Council tax is a tax on property that helps pay for the cost of providing local services.

This booklet gives you information about how we calculate the council tax and how we spend the money.
If you would like more information in your own language, please contact us at the address shown in the box below.

Sur la demande d'informations supplémentaires dans votre langue maternelle, veuillez nous contacter à l'adresse indiquée ci-dessous.

Nese deshironi me shume informacion ne gjitha ku pese, kërkoni më thotë në adresën ku do të ndihmojë në bëhën e jashtëm të poshtëm.

If you would like more information in a language other than those listed, please contact us at the address shown in the box below.
Dear Resident

This is the first budget of a new administration, which has been faced with the need to make substantial savings in order to balance the books. We have taken a tight control of the council’s finances and exceeded the savings anticipated in the previous Medium Term Financial Review, doing so wherever possible by finding efficiencies in back office services.

The Merton element of council tax in 2007/8 will rise by 3.6%, in line with the increase in State Pensions from 1 April 2007. This means Band D taxpayers will pay an extra £3 a month for Merton’s services. This increase is lower than the current Retail Price Index, running at 4.2% (as of January). The new administration is committed to cutting waste and bureaucracy, and to using the savings to improve frontline services, whilst aiming to keep Merton’s tax increase below inflation. The level of increase we have set recognises that it is pensioners and those on lower incomes who will be hardest hit by council tax increases.

It is a fact that Adult Social Care has been underfunded and overspent since 2004/5. We have decided to confront this, putting £5.5m of new money into this area in 2007/8. Had we not had to take this step, we could have reduced council tax by 1%. Despite the modest increase in council tax, we have produced a budget that will deliver value for money services across the council.

Some of the highlights of the 2007/8 budget are:

**Caring for you and protecting the vulnerable**
- £5.5m increase in Adult Social Care spending.
- £880,000 for mental health services over 3 years.

**Putting your children first**
- £700,000 to attract the best, permanent social care staff.
- Redevelopment of the Eastfields Youth Centre into a children’s centre.
- Increase in Youth Engagement funding from £55,000 to £81,000 over 3 years.
- £125,000 for improving schools’ standards over 2 years.

**Putting your safety first and valuing your quality of life**
- Funding for improved security in council housing.
- Saturday street litter picking service, night time response cleaning service, more deep cleansing.
- Increased operating budget for planning applications service.
- Progressing the regeneration of Mitcham and Morden town centres.
- Money for the proposed Eastfields rail station.

These significant investments and efficiencies across the council will ensure that we can continue the many improvements planned, putting value for money services first.

David T. Williams JP, Leader of the Council
Merton’s spending on services

The Council Tax

Council tax is made up of three parts.

The following shows the figures for Band D:

<table>
<thead>
<tr>
<th>2006/07</th>
<th>2007/08</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>Spending on Merton’s local services</td>
<td>1,007.17</td>
<td>1,042.66</td>
</tr>
<tr>
<td>Spending on Levies</td>
<td>6.85</td>
<td>7.86</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,014.02</td>
<td>1,050.52</td>
</tr>
<tr>
<td>GLA precept</td>
<td>288.61</td>
<td>303.88</td>
</tr>
<tr>
<td>Total</td>
<td>1,302.63</td>
<td>1,354.40</td>
</tr>
</tbody>
</table>

How Merton pays for services:

Three main sources make up the money we plan to spend on services in 2007/2008. These are:

<table>
<thead>
<tr>
<th>£000’s</th>
<th>%</th>
<th>£/head</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Domestic Rates</td>
<td>52,443</td>
<td>38</td>
</tr>
<tr>
<td>Revenue Support Grant</td>
<td>8,801</td>
<td>6</td>
</tr>
<tr>
<td>Council Tax Income</td>
<td>77,278</td>
<td>56</td>
</tr>
<tr>
<td>Total Budget Requirement</td>
<td>138,522</td>
<td>100</td>
</tr>
</tbody>
</table>

Spending on services provided by Merton

Local councils collect Non-Domestic Rates from businesses and pay them into a national pool. This national pool is then shared according to the number of residents each authority has. The Government allocates the Revenue Support Grant using information on the population, social structure and other characteristics of each authority. We then use money we collect from residents (the council tax) to make up the rest of our budget.

Medium Term Financial Strategy (MTFS)

Merton has a MTFS which sets out details for the next three years. This can be viewed on Merton’s website at www.merton.gov.uk/finance

A table showing planned expenditure and planned contributions to reserves.
Merton’s spending on services

The change in revenue spending from 2006/07 to 2007/08

Revenue Spending 2006/07 £m 133.2
Savings in Service Provision (9.5)
Pay and Price increases and Approved Growth 14.4
Other Corporate adjustments, capital budgets effects, etc (1.4)

Revenue Spending 2007/08 £m 136.7
Contribution to General Fund Reserves 1.8
Net Requirement for Tax Purposes £m 138.5

The charge and bands

The council tax uses the Band D charge as its basis. We work out all other bands from the Band D charge. The charges, including the GLA precept, are as follows:

<table>
<thead>
<tr>
<th>Band</th>
<th>Property value</th>
<th>Proportion of Band D Charge</th>
<th>Council Tax £</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>up to £40,000</td>
<td>6/9</td>
<td>902.94</td>
</tr>
<tr>
<td>B</td>
<td>£40,001-£52,000</td>
<td>7/9</td>
<td>1,053.42</td>
</tr>
<tr>
<td>C</td>
<td>£52,001-£68,000</td>
<td>8/9</td>
<td>1,203.92</td>
</tr>
<tr>
<td>D</td>
<td>£68,001-£88,000</td>
<td>9/9</td>
<td>1,354.40</td>
</tr>
<tr>
<td>E</td>
<td>£88,001-£120,000</td>
<td>11/9</td>
<td>1,655.38</td>
</tr>
<tr>
<td>F</td>
<td>£120,001-£160,000</td>
<td>13/9</td>
<td>1,956.36</td>
</tr>
<tr>
<td>G</td>
<td>£160,001-£320,000</td>
<td>15/9</td>
<td>2,257.34</td>
</tr>
<tr>
<td>H</td>
<td>£320,001 upwards</td>
<td>18/9</td>
<td>2,708.80</td>
</tr>
</tbody>
</table>

Levies

Included within our spending plans are levies that we have to pay to certain bodies outside council control. These are as follows:

<table>
<thead>
<tr>
<th></th>
<th>2006/07</th>
<th>2007/08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lee Valley Regional Park</td>
<td>213,639</td>
<td>219,455</td>
</tr>
<tr>
<td>Environment Agency</td>
<td>83,253</td>
<td>132,668</td>
</tr>
<tr>
<td>Flood Defence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>London Pensions Fund Authority</td>
<td>196,040</td>
<td>216,012</td>
</tr>
<tr>
<td>Wimbledon and Putney Commons Conservators</td>
<td>233,169</td>
<td>237,081</td>
</tr>
<tr>
<td>Total Levies</td>
<td>726,101</td>
<td>805,216</td>
</tr>
</tbody>
</table>

Borrowing

At the end of 2006/2007 long-term borrowing is expected to be £179m.

We pay for the interest arising from this debt using the council tax, or from rents in the case of housing.

People employed

The estimated number of staff we employ (calculated on full-time basis) for 2007/2008 is 4,275. This compares with a total of 4,517 in 2006/2007.
Introduction
The Mayor of London’s seventh budget continues to place public safety and policing at its heart, with 27p of the 29p a week (Band D) council tax increase going towards policing and safety. Neighbourhood policing is reinforced; there are extra Police Community Support Officers to patrol London Underground and National Rail stations; and there is extra funding for improving fire and rescue capability.

Transport continues to be improved with initiatives to meet demand growth and improve the quality of services for Londoners today while preparing for the demands of the 2012 Olympic and Paralympic Games. Free bus and tram travel will continue to be granted for those aged under 16 and for those under 18 in full time education.

A Band D household will pay £15.27 more for London wide services in 2007-08.

How the budget is funded

<table>
<thead>
<tr>
<th>Description</th>
<th>£m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross expenditure</td>
<td>10,722</td>
</tr>
<tr>
<td>Fares, charges and other income</td>
<td>-3,704</td>
</tr>
<tr>
<td>Government grants for specific purposes</td>
<td>-3,528</td>
</tr>
<tr>
<td>Government grants and redistributed business rates</td>
<td>-2,177</td>
</tr>
<tr>
<td>Paid out of reserves (TfL)</td>
<td>-390</td>
</tr>
<tr>
<td>Paid out of reserves (other)</td>
<td>-41</td>
</tr>
<tr>
<td>Amount to be met by council tax payers</td>
<td>882</td>
</tr>
</tbody>
</table>

The £882m raised from council tax represents 8 per cent of total spending and requires a Band D amount of £303.88.

Changes in council tax

<table>
<thead>
<tr>
<th>Description</th>
<th>£</th>
<th>Increase per wk</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-07 Band D amount</td>
<td>288.61</td>
<td></td>
</tr>
<tr>
<td>Safer Neighbourhood teams</td>
<td>12.78</td>
<td>24p</td>
</tr>
<tr>
<td>London Fire and Emergency</td>
<td>1.49</td>
<td>3p</td>
</tr>
<tr>
<td>Planning Authority</td>
<td>-0.03</td>
<td></td>
</tr>
<tr>
<td>Transport for London</td>
<td>0.68</td>
<td>1p</td>
</tr>
<tr>
<td>Greater London Authority</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surplus on Borough Collection Funds</td>
<td>0.35</td>
<td>1p</td>
</tr>
<tr>
<td>2007-08 Band D amount</td>
<td>303.88</td>
<td>29p</td>
</tr>
</tbody>
</table>

Policing - Safer Neighbourhoods
Every local community in London now has a dedicated policing team, with all 630 safer neighbourhood teams in place 18 months early. This has helped deliver a six-year low in crime in the capital. This budget meets the cost of delivering this. Extra visible reassurance and support is provided with funding for another 3 Police Community Support Officers for those teams covering London’s most heavily populated wards.

Policing - Safer Transport
New Safer Transport teams are to be set up - an extra 375 Police Community Support Officers to focus on transport links and communities in 21 outer London boroughs.

Policing - Counter Terrorism
The budget provides an extra £23m for security policing and a further £15m for dealing with the threat of terrorism.

Tackling Climate Change
The budget also accelerates the tackling of climate change with a new programme to increase the provision of decentralised energy supply and to enable Londoners to reduce emissions from energy use in their homes. It also includes a comprehensive programme to fund energy efficient technology in transport and encourage walking and cycling, including setting up a £25m Climate Change Mitigation Fund to support initiatives to reduce carbon emissions and investing an extra £40m in cycling over the next three years. In 2007-08, £30m will be spent on travel demand management to make further progress in areas such as schools, commuting, car clubs and town centres.

Changes in spending

<table>
<thead>
<tr>
<th>Description</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-07 Budget requirement</td>
<td>2,939.7</td>
</tr>
<tr>
<td>Inflation</td>
<td>238.9</td>
</tr>
<tr>
<td>Efficiency and other savings</td>
<td>-201.2</td>
</tr>
<tr>
<td>Existing services and new initiatives (net of grant increases)</td>
<td>420.8</td>
</tr>
<tr>
<td>2008 Mayor and Assembly Elections (funded from reserves)</td>
<td>16.0</td>
</tr>
<tr>
<td>Change in use of reserves and other financing adjustments</td>
<td>-352.4</td>
</tr>
<tr>
<td>2007-08 Budget requirement</td>
<td>3,061.8</td>
</tr>
</tbody>
</table>
Transport
Funding will focus on further service improvements to London Overground, London Underground, London Buses and Docklands Light Railway. Key developments are:

- Transport for London will take responsibility for the Silverlink Metro in 2007
- Oystercard ticketing on all National Rail stations in London, starting from 2008
- Continuing expansion of the bus network
- Extensions and capacity upgrades for the Docklands Light Railway
- Construction of the East London Line extension stage 1
- Increases in capacity on London Underground
- Schemes to provide safe and attractive environments for pedestrians
- The western extension of the central London congestion charge.

Fire
The main aims of the budget are to continue reducing the number of fires and fire deaths and improve emergency response capability. There is funding for six new Fire Rescue Units to respond to major incidents, building on the experience of the July 2005 bombings. A fleet of new Command Support Units will assist incident commanders and there will be targeted community safety initiatives.

2012 Olympic and Paralympic Games
The contribution from council tax payers for the Games delivery remains at the level set last year. The Band D amount is £20 (70 per cent of London taxpayers are Band D or lower). To raise up to £625m this will require £20 at Band D for 8 more years and £9 in the final year. The GLA will also spend £0.7m to realise the wider legacy benefits.

Police and fire service preparations for the Games are to be funded by central government grant. For every £1 raised from council tax, £7 comes from other sources including the National Lottery, the International Olympic Committee, business sponsorship and ticket sales.

More information on the budget is available on the GLA website at www.london.gov.uk/gla/budget/ (telephone 020 7983 4000).
Lee Valley Regional Park Authority

The Lee Valley Regional Park Authority was established by an act of parliament in 1966 to regenerate, develop and manage approximately 10,000 acres of the Lee Valley, which had become largely derelict, and transform it into a unique leisure and nature conservation resource for the benefit of Hertfordshire, Essex and London.

### Budget/Levy Changes – 2006/2007 to 2007/2008 (£’000)

<table>
<thead>
<tr>
<th>Levied from local taxpayers in 2006/07</th>
<th>£’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inflation</td>
<td>346</td>
</tr>
<tr>
<td>Service Developments (2006/07 full year effect)</td>
<td>306</td>
</tr>
<tr>
<td>Service Development (2007/08)</td>
<td>469</td>
</tr>
<tr>
<td>Revenue Savings</td>
<td>(775)</td>
</tr>
<tr>
<td>Net Savings</td>
<td>(306)</td>
</tr>
<tr>
<td>Levied from local taxpayers in 2007/2008</td>
<td>£’000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>£m</td>
<td>£m</td>
<td></td>
</tr>
<tr>
<td>Gross Operating Expenditure</td>
<td>12.4</td>
<td>13.9</td>
</tr>
<tr>
<td>Gross Operating Income</td>
<td>(4.6)</td>
<td>(5.3)</td>
</tr>
<tr>
<td><strong>Net Service Operating Costs</strong></td>
<td>7.8</td>
<td>8.6</td>
</tr>
<tr>
<td>Financing Costs - Debt servicing/repayments</td>
<td>0.8</td>
<td>0.7</td>
</tr>
<tr>
<td>- New capital investment</td>
<td>2.9</td>
<td>2.6</td>
</tr>
<tr>
<td><strong>Total Net Expenditure</strong></td>
<td>11.5</td>
<td>11.9</td>
</tr>
</tbody>
</table>
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 expenditure between the years are due mainly to an increase in the programme of schemes in 2007/08 following a reduction in 2006/07. The total Local Levy has increased from £5,632k in 2006/07 to £9,000k for 2007/08, following a reduction from the 2005/06 level of £8,896k.

The Thames Region is home to 12 million people. Within the region it is our job to maintain 5,200km of Main River and 193km of tidal defences. This includes operating the Thames Barrier – London’s main defence against flooding. 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:-

<table>
<thead>
<tr>
<th>Thames Regional Flood Defence Committee (all figures are in £’000s)</th>
<th>2006/7</th>
<th>2007/8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Expenditure</td>
<td>78,057</td>
<td>80,963</td>
</tr>
<tr>
<td>Net Expenditure</td>
<td>68,516</td>
<td>70,178</td>
</tr>
<tr>
<td>Levies Raised</td>
<td>5,632</td>
<td>9,000</td>
</tr>
<tr>
<td>Total Council Tax Base</td>
<td>4,865</td>
<td>4,904</td>
</tr>
</tbody>
</table>
Valuation of properties

If you have a query about your property you should contact the Listing Officer of the Valuation Office at:

2nd Floor, 1 Francis Grove, Wimbledon, London SW19 4DT.
Telephone 020 8276 8600.

Council tax was introduced on 1 April 1993. Homes were placed in bands based on house prices at 1 April 1991. A general rise or fall in prices since that date does not mean you can appeal on your banding.

Since December 1993 you can only challenge the band your property has been placed in if one of the following occurs.

- The balance between residential and business use within a property has changed.
- The property has been converted from a house to flats.
- A Listing Officer has changed a banding without a proposal having been made by a taxpayer.
- The Court has altered the band of a similar property.
- When you become the taxpayer of a property for the first time. You must make your appeal within six months of you becoming the taxpayer.
- There has been a significant increase or reduction in the property’s value. This applies where:
  - Your property has increased in value as a result of building or alteration. Any increase in banding is put off until the property is sold. The new taxpayer then has a right to appeal against the new banding.
  - Your property has reduced in value because of demolition, changes in the physical area or an adaptation to make the property suitable for someone with a disability.

Reduction for the Disabled

If anyone needs special facilities (such as an extra room) to meet needs related to a disability, you may be entitled to a reduced bill. We may reduce the bill to that of a property in the band below.

You can only apply for a discount or relief (reduction) on your bill if you do not already have one.

Please send any claims to Corporate Services Department, Merton Civic Centre, London Road, Morden SM4 5DX.

Alternatively, telephone the number shown on your bill. If your bill shows that we have given you a discount or relief and your circumstances change, you must tell us immediately. If you do not, you may face a penalty charge.

Other reductions available are Exempt Property and Council Tax Benefit - please see your council tax bill for more information.

Appeals

You can appeal against your council tax if you think your property is exempt, or that there has been a mistake calculating your bill. If you want to appeal you must tell us in writing, stating the reasons. You must continue to pay your bill while we deal with your claim. We will refund you any money you have overpaid if your appeal is successful.

If the appeal is unsuccessful we will give you details of an independent tribunal which you can refer your appeal to.
Discounts

You may be entitled to a 25% discount off your council tax bill if you are the only person (aged 18 or over) living in a property.

We work out council tax by assuming that at least two adults are living in the property. However, we do not count some people when we work out how many adults live in the property. This may allow you to receive a discount even if you do not live alone.

These are:
- Full-time students, student nurses, apprentices and youth training trainees;
- 18 and 19 year olds who are at, or who have just left, school or college;
- patients in hospital;
- people being looked after in care homes;
- people staying in certain hostels or night shelters;
- care workers on low pay (usually for charities);
- people who care for someone with a disability who is not their husband, wife, partner, or a child under 18;
- members of visiting Armed Forces and certain international institutions;
- foreign diplomats;
- members of religious communities (such as monks and nuns);
- people in detention; and
- the severely mentally impaired.

If all residents living in a property fall under one or more of the discount categories, we treat the property as being empty and give a 50% discount.

For the purpose of council tax, a ‘resident’ means a person aged 18 or over who has their only or main residence in the property concerned.

Therefore we do not consider people under 18 and people in any of the discount categories when we decide how much tax you should pay.

You may be entitled to a 10% discount if your property is empty and furnished. We will need to know your main residence before giving you your discount. Please note that the level of discount varies across the country as each local authority sets its own discount amount.

Exemptions

There are certain categories of homes that are exempt from council tax. For a list of the exemptions please see your council tax bill.

Council Tax Benefit

If you are on a low income or income support you may be entitled to Council Tax Benefit. The amount of benefit you get depends on:
- how much money you have coming in;
- the amount of savings you have;
- your personal circumstances; and
- how much council tax you pay.

If you want to apply for benefit contact the Benefit Service at the Civic Centre or phone 020 8274 4901.

Data Protection

Your personal information will be held and used in accordance with the requirements of the Data Protection Act 1998. We are under a duty to protect the public funds that we administer and, to this end, may use any information we hold in relation to council tax for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.
1. Why has my bill gone up?
Council tax is a tax on property that helps pay for local services. Every year we set a budget for the amount of money we need and the Mayor of London sets the Greater London Authority (GLA) precept. The Merton element will rise by 3.6%, in line with the increase in State Pensions from 1 April 2007. This increase is lower than the current Retail Price Index, which was 4.2% as at January 2007.

2. What is the GLA charge, and what does it cover?
The GLA group charge covers the money they need for areas such as the GLA, London Fire and Emergency Planning, Transport for London, Met Police Authority and London Development Agency. (Please see pages 6 and 7 of this booklet.)

3. What services does my money pay for, and can I get a reduction if I don’t use them?
The services the money pays for are listed in previous pages of this leaflet. They include local services such as social services, schools and refuse collection. There are no reductions for people not using these services.

4. What is my banding and why is it so high?
Your property was placed in a band based on an “open market” assessment of its value at 1 April 1991. The Listing Officer of the Valuation Office decides the band of your property and places it on a valuation list in one of eight valuation bands (A to H).

5. Can I appeal against my banding, and how do I?
Yes, you can challenge the band your property is in. You should write to the Listing Officer at 2nd Floor, 1 Francis Grove, Wimbledon, London, SW19 4DT. You can phone the Listing Officer on 020 8276 8600. Your appeal must be within six months of you becoming the taxpayer for a property. A general rise or fall in house prices is not grounds for an appeal on your banding.

6. Can I claim a discount, and how do I apply for one?
This will depend on your circumstances. There are details about discounts on pages 10 and 11 of this booklet and on the council tax web pages. The most common discount we give is for people living on their own. You can claim this by calling 020 8274 4901. You can also claim discounts by applying in person at the Civic Centre, visiting www.merton.gov.uk/counciltax or by sending an email to local.taxation@merton.gov.uk

7. Can I change my Direct Debit date?
Yes, however there are only three dates you can choose from: the 8th, 18th or 28th of the month.

8. Can I take longer than ten months to pay?
You can pay by 12 instalments if you are a Direct Debit payer. We will give you 12 instalments or less, depending on the date we process your application.

9. I haven’t got my bill yet - can you send me a copy?
For the new financial year your bill should arrive by 1 April. If you need another copy please phone us on 020 8274 4904.

10. Can I claim any benefit to help pay my council tax?
Yes, Council Tax Benefit is available to individuals and couples who are on low incomes and have limited savings. To claim the benefit you must be liable for paying the tax and normally live in the property you are liable for.

You must continue to pay the full amount of council tax while we assess your benefit claim. For an application form or for more information please visit the Civic Centre in person, phone our contact centre on 020 8274 4903 or visit www.merton.gov.uk/benefits
How to pay your council tax

Direct Debit:
The easiest way to pay your council tax is by Direct Debit. We offer three different payment dates and you can pay by 10 or 12 instalments. Your payments are covered by the Direct Debit Guarantee. To set up your payments using Direct Debit you can fill in the form on the back of your council tax bill or you can phone us on 020 8274 4904.

By post:
You can pay by post using a cheque or postal order. You should send it to:
Director of Corporate Services
Merton Civic Centre
London Road
Morden
SM4 5DX

Please make sure you write your account reference (find this on your bill) on the back of your cheque or postal order. If you would like a receipt please return the whole council tax bill with your payment. Otherwise, if you have a payment slip please send it with your payment. Please note that we cannot accept cheques that are dated in the future.

By credit/debit card:
By telephoning 020 8545 3518 (available 24hrs a day). Please note this number is for credit/debit cards only. Otherwise you can pay by credit/debit card by following the instructions on our website at: www.merton.gov.uk/pay

By BACS, telephone or internet banking:
Please make payments quoting London Borough of Merton Head Office Collection A/c, at Lloyds TSB Bank, Sort Code 30-00-00, Account 05390753, and quote your council tax number.

At a Post Office:
(Cash, cheque or debit card.) At the counter please give both your payment and the tear-off payment slip from your council tax bill. Cheques should be made payable to ‘Post Office Ltd’.

At Pay-Zone shops:
(Cash or debit card.) At the counter, please give both your payment and the payment slip from your council tax bill.

At Pay-Point shops:
(Cash payments only.) At the counter, please give both your payment and the payment slip from your council tax bill.

At a bank:
(Cash or cheque.) Please use the payment slip provided when making payment. The bank may charge you for this service. Cheques should be made payable to ‘London Borough of Merton’.

If you are paying by cash or cheque, you can use the payment slips sent with your initial bill. We will not send revised payment slips throughout the year if there is a change in the amount you need to pay. You should use the payment slips on your original bill. If you do not have payment slips you can ask for these by phoning 020 8274 4904.

Please note that late payment, or non-payment of your instalments will result in recovery proceedings being taken. You should make sure that we receive payments on or before the due payment date. Please allow five working days for the payment to reach our account if paying at a bank, or seven days if paying at a post office.
Merton Council is committed to preventing, detecting and investigating all forms of fraud and corruption committed by employees, councillors and any individual or organisation that has dealings with the council.

Examples of fraud:
- bribery
- corruption
- theft
- abuse of council assets
- action that puts the health and safety of the public at risk, and
- sexual, physical or mental abuse of clients.

How you can help
As a council tax payer you should be concerned about fraud because you have to pay the cost.

If you suspect any fraud is occurring you can tell us in person, on the telephone or in writing.

If you want to raise the matter in confidence we will not disclose your identity without your consent unless the law requires us to.

You can call 020 8545 3461 in strictest confidence.
We provide two Reuse and Recycling Centres for people who live in the borough. To stop non-residents and traders from using the centres we ask residents to bring with them proof that they live in Merton.

Resident Pass
Below is a Resident Pass for you to cut out and bring along as proof of address. Please use a pen to write the registration number of your car in the box. Display your pass in the driver’s side of the windscreen of your car, where it can be clearly seen, or show it to a member of staff as you enter the site. Using the pass will speed up getting into the centres and reduce queuing. We can accept a recent council tax statement or driving licence as other forms of identification.

Vehicle restrictions
The height barriers at the entrances are set at 1.93m (6’4”). Only residents in cars are allowed in the centres for safety reasons. If you arrive in a van, high-sided vehicle or with a trailer you will not be allowed into the centres. We will direct you to the waste transfer site entrance at Garth Road, where you might be charged. Managers of the centres have the right to refuse entry to anybody, particularly if they are using abusive behaviour.

Please separate your waste into recyclables before coming to the centres and place the items into the appropriate bays.
Thank you.

You can find the Reuse and Recycling Centres at:

Amenity Way
off Garth Road
Morden, SM4 4NJ

Opening hours
The centre is open for residents in cars from 8am to 4pm, seven days a week. It is closed on Christmas Day, Boxing Day and New Year’s Day.

36 Weir Road
Wimbledon, SW19 8UG

Opening hours
The centre is open for residents in cars bringing recyclables only (not mixed household waste), from 8am to 4pm on Friday, Saturday and Sunday and from 12 noon to 7pm on Monday. Closed on Tuesday, Wednesday and Thursday. Also closed on Christmas Day, Boxing Day and New Year’s Day. All other bank holiday opening times are from 8am to 4pm.

Enquiries
Waste Helpline: 020 8274 4902
Email: esenquiries@merton.gov.uk
Web: www.merton.gov.uk/recycling
Council Telephone Numbers

Please make your enquiry by calling our contact centre on 020 8274 4901

Out of hours Emergency Line: 020 8543 9750
Minicom (for people with a hearing impairment): 020 8274 4980

Waste Helpline:
020 8274 4902

Cover photos, starting top left to right:
Morden Hall Park
by Mark Dawson
Wimbledon Common Windmill
by Kitty Gallannaugh
Merton Abbey Mills
by Sapphira van Assema
Merton Abbey Primary School
by Sapphira van Assema
Police on duty
Merton Link

Designed and printed by Merton Print 020 8545 3410