

!



Redditch
Borough Council
Working together for our communities



HOW **YOUR** MONEY IMPROVES **YOUR** BOROUGH

**Redditch Borough Council
Customer Services are based
at 5 George Walk in the Town
Centre, during Town Hall works.**



**A message from the
Leader of Redditch
Borough Council,
Cllr Joe Baker**

**This council
continues to be
proud to support all
our communities across
Redditch.**

Parks, play areas, woodlands,
street cleaning, housing, financial support,
planning, licensing, community grants
and buildings, support for local and
independent businesses - the list goes on.
We do a lot more than just empty your bin,
and all for just £5.33 a week.

This year, after residents resoundingly voted
for a change at the council in the elections,
we are focused on making a fresh start for
Redditch. That has included delivering on
our promises to stop the library move as we
complete the new Community Hub, and to
bring back the outdoor market. We have
also stopped the building of a cemetery
on Ipsley Meadows, with 10 more years of
burial space in existing cemeteries found.

Read on for more about how your money
improves Redditch.

Finally, with all the talk of devolution and
unitary councils please be assured that
our services to you are business as usual.
Yes, big changes may be in store for local
government over the next few years. And
yes, we must think about that in our longer-
term plans. But in the here and now, all of
the borough council's duties to Redditch,
and to you, are completely unchanged.

Useful contacts:

Main Council Contact: 01527 64252.
Emergency out of hours: 01527 67666

Benefit enquiries: 01527 534050
hbenefits@redditchbc.gov.uk

Business Rates: 01527 534023
businessrates@redditchbc.gov.uk

Council Tax: 01527 534040
counciltax@redditchbc.gov.uk

Environmental Services:
*Including - bin queries, domestic waste,
business waste, assisted collections,
garden waste, septic tank and cesspool
emptying, litter, landscape and trees,
street cleaning, MOT testing and more.*
01527 881188
bsu@bromsgroveandredditch.gov.uk

Freedom of Information: 01527 64252
foi@redditchbc.gov.uk

Gas Repairs and Maintenance:
01527 548267 or
01527 64252 ext. 2656

Housing Repairs:
01527 534074
Emergency Out of Hours 01527 67666

Housing Revenue: 01527 587000
housingrevenue@redditchbc.gov.uk

Planning Enquiries: 01527 881770
newplan@bromsgroveandredditch.gov.uk

Room Bookings: 01527 881478
roombookings@bromsgroveandredditch.gov.uk

**Starting Well Partnership (support for
families 0-19yrs):** 01905 520032

Worcestershire Regulatory Services:
*Including - Licensing, Food Hygiene,
Taxis, Environmental Health, Dog
Wardens, Pest Control etc.*
More details available here:
www.worcsregservices.gov.uk
01905 822799
enquiries@worcsregservices.gov.uk

Where your money goes

Redditch Borough Council keeps less than 12p of every pound you pay in Council Tax, which helps pay for the services it provides. The rest is charged by other agencies for their services: police, fire and rescue, county and parish councils, and the government.



Worcestershire County Council
£1,615.71* | 4.99% increase



Police and Crime Commissioner for West Mercia
£291.50* | 5.05% increase



Redditch Borough Council
£277.64* | 2.99% increase

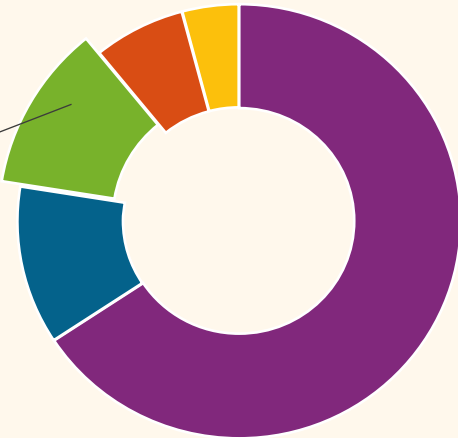


Feckenham Parish Council
£157.03* | (0.47%) increase



Hereford and Worcester Fire and Rescue
£102.22* | 5.14% increase

***AVERAGE BAND D PROPERTY COUNCIL TAX PER YEAR**
Total £2,444.10 | 4.40% increase



How the borough council will spend your money

This year the borough council will spend £50.366m on services to deliver the council’s key priorities of Housing, Parks & Green Spaces, Economy & Regeneration, and Community Safety.

How that’s financed

The money to pay for those services comes from three main sources: 12% of your Council Tax, business rates set by the government, and funding from the government.

Net corporate resources	£ million
Net Business Rates	3.904
Net Council Tax	7.345
Government Funding	0.471
Total	11.720

Capital spending

Capital spending is the money we will spend on things like buildings and vehicles. An £8m capital programme this year will bring improvements across Redditch, including:

- Improving the track, roof, and facilities inside Abbey Stadium (£850,000)
- Preparing for the introduction of food waste collections in 2026 (£776,000)
- New and improved play areas (£192,000)
- Installing better digital systems and security (£196,000)
- Replacing wheeled bins (£100,000)
- Adding a new outdoor kiosk and toilet to Forge Mill (£90,000)
- Refurbishing male changing and rebuilding second green at Pitcheroak Golf Course (£90,000)
- Maintaining public buildings (£250,000), car parks (£150,000), and footpaths (£75,000).

Community Hub to be completed this year

After a pause for a change of plans, work to refurbish Redditch Town Hall into a new community hub is scheduled to be completed this year. It will now bring together the borough council and NHS, and create space for commercial, community, events, and business use. NHS services there, already well up and running, are unaffected by the works. Borough council customer services have temporarily moved into the Kingfisher Shopping Centre.



Town Deal projects

Town Deal strategy is set by the Town Deal Board, an independently-chaired board made up of local authorities, community organisations, the MP, businesses, and others. The borough council is represented on that board, and has provided £2m of match funding to the Governments contribution of £15.2m for the projects. For more on Town Deal projects, see www.redditchtowndeal.co.uk.



- Public realm between train station & town centre → Improved. Complete ✓
- Vacant police station → Digital Manufacturing and Innovation Centre (DMIC) for business growth. Developing ✓
- Library regeneration → cancelled. Enhanced DMIC proposed instead ✕

Other ways your money improves Redditch

- The return of a regular town centre market will give shoppers and traders new and improved opportunities to do business in Redditch.
- Our teams maintain the trees, hedges and cleanliness of hundreds of miles of borough streets. Let's keep Redditch looking good!
- New improved tools are now in place to combat the illegal dumping of waste in our communities. Remember: nobody can leave rubbish on the street. It's against the law. Check out www.redditchbc.gov.uk/report-tip for more.
- If you pay rent to the council, a brand-new housing maintenance team is now specifically focused on dealing with damp and mould for tenants in council properties.
- Redditch Homes, our local housing register, helps about 10,000 people a year access support for their social housing needs. Not to mention all our other housing services, from supporting people facing homelessness to those whose private landlords aren't doing what they should.



For all these and more, visit www.redditchbc.gov.uk

Who is responsible for keeping Redditch clean?

If you said 'everyone', congratulations!

We are all responsible for our waste. That's the law, and it's clear on how our waste should be managed.

The council must set out HOW household waste is collected: the types of bins used, what materials can go in each, and where and when they should be placed for collections.

GUIDANCE ONLY:

for the full statutory notice, Redditch Borough Council Environmental Protection Act 1990 Section 46 (1) - Waste Collection, see page 18

Households must then FOLLOW that. It's that simple! In our borough that means:

Bins must be put out at your property boundary, fully closed with no excess waste outside them, by 7am on your collection day, and taken back in within 24 hours of collection.

Bins must contain the correct materials, or they will not be emptied, and it will be your responsibility to fix the issue for your next collection. This is because wrong materials in any bin pollute the whole process for everyone.

Green recycling bins can contain everything listed opposite.

Grey waste bins can contain your non-recyclable waste, but they cannot contain garden waste, electricals, car parts, hazardous chemicals, or DIY rubble, all which you will need to dispose of yourself. You can do this at the tip, through a properly licensed waste service like our great value Garden Waste service or other registered waste carrier, or via home composting.



Failure to follow the rules can result in not just inconvenience for you, but fines of up to £1000!

We all play a vital role in keeping the borough clean and protecting our environment. Let's all do our part. We all win when you use the right bin.

YOU CAN RECYCLE - GREEN BIN



1. Plastic Bottles*†

e.g. Shampoo bottles

2. Plastic Pots*

e.g. Yoghurt pots

3. Plastic Tubs*

e.g. Quality Street tub

4. Plastic Trays*

e.g. Meat trays & fruit punnets

5. Aerosols†

e.g. Deodorant cans

6. Food Tins†

e.g. Baked beans

7. Drinks Cans

e.g. Fizzy drinks cans

8. Cartons†

e.g. Tetra Pak®

9. Cardboard

(Flatten boxes, no glitter)

10. Paper

(No glittery or foil wrap)

11. Glass Bottles†

All colours

12. Glass Jars†

All colours

*All colours except black

† You can leave tops/lids/caps on

**All items must be rinsed clean & be loose
in your green bin so it can be sorted.**

**If it isn't on the list above we can't accept it
in the green bin.**

Worcestershire County Council Budget 2025/26



2025/26 expenditure

- Adult Social Care, Public Health and Communities (**£183m**)
- Children's Services (**£107m**)
- Economy, Infrastructure and Environment (**£89m**)
- Home to School Transport (**£44m**)
- Support Services including Finance, Legal and loan repayments (**£73m**)

Total net budget: **£496m**

We also have a capital programme of £370m over the next three years, in addition to the investment of £120m in 2024/25. Through this programme, we will continue to invest in what you have said is important which includes:

£64m on highways to improve our roads and pavements including flood alleviation.



£173m on schools and school places, including **£30.1m** additional funding for special education needs.



An additional **£71m** on transport and connectivity.



£3.6m on broadband and digital connectivity to support residents and businesses.



These pressures are made even worse by the rise in national insurance contributions which are being faced by all suppliers and charities we work with coupled with a low level of increase in Government grants.

We have made, and continue to make, significant savings where we are able to do so. We will also continue to lobby Government for additional support for the services we have to provide as I don't believe that you, our residents, should be asked to cover these costs through local council tax.

Whilst we are having to increase council tax this year to pay for these vital services, our rates remain one of the lowest of all comparable county councils in the country.

Kind regards,

**Councillor Simon Geraghty, Leader of
Worcestershire County Council**

The last year has been an exceptionally challenging year for the council. We, along with most other county councils, are facing the pressure of more people needing the essential services we have to provide and the cost of those services are rising significantly.

The key areas which this affects are adult and children's social care, home to school travel and Special Education Needs and Disability (SEND) provision which collectively account for over 70 per cent of our spend.

With a gross budget from Council Tax, Government Grants and other income we will be spending a record amount to help protect the most vulnerable people in our communities:

£321m for those who need Adult Social Care.



£199m to improve the lives of children and young people including Home to School Transport.



£98m to support people to live independently for longer through Public Health and Communities.



CAREERS WORCS

**DO YOU KNOW
SOMEONE AGED
16-24 THAT'S
LOOKING FOR FREE
JOB, EDUCATION,
SKILLS, TRAINING,
OR WELLBEING
ADVICE?**

**VISIT THE
CAREERS WORCS
HUB INSIDE**

**How
COLLEGE**

**ARCHERS GATE ENTRANCE
PEAKMAN STREET,
REDDITCH, B98 8DW**



www.careersworcs.co.uk



0300 666 3 666



Funded by
UK Government



HEART OF
WORCESTERSHIRE
COLLEGE



Worcestershire
Local Enterprise Partnership



worcestershire
county council

REDDITCH MARKET RETURNS

**Redditch Market is returning,
twice weekly in Market Place,
from this spring!**



To run a stall, or for more information,
see www.redditchbc.gov.uk/market



**Herefordshire
and Worcestershire**
Integrated Care System



**Herefordshire and
Worcestershire**

Use the right service



Self-care

Hangovers. Coughs.
Colds. Bruises and
grazes. Small cuts.



GP advice

Persistent symptoms.
Chronic pain. Long-
term conditions.



NHS 111

Feeling unwell?
Need medical advice?
No GP to call?



Minor Injuries

Breaks and sprains.
Minor burns and
wound infections.
Cuts and grazes.



Pharmacy

Minor ailments.
Bites and stings.
Upset stomach.
Medication advice.



A&E or 999

Choking. Severe
chest pain. Breathing
difficulties. Blood
loss. Stroke. Sepsis.

Want to learn more about services in your area?
Visit www.hwics.org.uk/our-services





Worcestershire
FOSTERING

LOCAL CHILDREN URGENTLY IN NEED OF LOVING FOSTER FAMILIES

The shortage of fostering families is a national crisis, and we are seeing more and more children coming in to care who need a stable and loving home.

There are lots of different types of foster care that you can do: long term, short term, buddy and specialist. Not all are full time, our buddy scheme asks that you care for a child one weekend a month and one week in the summer holidays. You can still work alongside caring for a child too.

“

We couldn't have birth children, but we knew we wanted to give love and stability to less fortunate children.

We had a lot of love to give and no one to give it to. We adopted the baby we initially fostered and continue to foster more children.

”

“

I know it sounds really cheesy, but it was to make a difference. I have two birth children and fostering allows me to be available for all the children in my family. I'm here when he comes home from school. It's my life.

”

What you do with your life could forever change someone else's.

Find out more about fostering on our website:

**worcestershire.gov.uk/fostering
or give us a call: 0800 028 2158**



Scan here for
more information
about fostering

Worcestershire Family Hubs

Family Hubs are centres that offer support services for families and meet the needs of the local community. Your local Family Hub can support you in a variety of ways, and connect you to local services available to you and your family.

**Here to help Monday to Friday, 9am - 4.30pm,
please contact us or visit the Hub.**

Your local Hubs are:

Bromsgrove:

Pear Tree Family Hub,
Broad St, Bromsgrove, B61 8LW.
Telephone 01527 835775.

Redditch:

Holly Trees Family Hub,
St Stephen's First School, Mabey Ave, Riverside, Redditch, B98 8HW.
Telephone 01527 61360.



We can help signpost you to local services.

**Childcare
Choices**

Looking for help with your childcare cost?

Please go to www.childcarechoices.gov.uk
or call us on **01905 520 032**.

Healthy Start



Healthy Start Vitamins

FREE Healthy Start vitamins if you're pregnant and until your child is 12 months old - or if they're receiving Healthy Start vouchers, until they're four. To apply and find out more, go to www.healthystart.nhs.uk

Volunteering opportunities

We are looking for volunteers and peer support workers to support the delivery and administration of our groups and services. Our invaluable volunteers are important team members and benefit from developing confidence and skills, with full training and ongoing support. For an informal chat contact Peer Support & Volunteer Co-ordinator Ruth Harper on **07833933791** or ruth.harper@bromsgroveandredditch.gov.uk www.startingwellworcs.nhs.uk/volunteering

READY TO QUIT SMOKING?

WE'RE HERE TO HELP



**WITH THE RIGHT SUPPORT, QUITTING CAN
BE EASIER THAN YOU THINK.**

Get free support from Worcestershire's stop smoking service.



**CALL 0800 772 0307
or 01905 928185**

Need help signing up?
Any Worcestershire library can help.



SCAN HERE

WORCESTERSHIRE.GOV.UK/STOPSMOKING



**worcestershire
county council**

● GET ACTIVE ● QUIT SMOKING ● MEET PEOPLE ● STAY SAFE ONLINE ●



FREE WEEKLY SESSIONS

GET ACTIVE

BE HEALTHY

HAVE FUN

REDDITCH VENUES:

- Abbeydale Community Centre
- Sandycroft Centre
- Willow Tree Community Centre

More venues coming soon:

worcestershire.gov.uk/HealthyWorcestershire

Scan here!



● MANAGE YOUR WEIGHT ● GET ACTIVE ● HAVE FUN ● QUIT SMOKING ●

QUIT SMOKING ● LOOK AFTER YOUR MENTAL HEALTH ● HAVE FUN ● MANAGE YOUR WEIGHT ● GET ACTIVE ● EAT AND DRINK WELL ●

Working together for you.

At times life can be a little tough, for whatever reason. But advice and support is available. For much more, visit www.redditchbc.gov.uk/working-together.

Act On Energy: Freephone 0800 988 2881 • actonenergy.org.uk

Age UK Bromsgrove, Redditch & Wyre Forest:

01527 570490 • ageuk.org.uk/brwf • enquiries@ageukbrwf.org.uk

Bromsgrove and Redditch Network (BARN):

01527 60282 • <http://barn.org.uk/cost-of-living>

Bromsgrove District Council: 01527 881288 • bromsgrove.gov.uk

Citizens Advice Bromsgrove & Redditch: 0808 278 7890 • cabr.org.uk

Family Hub: 01527 61360 • www.worcestershire.gov.uk/familyhub

Hereford & Worcester Fire and Rescue Service:

Free Home Fire Safety Visit 0800 032 1155

Libraries: 01905 822722 • worcestershire.gov.uk/libraries

NewStarts: 01527 882410 / 0121 679 2072 • newstarts.org.uk

Redditch Borough Council: 01527 64252 • redditchbc.gov.uk

Worcestershire County Council: 01905 765765 • worcestershire.gov.uk/contact

Need mental health support?

Worcestershire Safe Haven: 01905 600 400 (6pm - 1am, last calls 12:20am)

Samaritans: 116 123 (free, 24/7, 365 days)

NHS: 111 & select 'Mental Health' option



Providing peace of mind 24 hours a day 365 days a year

Support to live independently at home from NEW Lifeline.

- Portable pendant to call for help in an emergency at any time, day or night
- Monitoring Centre Operators will receive the call and assist
- A digital Lifeline unit with inbuilt connectivity. Ideal for those who have a recently upgraded phone service or who don't have a telephone line.
- Many extra features available: fall detection, emergency location pinpointing, mobile version that even works away from home



Contact us on 01527 534060
or lifeline@bromsgroveandredditch.gov.uk



Certified Organisation

Many people experience damp and black mould in the home at some point.

Even in the most well looked after properties, mould will grow in colder spots, especially in colder weather.

The natural moulds in our environment love it when moisture from warm, humid air in our homes condenses onto colder and poorly-ventilated surfaces. It's wetter and colder there, which is perfect for moulds. Left to grow there they can become a problem!

This means there are three key things for reducing mould growth: ventilation, warmth, and dryness. You can't avoid all moisture – even breathing creates it – but you can manage it.

- 1 Let it breathe by opening windows, even just for 10 minutes every now and then, to change the air.**
- 2 Manage moisture by shutting bathroom & kitchen doors, especially when cooking, bathing, and drying laundry.**
- 3 Have your heating on lower for longer periods, rather than higher for shorter periods when it will go colder in between.**



Let
it
BREATHE

Redditch Borough Council has invested over £500,000 this year in a specialist maintenance team to tackle damp and mould issues in council properties. As landlord, the borough council wants decent standards in all its properties.

But did you know that if you are renting privately in Redditch and your home isn't being maintained to a decent standard, the council may provide you with professional advice, guidance, assistance or even legal enforcement on the issues. You can enquire to the council about repairs and maintenance issues at www.redditchbc.gov.uk/report-it.

For lots more practical advice, see
www.redditchbc.gov.uk/ventilation-dryness-warmth

STATUTORY NOTICE: Redditch Borough Council Environmental Protection Act 1990 Section 46 (1) – Waste Collection

The Council has a duty to collect household waste under the Environmental Protection Act 1990, but as part of this also has the powers to specify how these services will be provided.

Section 46 of the Environmental Protection Act 1990 (EPA) empowers a waste collection authority to require residents to place household waste out for collection in designated containers and separated into specified waste streams.

In so doing it can:

1. Specify the size, construction & maintenance.
2. Define where they should be placed for collection.
3. What may be placed into those specified containers.
4. What the resident must do to facilitate the collection process.

These rules for the service are intended to ensure that appropriate measures are in place to protect the environment and reduce the discharge of pollutants into the air, land, and water, and also sets a legal duty of care on residents to manage their waste responsibly.

These rules are presented below as a Statutory Notice under the Act, and are intended to support residents to use our services correctly, and encourage them to reduce the amount of waste produced, and that everything that can be recycled is.

Statutory Notice to the Occupier

1. The council operates a wheeled bin service, and will only collect waste set out in wheeled bins provided/specified by the council unless alternative arrangements have been agreed.
2. All properties are issued with one grey 240ltr wheeled bin for non-recyclable waste, which is collected fortnightly.
3. The Grey bin must not be used for the disposal of any of the following:
 - a. Garden Waste
 - b. Car Parts

- c. Electrical Items
 - d. Batteries
 - e. Textiles
 - f. DIY waste (Rubble, bricks, plaster, tiles, fixtures and fittings)
 - g. Paint/Chemicals/Oil
 - h. Asbestos or other harmful materials
4. All properties are issued with one green 240ltr wheeled bin, which will be emptied fortnightly on the alternate week to the grey bin.
 5. The Green recycling bin must be used for the disposal of the following dry mixed recyclable waste only:
 - a. Glass Bottles & Jars
 - b. Food & Drink Cans
 - c. Aerosol Cans
 - d. Paper & Cardboard
 - e. Cartons
 - f. Plastic Bottles and rigid plastic packaging (Pots, Trays, Tubs)
 6. All Dry Mixed Recycling must be loose in the wheeled bin – not contained in bags.
 7. Wheeled bins must be available for collection from 7:00am on the scheduled day of collection, at the nearest curtilage to the property (or other location as indicated by the authority).
 8. Wheeled bins must not be kept on the Public Highway between collections and must be removed from the highway and returned to within the property boundary within 24hrs of the scheduled collection day.
 9. Only waste fully contained in the bins provided will be collected. If your bin lid is not closed, your bin may not be emptied. Excess waste will not be collected.
 10. Any bin(s) containing the wrong material type will not be collected, and it will be the duty of the householder to remove the contaminants prior to the next scheduled collection.

It is a legal requirement for residents to comply with the conditions contained within this notice. A failure to meet these requirements can make a householder liable on conviction for a fine of up to £1,000.

For further information or queries regarding our services, including our chargeable Garden Waste service, please visit our website **www.redditchbc.gov.uk** or call: **01527 881188**.

Council Tax Valuation

Most owned or rented dwellings are subject to Council Tax, the amount you pay depends on the value of your property. The Valuation Office Agency (VOA) has placed each dwelling in one of eight valuation bands. These bands are based on the price a property would have fetched if it had been sold on 1st April 1991. Any increase or fall in a dwelling's value since then will not affect your Council Tax band.

Please note that the VOA has assessed the value of the properties and not the council. Your Council Tax bill tells you which band your dwelling is in. You can appeal against your valuation if:

- There is a material increase or reduction in the value of the dwelling
- You start or stop using part of the dwelling for business
- You have just moved in, but you must appeal within 6 months of your move
- The listing officer alters the band

If you think your band is wrong, please visit **www.voa.gov.uk**

Discounts

The full Council Tax bill assumes that two adults live in a dwelling. If you are the only adult living in a property, your Council Tax bill will be reduced by 25%. You may also be eligible for a 25% discount if you or someone that lives with you falls into one of the following categories:

- A full time student, student nurse, apprentice, youth training trainee, or a non-British spouse/dependant of a student
- A permanent resident in a hospital or care home
- A person who is severely mentally impaired
- A person resident in a hostel or night shelter
- A person who is 18 or 19 years old and has just left school or college
- A resident care worker who is paid no more than £44.00 per week to provide care to the person they live with.
- A person caring for someone with a disability who is not their spouse, partner or child under 18 years of age.
- A member of visiting overseas forces, certain international institutions or certain religious communities.
- A person who is in prison (except those in prison for non-payment of Council Tax or a fine)
- A diplomat or member of an international organisation with UK headquarters

Empty Home Discounts

A discount of 100% is applicable for the first 14 days in which a property is unoccupied and substantially unfurnished. After this 14 day period the charge will be 100%. Entitlement to the discount begins on the date the property first becomes unoccupied and unfurnished and in order for a new period of discount to be granted there must be a minimum period of occupation of 6 weeks.

Long Term Empty Property Premiums

Dwellings that have been unoccupied and unfurnished for one year, and are not subject to a statutory exemption, will have an additional premium of 100% council tax applied to them. Properties that have been empty for over five years will have an additional premium of 200% added to the council tax bill. Properties that have been empty for 10 years or more will have an additional premium of 300% added to the council tax bill. More information on exclusions to the premiums can be found at www.redditchbc.gov.uk/premiums.

Exempt Dwellings

The list below is a summary of properties that are exempt from Council Tax:

- Left empty by students or school leavers
- Left empty by someone who has gone into prison or moved into a hospital, a residential care home or elsewhere to receive care
- Left empty by someone who has moved elsewhere to provide care for someone
- Empty and waiting for probate or letter of administration to be granted. Exempt for up to six months after the grant is made, then 100 percent charge applies
- Left empty by someone who is bankrupt or properties repossessed by a mortgage lender
- Occupied only by people under 18
- Occupied only by people who are severely mentally impaired
- Occupied only by students, or student halls of residence
- An unused caravan pitch or boat mooring
- Properties where occupation is prevented by law or by the actions of a local authority
- Waiting to be occupied by a minister of religion
- Part of a dwelling, such as an annexe or granny flat, which is empty and may not be let separately to the main home
- Occupied by members of visiting forces, certain international organisations, a foreign diplomat, or member of an international organisation with headquarters in the UK.
- Owned by the ministry of defence and held available for service personnel
- Any part of a property, such as an annexe or granny flat, which is occupied by a dependant relative of the family resident in the other part.
The relative must be either; over 65 years of age, severely mentally impaired, or substantially and permanently disabled.

Disabled Person Reduction

If you or someone who lives with you is disabled and because of their disability needs extra space in your property, such as an extra kitchen or bathroom or extra space because they use a wheelchair indoors, then you may be entitled to a reduced Council Tax bill. Contact us for more information.

National Discount for Annexes

If your property includes a main home and an annexe then you would usually pay Council Tax for both the main home and the annexe. You can now receive a 50% Council Tax discount for the annexe provided that it is either used by the resident of the main home as part of their home or it is used as the sole or main residence of a relative of the person living in the main home.

Local Council Tax Support

Council Tax Support – can provide help with some or all of your Council Tax. Whether you get help depends on your personal circumstances and your income and savings. Generally the more income and savings you have the less likely you are to qualify for help.

To claim you will need to complete a claim form, available from our website.

Discretionary Reductions

The council has a discretionary power to reduce the amount payable. The Council Tax can be reduced by any amount and the power can be exercised on a case-by-case basis or by determining a local discount.

A decision to reduce Council Tax using this power would usually only be made in exceptional circumstances.

Claiming Discounts, Exemptions and Reductions

If you think that you are entitled to a discount, exemption or reduction and it is not shown on your bill then please contact us.

If your bill shows a discount, exemption or reduction to which you are not entitled then please let us know straight away. If you do not let us know then you may have a penalty of £70, if you continue to fail to provide us with the correct information then you may have to pay a further penalty of £280.

Instalment Scheme

Your Council Tax is normally payable in 10 instalments; you have the right to request payment in 12 instalments. If you would like to pay in 12 instalments then you must request this in writing and the request must be received by the 15th April, however we recommend that you contact us by telephone to discuss switching.

Appeals

You can appeal if you consider that you are not liable to pay Council Tax – for example because you are not the resident – or because you believe your property is exempt. You can also appeal if you believe that we have made a mistake by not giving you a discount, or reduction to which you believe you are entitled.

Making an appeal does not allow you to withhold payment of Council Tax and you should continue to pay as requested in your latest Council Tax demand. If your appeal is successful any overpayment will be refunded to you.

Any appeal must be made in writing, we will then respond to you within 2 months, If you disagree with our response, or if we do not reply within 2 months then you may appeal directly to the Valuation Tribunal. Details are available on request from us or the Tribunal Office, Hepworth House, Unit 2 Trafford Court, Doncaster, DN1 1PN.

Financial Information

Information relating to the relevant and previous financial years in regard to gross expenditure of the billing authority, precepting authorities and any body that has issued a levy on the billing authority or the precepting authority is available at

www.redditchbc.gov.uk/council-tax-info

A hard copy of the information is available where requested in writing.

Enquiries About Your Bill

If you have any questions about your Council Tax bill:

Write to: Revenue Services, Redditch Borough Council, Town Hall, Walter Stranz Square, Redditch, B98 8AH

Call: 01527 534040 between 9am and 5pm (10am and 5pm Tuesday)

Email: **revenues@redditchbc.gov.uk**

Visit Website: **www.redditchbc.gov.uk**

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