award of the national Charter Mark to the Planning Control Division, recognizing its service excellence and customer focus.
- An extra £0.6 million to extend library services so that there are more local facilities available for longer.
- £0.3 million to help attract international events which will enhance Birmingham's reputation, inspire participation and boost the local economy.
- We will continue to invest in our highly regarded cultural facilities, including £12 million for the refurbishment of the Midlands Arts Centre, £0.2 million for the Old Rep Theatre and £8 million for our local parks.
- Exercising fiscal discipline has made extra investment in services possible while keeping council tax low. Our efficiency programme will bring savings of £43 million in 2007/08. These will come from a range of actions: services will make savings in specific areas; productivity improvements will be achieved; and the second year of a ten year business transformation review will give more efficient support services.
- 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 2.13%.

*Based on the Consumer Prices Index of 3.0% for December 2006, released by the Office for National Statistics on 16th January 2007.

spending and council tax

	'06/'07 £m	'07/'08 £m
Total spending	2,861.5	3,047.3
Less: income	-2,003.3	-2,155.9
City Council budget requirement	858.2	891.4
Less: formula grant	-563.7	-587.3
Collection fund surplus (-)/deficit(+)	+0.6	-
TO BE FINANCED BY COUNCIL TAX	295.1	304.1

HOW SPENDING HAS CHANGED FROM 2006/07

	£m
CITY COUNCIL BUDGET REQUIREMENT 2006/07 WAS:	858.2
Inflation (non schools)*	+41.3
Budget pressures and policy choices	+33.4
Efficiency savings	-42.7
Financing costs, fall-out of one-off resources & contribution to general balances	+1.2
CITY COUNCIL BUDGET REQUIREMENT 2007/08 IS:	891.4
*schools are now funded by a separate grant	

spending and council tax

	'06/'07	'07/'08	% change
Charge to council taxpayers	£295.053m	£304.060m	+3.05
Divided by the taxbase (Band D property equivalents)	285,655	288,885	+1.13
Council tax for City Council services (Band D)	£1,032.90	£1,052.53	+1.90
Fire & Rescue Authority precept	£43.18	£44.43	+2.89
Police Authority precept	£87.55	£91.47	+4.48
Gives a total council tax (Band D)	£1,163.63	£1,188.43	+2.13

New Frankley in Birmingham Parish Council is levying a precept for 2007/08. Its charge will be made only to council taxpayers in the parish and amounts to £71,679, equivalent to £34.71 per property in Band D.

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 1,420 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

	2006/07 £'000	2007/08 £'000
Gross expenditure	59,483	46,671
Levies raised	3,025	3,500
Total Council Tax Base	2,388,105	2,857,171

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 County and Metropolitan Councils, Unitary Authorities and London Boroughs 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.

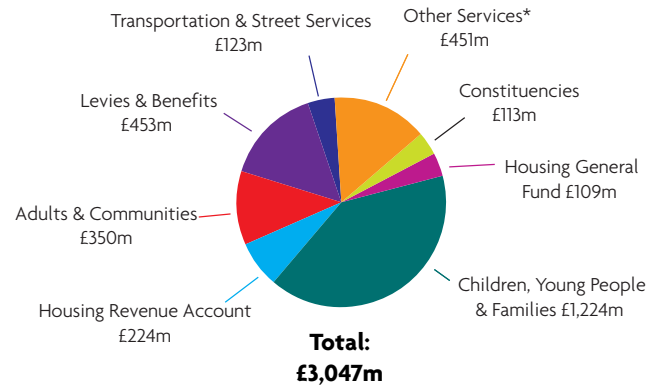
Changes in the gross budgeted expenditure between the years is due mainly to a reduction in the centrally funded capital programme.

The total Local Levy for Severn Trent Regional Flood Defence Committee has increased from £3,025,000 in 2006/07 to £3,500,000 for 2007/08.

revenue expenditure

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

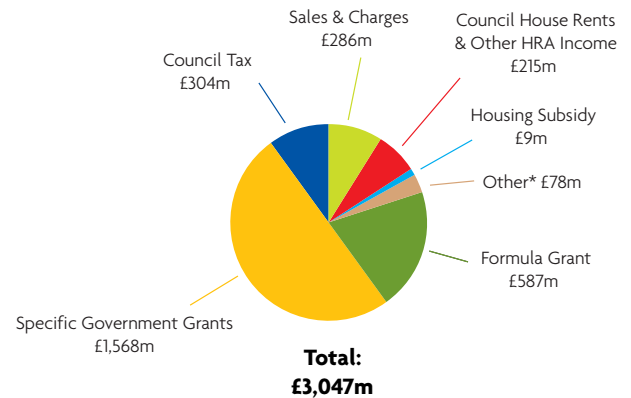
Where the money is spent – 2007/08



*Other Services includes: central departments/budgets £232m; Regeneration £72m; Leisure, Sport & Culture £60m; Local Services & Community Safety £54m; Regulatory Committees £33m

NB. 2006/07 figures: Transportation & Street Services £121m; Levies & Benefits £451m; Adults & Communities £353m; Housing Revenue Account £222m; Other Services £376m; Constituencies £114m; Housing General Fund £83m; Children, Young People & Families £1,142m; TOTAL: £2,862m

Where the money comes from – 2007/08



*Other Rents £54m; Other Grants & Contributions £24m

NB. 2006/07 figures: Sales & Charges £267m; Council House Rents & Other HRA Income £209m; Housing Subsidy £13m; Other £77m; Formula Grant £564m; Specific Government Grants £1,437m; Council Tax £295m; TOTAL: £2,862m

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:

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 available until **4.15 p.m.** each day

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

Translation services are also available.

Telephone: 0121 303 1113

Lines are open from 8.00a.m. to 8.00p.m.
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 Directorate,
(Revenues and Payments),
P.O.Box 5, Birmingham B4 7AB

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

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

HELP ONLINE

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

neighbourhood offices

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

ACOCKS GREEN	3 Botteville Road, B27	303 0596
BARTLEY GREEN	Monmouth Road, B32	303 5250
BIRCHFIELD	3 Trinity Road, B6	303 6500
BROMFORD	Cameronian Croft, B36	303 7300
CASTLE VALE	Spitfire House, High Street, B35	675 4829
COTTERIDGE	9 Pershore Road South, B30	303 4950
EDGBASTON	21 Tylney Close, B5	303 4988
ERDINGTON	Civic House, 101 Sutton New Rd B23	303 0820
FRANKLEY	Community Library, New Street, B45	303 6200
HANDSWORTH	12 Dawson Road, B21	464 6395
HANDSWORTH WOOD	13 College Road, B20	464 4237
HAWKESLEY	50 Hawkesley Square, B38	303 2173
KINGS HEATH	38 Silver Street, B14	303 5009
KINGSTANDING	20 Rough Road, B44	303 7733
LADYWOOD	Botany Walk, B16	464 0567
MAYPOLE	Idmiston Croft, B14	303 7111
MIRFIELD	55 Scholars Gate, B33	303 1510
NECHELLS	Revesby Walk, B7	303 1685
NEWTOWN	Newtown Shopping Centre, Alma Way, B19	303 5656
NORTHFIELD	1a Vineyard Road, B31	464 7850
PERRY BEECHES	174 Beeches Road, B42	303 0390
PERRY	599 College Road, B44	303 1880
COMMON		
QUINTON	Quinton Road West, B32	303 5500
SALTLEY	54 Highfield Road, B8	303 1859
SELLY OAK	33b Hubert Road, B29	303 5738
SHARD END	Shustoke Road, B34	303 5859
SMALL HEATH	349 Coventry Road	303 8929
SPARKBROOK	261 Stratford Rd, B11	303 9110
SPARKHILL	641 Stratford Road, B11	303 0722
STECHEFORD	189 Meadway, B33	303 1487
SUTTON C'FIELD	Council House, B73	303 1439
YARDLEY WOOD	201 School Road, B14	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, as follows:

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 10 & 11.

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 be issued with 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 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

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 19, or alternatively telephone 0121 303 1113 and advise us of your preferred frequency.

reductions

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 resident in your property, you can apply for a 25% discount.
- If there are no adults resident 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).

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

There are additional categories to those shown above; if you believe that you might be entitled to a reduction please contact our office using one of the options shown in the Section – ‘help and information’.

exemptions

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 this reduction. There are additional categories to those shown above; if you believe that you might be entitled to a reduction please contact our office.

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 Directorate (Revenues & Payments) within 21 days

Failure to do so, without reasonable excuse, could result the imposition of a financial penalty.

council tax benefit

Council Tax Benefit is money off your Council Tax bill. The amount depends on your income, savings, and the number of people you live with.

If you already get benefit you do not need to make a new claim, your benefit has already been taken off your bill.

SHOULD YOU BE CLAIMING COUNCIL TAX BENEFIT?

Every year thousands of people in Birmingham are entitled to Council Tax Benefit but do not claim. All of these people are having to pay more Council Tax than they should. Among Pensioners it is likely that 4 out of 10 people who would be entitled have not claimed. For people who own their own homes, the number not claiming is even higher at 6 out of 10.

You may be entitled even if you are working, have an extra pension or some savings. You can claim Council Tax Benefit if your savings are less than £16,000 (but if you get Guaranteed Pension Credit you can have more than £16,000).

Some people do not know how to claim or think it is too complicated.

If you are one of these people or you want to find out if you could get some money off you council tax:

Just ring Benefit Services on **0121 464 7000** or visit any Neighbourhood Office (see page 11 for your nearest office) to find out if you are entitled and to get help you need to make a claim.

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

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:

	2005/6	2006/7
Responses to letters within 14 days	94%	51%*
Personal visits dealt within 30 minutes	96%	85%
Payments at Waterloo St. Cashiers office within 10 minutes	98%	98%
Telephone calls answered within 120 seconds	71%	59%

*This figure is the average response time for the whole year and reflects the initial problems encountered in Council Tax as a result of the installation of the new computer system

SERVICE IMPROVEMENT

Having implemented the new computer system into Council Tax, we are now looking to improve the services we offer our customers. Enhancements have already been made to the Direct Debits process, which now allows our customers the option of providing the relevant information via the telephone instead of having to complete a request form.

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 10 & 11 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

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

useful numbers

Birmingham City Council Switchboard	0121 303 9944
Council Tax Customer Services	0121 303 1113
Neighbourhood Office General Advice Line	0121 303 1111
Benefit Services	0121 464 7000
Valuation Office Agency	0121 410 3700
Refuse Collection	0121 303 1112
Housing Tenant Repairs Morrisons.	0800 073 3333
Accord.	0800 073 6688
Adult and Communities Emergency Out of Hours Duty Team	0121 675 4806
Out of Hours Home Care Services	0121 464 5001
Homelessness	0121 464 7600 or 0121 464 7610
Trading Standards	0121 303 6031
Benefit Fraud	0800 328 6340

For information on all Council Services visit our website at
www.birmingham.gov.uk

changing your payments

PLEASE NOTE: DIRECT DEBIT PAYERS MUST PAY BY MONTHLY INSTALMENTS.

(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.

WEEKLY

FORTNIGHTLY

MONTHLY

HALF-YEARLY

- First payment due by 15th April 2007

- Balance due by 15th October 2007

ONE ANNUAL PAYMENT

- Due by 15th April 2007

(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 Directorate (Revenues and Payments),
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 "نيبرهود أفس" القريب منك، أو زيارة قسم خدمات الزبائن المختص بضريبة 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 কাস্টমার সার্ভিসেস 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 نیبرهود آفس خود (Neighbourhood Office) بروید یا به سرویس مراجعین کانسِل تگس به آدرس ذیل مراجعه کنید و یا هم به شماره ذیل تلفن کنید. به شما کمک فراهم خواهد شد

આ પત્રિકામાં 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, સરનામું નીચે આપેલું છે, અથવા નીચે આપેલ ટેલિફોન નંબર પર ફોન કરી અને તમને સહાયતા આપવામાં આવશે.

دغه ڪتابچھ تاسو ته ڊ بئاروالي ڊ مالياتو (ڪانسِل تگس) او ڊ ڪانسِل ڊ بوديجي په باره ڪيئي معلومات درڪوي. ڪه چيرته تاسو په دي نه پوهري، لطفاً خپل نيبرهود آفس (Neighbourhood Office) ته ولاړ شي يا ڊ ڪانسِل تگس ڊ مراجعينو له سرويس څخه په لاندی آدرس ڪتنه وکړي او يا هم لاندنی شميري ته تلفون وکړي 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 ਅਪਣੇ 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 ਮੱਦਦ ਮਿਲ ਜਾਵੇਗੀ।

یہ لیفٹ کوئسٹننگ اور کونسل بجٹ کے بارے میں وضاحت کرتا ہے۔ اگر آپ اسے سمجھ نہیں سکتے تو براہ کرم اپنے نمبر 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 Đông và dự thảo ngân sách của hộ đồng. Nếu quý vị không hiểu, xin vui lòng đến Văn Phòng Ban Lăng Giêng của quý vị, tới nơi Phục Vụ Khách Hàng về Thuế Hộی Đông, theo địa chỉ bên dưới, hoặc gọi cho số điện thoại dưới đây quý vị sẽ nhận được giúp đỡ.

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