

Payment

The best way to pay is by Direct Debit by phoning 0141 577 3002 to set it up. For details of other methods of payment, see your Council Tax notice or visit eastrenfrewshire.gov.uk/counciltax



Payment difficulties – If you have any difficulty paying, or if you fall behind with your payments, phone 0141 577 3208 as soon as possible. If you contact us early, we can try to help you.

Appeals against your Council Tax Band – You can appeal online at www.saa.gov.uk or in writing to Renfrewshire Valuation Joint Board, The Robertson Centre, 16 Glasgow Road, Paisley, PA1 3QF or phone 0300 300 0150. You must continue to pay your Council Tax until a decision on your appeal has been made.

Who is responsible for paying Council Tax? – The person or people named on the front of the bill are responsible for paying the Council Tax for the property. This includes owners, tenants, subtenants. We can choose to collect the full amount of the Council Tax bill from anyone who is legally responsible for it.

Discounts – You may be entitled to a discount against your Council Tax and Scottish Water and Waste Water. A 25% discount would be applicable if you are the only adult in your home. A Disabled Person's Reduction is also available, as well as a second home/unoccupied property discount. More information is available at eastrenfrewshire.gov.uk/counciltax

Exemptions – Some properties may be exempt from Council Tax, for example if they are unfurnished and unoccupied or occupied solely by students or occupants under the age of 18. More information is available at eastrenfrewshire.gov.uk/counciltax

The Scottish Welfare Fund – Community care grants and crisis grants are available mainly to assist people on benefits. To make an application or for more information call 0141 577 3475.

Money Advice and Rights Team (MART) – The Council's MART offer free, independent, confidential advice on budgeting, applying for benefits, and other support. Free phone 0800 052 1023 for more information.

Council Tax Reduction (CTR) – If you are a low earner, a pensioner, or on benefits, and are responsible for paying Council Tax, you may be entitled to claim CTR of up to 100%. CTR will not cover Scottish Water's charges. You can apply for a CTR whether you own your home, rent, are unemployed or working. To find out how to qualify and apply go to eastrenfrewshire.gov.uk/counciltax

This document can be explained to you in other languages and can be provided in alternative formats such as large print or braille. For further information, please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

इस सूचना-पत्र में उल्लेखित सूचना यदि आप हिन्दी अनुवाद में चाहे तो कृपया सम्पर्क करें।

如果您想得到该资料所含信息的译文，请联系：

ਜੇ ਤੁਸੀਂ ਇਸ ਲੀਫਲੈਟ ਵਿਚ ਦਿੱਤੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਇਥੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ اس لیفٹ میں درج معلومات کا ترجمہ اپنی زبان میں چاہتے ہیں تو ہم سے رابطہ کریں

All of the information contained in this leaflet is available online.
For more information about Council Tax go to eastrenfrewshire.gov.uk/counciltax or phone 0141 577 3001.



Your Council Tax

2018/2019



www.eastrenfrewshire.gov.uk/counciltax



Your budget explained

In setting the budget for 2018/19 East Renfrewshire Council has worked hard to protect frontline services and support for the most vulnerable in our communities as far as possible.

So in the coming year more than £1m will be invested to support lasting improvements across our services. Many of these projects are already in place, and proving successful, so this additional investment will allow them to continue for another year at least.

The investment includes:

- £250,000 for new tablets and laptops for our schools
- An additional £150,000 to build on the well-established mixed tenure scheme
- £134,000 to support work with our communities
- £239,000 for East Renfrewshire Culture and Leisure Trust to invest in growing its services

These investments are in addition to a programme of capital projects worth around £183m over the next eight years to drive growth and invest in key services.

Water and waste water

Council Tax bills also include charges made by Scottish Water for water and waste water services. The charge for this part of the Council Tax bill is set by the water authority. The Council is legally required to collect these charges but retains none of the income. For more information on your water and waste water charges, please contact the Scottish Water Customer Helpline on 0845 601 8855 or email customer.services@scottishwater.co.uk

Spending on our services

The Council is planning to spend £234.46m on the provision of services in 2018/19. Government grants will pay for £178.9m (76.3%) of the total expenditure, reserves will contribute £1.5m (0.6%) and Council Tax will meet the remaining costs of £54.06m (23.1%). The band D Council Tax rate in 2018/19 is £1,194.57 (compared to £1,159.78 in 2017/18). The Scottish average in 2017/18 was £1,173. Our planned spend is 4.2%

Despite these investments, the financial pressures facing the Council continue to increase and we must plan appropriately to combat this. With £24m worth of savings required over the next three years, the Council agreed to lessen the impact of this by removing some of the most challenging savings proposals and utilising reserves to further reduce the impact on residents.

However, in order to prepare for the challenges ahead and protect frontline services, the Council also agreed to increase local Council Tax by three per cent for 2018/19. Without generating this additional income there would be a major reduction in funding for schools, public infrastructure such as roads, in the local environment such as parks and cleansing services and large scale cuts to social care budgets would be required.

This leaflet sets out the revised Council Tax charges for 2018/19.

For low income families and anyone struggling to manage their bills we have a range of services in place to help you, which are detailed on the back page.

above the Scottish Government support figure. The expenditure figure used by the Government in the "Aggregate External Finance" (Government Support) calculation is £4,649 for each band D property and this compares to £4,844 proposed spending by the council.

Council Employees (full-time equivalents)

2017/2018	3,622	Increase	18
2018/2019	3,640	% change	0.5%

Council Tax 2018/19

This is how your Council Tax is calculated:

CALCULATION OF COUNCIL TAX	£ million (m)
Gross Expenditure	242.82
Less Fees and Charges	8.36
Net Expenditure	234.46

Council Tax Charges

Band	Council tax charge *	Number of properties
A	£796.38	1341
B	£929.11	5233
C	£1061.84	4013
D	£1194.57	6579
E	£1569.54	8247
F	£1941.18	6185
G	£2339.37	6451
H	£2926.70	735

These figures do not include Scottish Water charges.

Scottish Water will increase their charges for water and waste water by 1.6% in 2018/19.

Spend on Council Services

Net Expenditure allocated by service	2018/2019 Net Expenditure (excluding capital charges) £m	Capital Charges £m	Total Net Expenditure (including capital charges) £m	Changes from 2017/2018 (excluding capital charges)		Band D Council Tax Equivalent £
				£m	%	
Education	125.44	6.79	132.23	4.69	3.88%	2,922.01
Social Care	48.81	0.55	49.36	2.42	5.22%	1,090.75
Leisure & Recreation	9.12	1.26	10.38	0.35	3.99%	229.38
Roads & Lighting	10.73	2.01	12.74	-1.41	-11.61%*	281.52
Cleansing & Refuse Disposal	8.29	0.64	8.93	0.38	4.80%	197.33
Transport Subsidies & Concessionary Fares	1.77	0.00	1.77	-0.02	-1.12%	39.11
Planning/Building Control	1.25	0.11	1.36	0.06	5.04%	30.05
Environmental Health	0.76	0.00	0.76	0.05	7.04%	16.79
Other Services	18.03	0.70	18.73	-1.58	-8.06%	413.89
Adjustment for Capital Charges			-1.80			-39.78
	224.20	12.06	234.46	4.94	2.25%	5,181.05
Contribution to Balances			0.00			0.00
Total Net Expenditure			234.46			5,181.05
Financed by: a) Government Grants			164.58			3,636.89
b) Non-Domestic Rates			14.32			316.44
c) Contribution from Reserves			1.50			33.15
			180.40			3,986.48
TOTAL AMOUNT NEEDED FROM COUNCIL TAX			54.06			1,194.57

* The reduction in Net Expenditure on Roads & Lighting reflects the £1.7m one-off investment in this area in 2017/18. On adjusting for the 2017/18 one-off investment the change from 2017/18 would reflect a 2.6% increase.