



SURREY HEATH BOROUGH COUNCIL

YOUR COUNCIL TAX 2024/25

Leader's message

Dear Resident,

Council Tax can be difficult to understand. To help explain where your money goes, we've put together this leaflet.

Most of your money goes to Surrey County Council and Surrey Police, the remaining 11% is spent in Surrey Heath.

We're passionate about "Delivering for You and a Fairer Society" by supporting residents in greatest need and building positive community partnerships. We will help businesses to grow faster, and control building development. We commit to tackling climate change, maintaining our

fantastic green spaces and keeping our streets clean and safe. That's where we will use your money.

Our finances, like your household budget, are under a lot of pressure. In part this is due to a fall in real term funding allocated to Surrey Heath by national government. This means we must continue to focus on ensuring value for money for every pound we spend.

Please read on to understand more, as this is **your** council, and together **our** Surrey Heath to make a better place for **all** to live.

Take care, Shaun Macdonald, Leader, Surrey Heath Borough Council.

How your Council Tax is shared out

We collect Council Tax from almost 40,000 households within Surrey Heath on behalf of other local authorities and the police in our area.

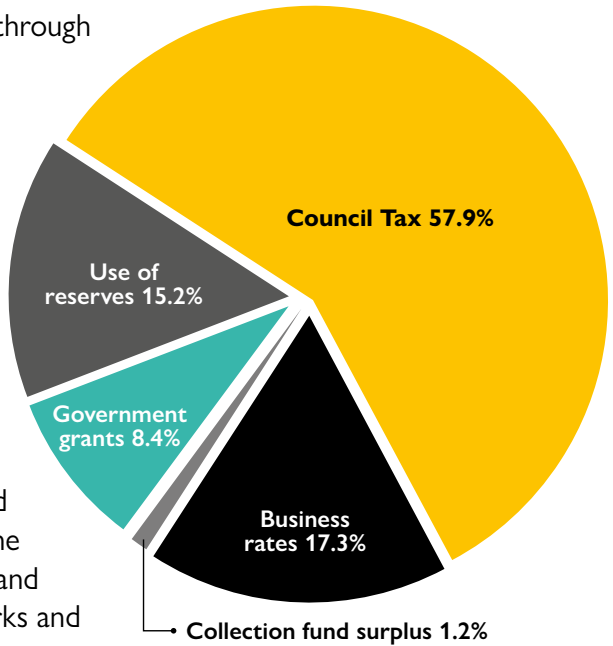
Only 11% of your Council Tax stays with us, helping to fund a wide range of services to support our local communities.



How is your council funded?

Your Council Tax funds most of the services provided to residents across the whole borough. The rest is funded through central government grants and the retention of some business rates.

While many councils are having to consider cuts, by contrast Surrey Heath's latest budget will deliver investment in our properties and town and village centre improvements. Despite cost increases we have committed to continue providing frontline services like Meals at Home and maintaining our excellent parks and green spaces.



Why is my Council Tax increasing?

Like many others in the UK, our costs have increased this year due to inflation, lower income and higher demand for our services.

We are doing all we can to reduce our costs by being more efficient in the way we work and making savings on our budget.

How much is it increasing by?

Surrey Heath has increased Council Tax by 2.99% in 2024/25 which is well below inflation and works out

to just £7.20 a year, or 14p a week, for an average Band D property.

Some of the services we provide

Surrey Heath Borough Council provides a broad range of vital services to our residents and local communities. Below are just some of the services we provide:



Waste and Recycling

Recycling including food waste, refuse collections, bulky waste, street cleaning and garden waste.



Resident Support

Benefits, community safety, environmental health, housing and homelessness support, family support, grant funding, transport and meals at home.



Planning and Licensing

Planning applications and enforcement, Building Control, Licensing and Local Plan development.



Business Support

Independent business network, business rate advice and collection, and retail initiatives for small businesses.



Environment

Reducing carbon emissions, flytip clearance, parks and countryside maintenance and air quality monitoring.



Sport and Leisure

Museum, theatre, sports and activity programmes, health walks, community development and the council's leisure centre.

Paying your Council Tax

The easiest way to pay your Council Tax is by Direct Debit.

Payment is by monthly instalments and you can choose between 10 or 12 instalments.

Set up securely online at surreyheath.gov.uk/council-tax

Anyone struggling to pay their Council Tax should contact Surrey Heath Borough Council to discuss the ways in which we can help.

Our vision for Surrey Heath

Delivering for You and a Fairer Society

Our vision is to secure improvements in the quality of life and opportunities for all of our residents and businesses, whilst ensuring sustainable council finances to deliver core services effectively. We believe our residents and businesses deserve nothing less.

Having listened to our residents, we will achieve our vision through the delivery of the following five priorities:



Protect Our Environment

We recognise that urgent action is needed to protect and sustain what we have for both current and future generations.



Deliver Effective Services with Sustainable Finances

We know that the delivery of easy to access, effective and responsive public services are what our residents expect and deserve, so we will accelerate our improvements.



Promote Healthier & More Inclusive Communities

We believe in a community where everyone can be themselves, and be valued for who they are, with the opportunity to build a good life and achieve their full potential.



Campaign for Residents

We will give residents a greater voice in shaping the council's activities and decision making. We will stand up for what is most important for local residents.



Support a Strong Economy and Create More Homes

We recognise the essential role of local business in driving our economy and creating jobs. We want to be seen as a great place to live, build, invest and grow a business.

Contact us



For further details about the information in this leaflet scan this QR code or contact us directly.

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Sign up to our regular residents' newsletter at surreyheath.gov.uk/signup