

pop in...

**Pershore Civic Centre,**  
Queen Elizabeth Drive. (01386) 565000  
**Mon-Fri** : 9am - 5pm  
**Sat** : 9am - 12.30pm

**Droitwich Community Contact Centre,**  
High Street. (01905) 794272  
**Mon-Fri** : 9am - 5pm (Wed 9.30am)  
**Sat** : 9am - 12.30pm

**Evesham Community Contact Centre,**  
Abbey Road. (01386) 443322  
**Mon-Fri** : 8am - 8pm ; **Sat** : 9am - 5pm ; **Sun** : 10am - 4pm

or phone us!

**PLANNING ENQUIRIES**  
**(01386) 565565**

**BENEFIT / COUNCIL TAX /  
BUSINESS RATE ENQUIRIES**  
**(01386) 565130**



Pay bills either by  
phone or online

**(01386) 565200**

[www.wychavon.gov.uk](http://www.wychavon.gov.uk)

Wake up to  
**WYCHAVON**

and the services  
we provide....

Our  
Council Tax  
increase still  
only 2.5%

Copies of this leaflet can be made  
available in larger print, Braille or audio  
cassette on request.  
Call 01386 565102

If you need help with understanding  
this leaflet in your own language,  
contact Ethnic Access.  
Call 01905 25121

এই দলিলটি বুঝতে আপনার সাহায্যের দরকার হলে দয়া করে এই নম্বরে ফোন করুন: 01905 25121

اگر آپ کو اس دستاویز سے متعلق مدد درکار ہو تو براہ مہربانی 01905 25121 پر فون کریں۔

如果你在明白這份文件方面需要幫助的話，請致電 01905 25121。

नेवत त्रुवाकु हिम समता-देम घावे विमि मवाहिता सी छेड वै तां विवपा वतवे टैलीडेक नंघत 01905 25121 'उे मंभवत ववे।

Se con questo documento avete bisogno di aiuto pregasi telefonare a 01905 25121

Jeżeli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń pod nr tel.: 01905 25121

**WYCHAVON**  
DISTRICT COUNCIL  
good services, good value

This leaflet forms part of the Council Tax Demand Notice  
and the National Non-Domestic Rate Bill for 2004/2005

**LOWEST  
IN THE  
COUNTY  
ONLY £94\***

\*Wychavon District Council's proportion of the Council Tax Bill - based on average Band D property

# WHAT WAKES **YOU** UP IN THE MORNING?

## Here's our variety of services

### For the healthy

Leisure centres, parks and play areas for all the family

Super skate parks to try out new moves

Sports programmes to get you fit

Plans to build a hospital for the whole District



### For busy lifestyles

Online services from paying bills to planning applications

One Stop Shops for face to face help

Backdoor recycling to make it easy to be green

Convenient car parking



### Weekend treat

Fresh Farmers' Markets full of local food

Arts events for the creative

Kick around on our football pitches

Get together at our Party in the Parks



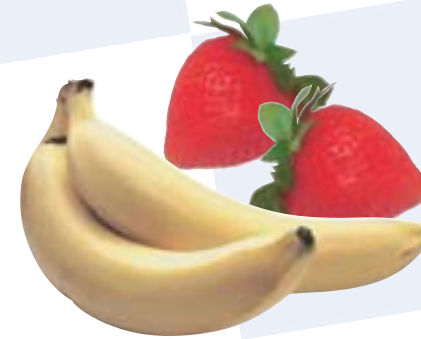
### A fresh start

Delivering our Community Plan with partners

Generous grants for community projects

Improving town centres and creating new jobs

Breathing life into the District's landlocked canals



### Basic but essential

Emptying your bin and making it easy to recycle

Helping the homeless and meeting housing needs

Award winning loos for your convenience

Licensing taxis and entertainment

### Reassuringly safe

CCTV cameras watching over you

Planning for new buildings and extensions

Investigating noise complaints and picking up stray dogs

Keeping you healthy through food hygiene inspections



# A Selection Of Services For All



**2** healthy & safe communities with a good quality environment

*...Because health, crime and the natural environment are issues that really matter to you*

**1** aspire to be excellent

*...Delivering high quality and affordable services and letting you know what we do*

reaching out to **3** everyone

*...Because affordable housing, improving our towns, youth facilities and better transport all help create vibrant communities*

**wake up to our priorities**



# ACHIEVEMENTS

*some examples from this year..*

- Ranked 'good' by Audit Commission inspectors
- Extended our backdoor recycling scheme to 93% of households
- Developed 61 additional affordable homes
- Ran a drugs prevention awareness programme with schools
- Introduced two community safety neighbourhood wardens
- Created a skatepark in Droitwich and ran physical activities for 800 young people
- Put in 40 extra poop scoop bins and supported 40 village clean ups
- Gave £200k of grants to community projects
- Expanded our welfare benefits and money advice sessions
- Helped local businesses - faster internet access and 50 new jobs
- Held three "Party in the Park" events for 2000 young people
- Opened Evesham Community Contact Centre and have more services under one roof

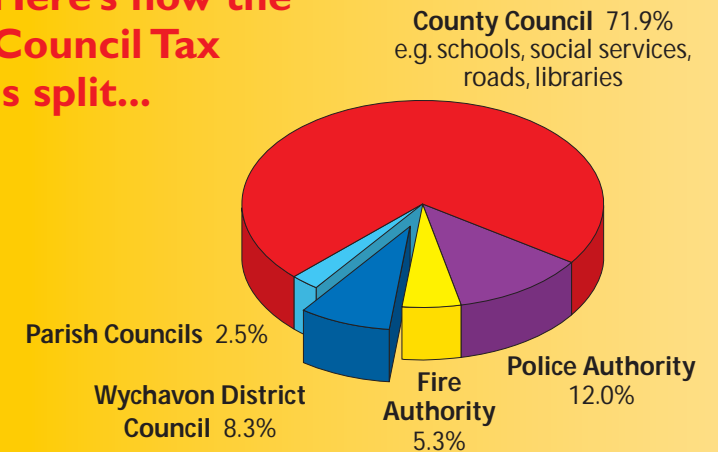
# PROMISES

*..and some for the year ahead.*

- Set an affordable council tax - only 2.5% increase again
- Start building the new Pershore Hospital and health centre
- Improve our play areas in parks
- Fund action plans to improve quality of life in Droitwich Spa, Evesham and Pershore
- Tackle the causes of crime and anti social behaviour through schemes on parenting skills and domestic violence
- Provide locks, alarms and intercoms for the most vulnerable
- Build a skatepark in Pershore
- Help people in housing need by piloting support with rent deposits
- Designate at least one new local nature reserve
- Work with the County Council to tackle rural transport problems
- Support community activities with grants

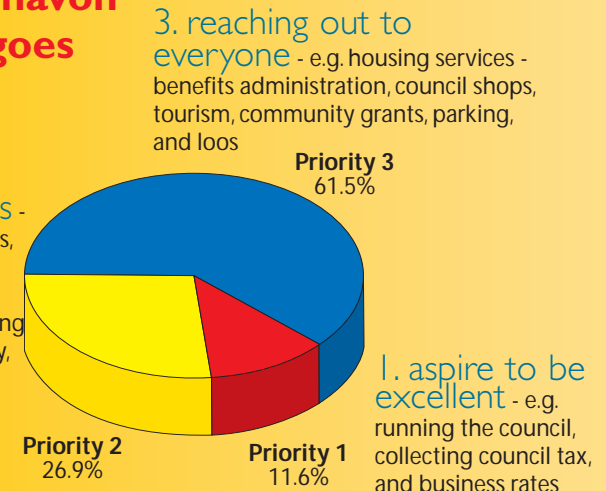
*wake up*  
to where your  
council tax goes...

Here's how the  
Council Tax  
is split...



...and here's where  
the Wychavon  
money goes

2. healthy  
and safe  
communities -  
e.g. leisure centres,  
planning, parks  
and play areas,  
waste and recycling  
community safety,  
environmental  
health, town  
and village  
improvements



See inside for more

## About the Council Tax

The Council Tax is the way in which we collect money from you to pay for the services you receive. Wychavon District Council will collect approximately £52.8 million in Council Tax for 2004/2005. For every £1 we collect, 71.9p will go to Worcestershire County Council to pay for services such as education, social services and highways. A further 12p will be passed to West Mercia Police, 5.3p to the Fire Authority and 2.5p to the town and parish councils. A new change for 2004/05 is that the Fire Authority will have a separate precept - they were previously part of the County Council's precept. The remaining 8.3p will stay with Wychavon District Council to pay for services such as refuse collection, street cleansing, leisure facilities, planning and many others.

## Our spending plans for 2004/2005

The Council has set its budget based on its three priorities - Aspire to be Excellent, Healthy & Safe Communities and Reaching Out to Everyone - which makes the link between the budget and its service plans to ensure they are geared to delivering the services that you require. The budget split by priority is shown later in the leaflet.

The Council has agreed a net expenditure amount of £9.884 million, including new budget initiatives totalling £280,000. After taking into account the use of the Council's reserves & balances and central government support, the rise in the Council Tax is just 2.5%.

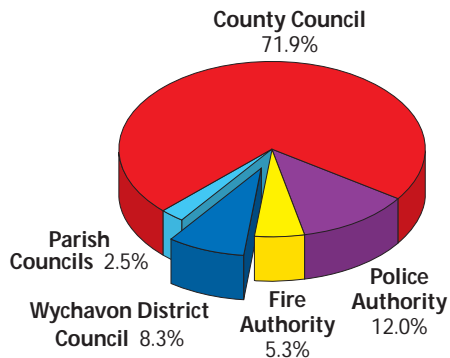
## Wychavon's Council Tax Levy

The Council Tax levy for 2004/2005 is £94.03 for a Band D property - an increase of 2.5% over the levy for the previous financial year. In addition some parts of the District will pay a special expenses levy which is £1.33 on average for a Band D property.

## Special Expenses

"Special Expenses" covers work carried out by Wychavon District Council in specific parts of the area and relates mainly to grass cutting carried out in the three towns of Evesham, Pershore and Droitwich Spa. They are shown as a separate line on your bill.

## How the Council Tax is split



## Amount of Council Tax Collected

	Amount at Band D
Wychavon District Council	94.03
Special Levies	1.33
Parish Councils	28.28
County Council	824.52
Fire Authority	60.21
Police Authority	137.69
<b>Total</b>	<b>1,146.06</b>

If you have any queries regarding the **Worcestershire County Council** increase please see their enclosed leaflet or telephone **(01905) 766548**

If you have any queries regarding the **West Mercia Police Authority** increase please see their enclosed leaflet or telephone **(01743) 344314**

If you have any queries regarding the **Hereford & Worcester Combined Fire Authority** increase please see their enclosed leaflet or telephone **(01905) 24454**

## How do we spend the money?

	2003/2004			2004/2005		
	Exp £000	Inc. £000	Net. £000	Exp £000	Inc. £000	Net. £000
<b>PARKING</b> The maintenance and management of 20 car parks with 2,534 spaces and the management of on-street parking.	717	(974)	(257)	760	(1,376)	(616)
<b>PLANNING &amp; ECONOMIC DEVELOPMENT.</b> Covering building control, appeals, enforcement, land charges, industrial sites and sundry properties.	3,823	(1,828)	1,995	4,044	(1,884)	2,160
<b>RECREATION &amp; TOURISM</b> Including 3 swimming pools and 3 leisure complexes, parks and open spaces, tourism and sports development.	3,611	(69)	3,542	3,843	(77)	3,766
<b>ENVIRONMENTAL HEALTH</b> Health and enforcement, health promotion, food safety, pollution, pest control, dog warden, 13 public conveniences, street cleansing and licensing.	2,483	(45)	2,438	2,486	(39)	2,447
<b>REFUSE COLLECTION &amp; DISPOSAL</b> Weekly collection servicing some 49,000 households and 850 trade units, street cleansing & collection of bulky items.	2,194	(336)	1,858	2,439	(416)	2,023
<b>HOUSING SERVICES</b> Housing and Council Tax Benefits, homelessness, housing renewal, common housing register and other housing matters.	18,950	(17,098)	1,852	21,716	(19,837)	1,879
<b>OTHER</b> Treasury Management, concessionary fares, grants, Wychavon shops, council tax and business rates collection corporate and democratic core and other services.	7,438	(781)	6,657	6,638	(275)	6,363
<b>SERVICE EXPENDITURE &amp; INCOME</b>						
LESS	39,216	(21,131)	18,085	41,926	(23,904)	18,022
Capital Charges	(4,392)	-	(4,392)	(4,962)	-	(4,962)
Interest and Investment Income	-	(2,340)	(2,340)	-	(2,130)	(2,130)
Use of Balances and Reserves	-	(840)	(840)	-	(1,046)	(1,046)
<b>TOTAL NET EXPENDITURE</b>	<b>34,824</b>	<b>(24,311)</b>	<b>10,513</b>	<b>36,964</b>	<b>(27,080)</b>	<b>9,884</b>

## How we pay for it

To work out how much we have to collect from our taxpayers, we calculate how much money we need and then deduct external help from Central Government in the form of grants. We then need to divide this figure by the Council Tax base to arrive at the amount you have to pay for our services expressed as the bill that a property in Band D would have to pay. In addition we need to add the County Council, Police, Fire and Town/Parish precepts to arrive at the final figure that you have to pay.

	2004/2005	
	£000	Amount at Band D
Wychavon's Net Expenditure	9,884	
Formula Grant	(5,556)	
Collection Fund Deficit	0	
Wychavon's Budget Requirements	4,328	94.03
Wychavon's Special Levies	61	1.33
Parish Precepts	1,302	28.28
Overall Budget Requirements	5,691	123.64
Worcestershire County Council		824.52
West Mercia Police		137.69
Hereford & Worcester Combined Fire Authority		60.21
<b>Total Council Tax Bill (average)</b>		<b>1,146.06</b>

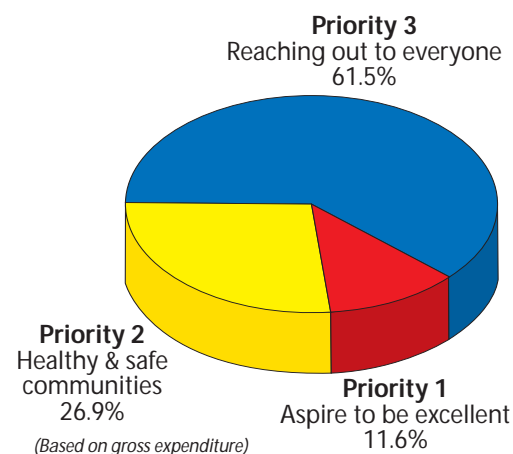
(The tax base for 2004/05 is 46,031.68)

## The average charge for each Council Tax band for 2004/2005 is shown below:

	BAND A £	BAND B £	BAND C £	BAND D £	BAND E £	BAND F £	BAND G £	BAND H £
WORCESTERSHIRE C.C.	549.68	641.29	732.90	824.52	1,007.74	1,190.97	1,374.20	1,649.04
WEST MERCIA POLICE AUTHORITY	91.79	107.09	122.39	137.69	168.29	198.89	229.48	275.38
H&W COMBINED FIRE AUTHORITY	40.14	46.83	53.52	60.21	73.59	86.97	100.35	120.41
WYCHAVON DISTRICT COUNCIL	62.69	73.13	83.58	94.03	114.93	135.82	156.72	188.06
MINIMUM COUNCIL TAX BILL	744.30	868.34	992.39	1116.45	1364.55	1612.65	1860.75	2232.89
*AVERAGE SPECIAL LEVY	0.89	1.03	1.18	1.33	1.63	1.92	2.22	2.66
*AVERAGE PARISH PRECEPT	18.85	22.00	25.14	28.28	34.56	40.85	47.13	56.56
<b>TOTAL COUNCIL TAX BILL (AVERAGED)</b>	<b>764.04</b>	<b>891.37</b>	<b>1,018.71</b>	<b>1,146.06</b>	<b>1,400.74</b>	<b>1,655.42</b>	<b>1,910.10</b>	<b>2,292.11</b>

N.B. - \*The Parish Precepts / Special Levies are based on an average charge spread proportionally over the band and dependant on where you live, you may be required to pay slightly more or less than the sums shown.

## Wychavon's Priorities



## Changes in services provided

Wychavon's net expenditure for 2004/2005 is £9.884 million representing a decrease of £0.629 million over the comparable figure for 2003/2004 as a result of:

	£000
Inflation	206
Service improvements 2004/2005	280
Removal of one-off 2003/2004 budget items	(262)
Budget savings	(575)
Pay Award and other Establishment variations	294
Investment interest	380
Additional Planning & Benefits grants	(705)
Fees and charges	(460)
Other changes	(6)
Reduction in use of Balance/Reserves	219
<b>TOTAL</b>	<b>(629)</b>

## Our Reserves and Balances

After the use of £1.046 million of reserves and balances to help finance the budget for 2004/2005 the Council will have an estimated balance of £7.485 million at 31st March 2005 - equivalent to £65.72 per head of population. (The estimated population in 2004/05 is 113,898).

## Employees

We have budgeted for 308.78 full time equivalent staff in 2004/2005, compared to 304.29 in 2003/04. The increase is mainly due the staffing requirement of the new Licensing Act.

## Borrowing

The Council is debt free and consequently it does not have any outstanding loans.

## Capital Expenditure

We are planning to spend £9.5 million next year on capital projects. The major schemes include the development of the supermarket at Droitwich, the building of a new hospital at Pershore and support for private sector housing.

If a town or parish council needs a precept in excess of £100,000 to fund its spending plans, it has a statutory duty to provide details of its expenditure. The following town councils have exceeded this threshold.

## Pershore Town Council

	Net Expenditure 2003/2004 £	Net Expenditure 2004/2005 £
Finance and Administration	27,603	29,284
Amenities, Tourism and Community	56,704	55,055
Community Initiatives	29,519	32,799
<b>PRECEPT</b>	<b>113,826</b>	<b>117,138</b>

The 2004/2005 precept equates to a charge of £42.27 for a Band D property. In addition, there is a charge of £4.35 in respect of the Special Levy. For further details, please contact the Town Clerk to Pershore Town Council, Belle House, 5A Bridge Street, Pershore, Worcs. WR10 1AJ.

## Evesham Town Council

	Net Expenditure 2003/2004 £	Net Expenditure 2004/2005 £
Recreation and Amenities	73,190	75,680
Tourism	85,960	87,250
Finance and Administration	127,767	126,430
<b>PRECEPT</b>	<b>286,917</b>	<b>289,360</b>

The above operations of the Town Council are carried out without any government grants or contribution from business rates.

The 2004/2005 precept equates to a charge of £36.73 for a Band D property. In addition, there is a charge of £1.52 in respect of the Special Levy. For further details, please contact the Town Clerk to Evesham Town Council, Evesham Community Contact Centre, Abbey Road, Evesham, Worcs. WR11 4SB.

## Droitwich Spa Town Council

	Net Expenditure 2003/2004 £	Net Expenditure 2004/2005 £
Community and Amenities	31,700	28,750
Resources	181,800	197,375
General Contingency Reserve	17,000	16,100
Building Maintenance Reserve	4,000	4,000
<b>PRECEPT</b>	<b>234,500</b>	<b>246,225</b>

The 2004/2005 precept equates to a charge of £28.67 for a Band D property. In addition, there is a charge of £4.33 in respect of the Special Levy. For further details, please contact the Town Clerk to Droitwich Spa Town Council, St. Richard's House, Victoria Square, Droitwich Spa, Worcs. WR9 8DS.

Wychavon's Annual Report is due out in June with full performance and financial information. Check out our website [www.wychavon.gov.uk](http://www.wychavon.gov.uk) or phone (01386) 565103 to get a copy.

# IMPORTANT NOTICE

## Major Changes to Council Tax for unoccupied properties

From 1 April 2004 the Government have made changes to the rules that can be applied to unoccupied properties and Wychavon have decided to make the following changes:

- If you own or rent a property and it has been unoccupied and unfurnished for more than 6 months then **100%** charge will apply to the property.
- If your property is currently in exemption class A then **100%** charge will apply from 1 April 2004 or 12 months after the date the exemption was first applied.
- If you own or rent a property which is unoccupied and furnished, or treated as your second home you will have to pay a **90%** charge on the property. However, there are some properties where these changes do not apply. For example: a) Any dwelling which consists of a pitch occupied by a caravan, or a mooring occupied by a boat, or b) Where the liable person is required to live in job related accommodation as part of their job.

Please ring (01386) 565130 for more information.

- careworkers working for low pay. Usually for charities
- people caring for someone with a disability who is not a spouse, partner or child under 18
- members of visiting overseas forces and certain international institutions
- members of religious communities (monks and nuns)
- people in prison (except those in prison for non-payment of Council Tax or a fine)
- diplomats and members of international organisations headquartered in the UK

If you think you may be entitled to a discount and this is not shown on your bill you should contact the Revenues Section (01386) 565130. If your bill shows that an exemption or discount has been allowed and your circumstances have changed please let us know straight away.

If you don't you could be liable to pay a penalty of £50. If you continue to fail to provide the correct information you may be liable to pay a further penalty of £200.

### 3. Exempt Dwellings

Some dwellings are exempt from Council Tax. These are the classes of exempt dwellings.

- |   |   |
|---|---|
| <p><b>A</b> Uninhabitable property and empty property undergoing structural alteration or repairs. This exemption will apply for a maximum period of 12 months (as long as the property remains empty and unfurnished). After 12 months a 100% charge applies.</p> <p><b>B</b> Unoccupied property owned by a charity, for a period of up to six months since last occupied. After six months a 100% charge applies.</p> <p><b>C</b> Empty property for a period of up to six months since the last occupation date or the date that the construction of the property was substantially completed (as long as it remains empty and unfurnished). After six months a 100% charge applies.</p> <p><b>D</b> Unoccupied property because the person who would otherwise occupy the property is in prison</p> <p><b>E</b> Unoccupied property because the person who would otherwise occupy the property is permanently resident in hospital or a nursing home.</p> <p><b>F</b> Unoccupied property where probate or letters of administration have not yet been granted, and for a period of up to six months after the date such grant is made. A 100% charge will then apply.</p> <p><b>G</b> Empty property whose occupation is prohibited by law.</p> <p><b>H</b> Unoccupied property held available for use of ministers of religion from which to carry out their duties.</p> <p><b>I</b> Unoccupied because the person subject to the tax has their sole or main residence elsewhere in order to receive care.</p> <p><b>J</b> Unoccupied because the person subject to the tax has their sole or main residence elsewhere in order to provide care.</p> | <p><b>K</b> Unoccupied, where the person subject to the tax is a student and has been since he/she last occupied the property.</p> <p><b>L</b> Property that has been repossessed under a mortgage.</p> <p><b>M</b> Student halls of residence.</p> <p><b>N</b> Premises where ALL the residents are students.</p> <p><b>O</b> Property owned by the Ministry of Defence and held available for occupation by serving personnel.</p> <p><b>P</b> Property occupied by members of visiting forces or certain international organisations.</p> <p><b>Q</b> Property left empty by a bankrupt.</p> <p><b>R</b> Unused caravan pitch or boat mooring.</p> <p><b>S</b> Property occupied only by people under 18 years of age.</p> <p><b>T</b> Unoccupied ancillary accommodation (e.g. annexes) which may not be let separately without being in breach of planning regulations.</p> <p><b>U</b> Property occupied only by people who are severely mentally impaired.</p> <p><b>V</b> Property occupied by a foreign diplomat or a member of an international organisation headquartered in the U.K.</p> <p><b>W</b> Any part of a property e.g. an annex, which is occupied by a dependant relative of the family in the other part of the building where the relative is either over 65, severely mentally impaired, or substantially and permanently disabled.</p> |
|---|---|

This list is a summary for guidance only. If you believe your property may qualify for exemption contact the Revenues Section – (01386) 565130.

### 4. People With Disabilities

If you or someone who lives with you, need a room, or an extra bathroom or kitchen, or extra space in your property because of a disability, you may be entitled to a reduced council tax bill. For more information contact the Revenues Section (01386) 565130. If your home has any special fixtures which have been added for a disabled resident which reduce the home's value and you do not think they have been taken into account in the valuation band to which your home has been assigned you should contact the Listing Officer (see paragraph 7).

### 1. Council Tax Valuation and Banding

Most dwellings are subject to the Council Tax. There will be one bill per dwelling, whether it is a house, bungalow, flat, maisonette, mobile home or houseboat, and whether it is owned or rented.

Each dwelling has been placed in one of eight bands according to its open market capital value at 1 April 1991 and this is based on certain assumptions e.g. 1) vacant possession, 2) a freehold interest or; if a flat, a 99 year leasehold at a nominal rental and 3) the property being in a reasonable state of repair. The bands are as follows:

Band	Minimum	Maximum	Band	Minimum	Maximum
A	Up to	£40,000	E	£88,001	£120,000
B	£40,001	£52,000	F	£120,001	£160,000
C	£52,001	£68,000	G	£160,001	£320,000
D	£68,001	£88,000	H	£320,001	and above

Your Council Tax bill states which band applies to your dwelling.

**Please note:** This value has been assessed by the Inland Revenue NOT the District Council. The Valuation List can be inspected at Government Buildings, Whittington Road, Worcester or at the Wychavon shops in Evesham, Pershore and Droitwich Spa (contact details overleaf). YOU MAY BE ABLE TO APPEAL AGAINST THIS VALUATION – SEE APPEALS AT NUMBER 7.

### 2. Discounts

The full Council Tax bill assumes that there are two adults living in a dwelling. If only one adult lives in a dwelling (as their main home), the Council Tax bill will be reduced by a quarter (25%). If a dwelling is no-ones main home, the bill will be reduced by (10%). This can apply to unoccupied furnished dwellings and second homes (see Important Notice above). Some people are not included when counting the number of adult residents in a dwelling providing they meet the following conditions:

- full-time students, non-British spouses/dependants of students, student nurses, apprentices and Youth Training trainees
- patients permanently resident in hospital
- people who are being looked after in care homes
- people who are severely mentally impaired
- people staying in certain hostels or night shelters
- 18 and 19 year olds who are at or have just left school

### 5. Council Tax/Housing Benefit

#### Do you need help to pay your Council Tax Bill or Rent?

If you are liable to pay Council Tax or pay Rent you may apply for benefit. Your benefit will be calculated based on the following:

- your capital, including any savings
- your income
- the amount of Council Tax or Rent you pay
- your family circumstances

Even if your income is high if you share a house with other adults (except for a partner) who have low incomes you may be able to claim Council Tax Second Adult Rebate.

Many people lose benefit because they delay making a claim. Benefit can not normally be backdated, so **don't delay - complete an application form today.**

Forms and information leaflets can be picked up from the Wychavon shops in Evesham, Pershore and Droitwich Spa (contact details overleaf). You can also ring the Revenues section on (01386) 565130.



### 6. Welfare Benefits and Money Advice

We have a Welfare Benefits & Money Advisor who can advise you on the benefits you may be able to claim and give you specialist advice if you are experiencing difficulties paying your Council Tax or other bills. Telephone (01386) 565130 to arrange an appointment.

### 7. Appeals

#### About Valuation Bands

All Council Tax valuations 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 which results from general changes in the housing market since then will not affect your Council Tax band. However you can appeal if:

- there is a material increase or reduction in the value of the dwelling or
- you start or stop using part of the dwelling for business or
- you have just moved (you must appeal within six months of your move) or
- the Listing Officer alters the band

Please note the Listing Officer can increase your band if an error has been made. If you think your band is too low you may wish to contact him. Write to the Listing Officer, Government Buildings, Whittington Road, Worcester WR5 2LB or telephone (01905) 687600.

#### About Liability to pay

You may also appeal if you consider that you are not liable to pay Council Tax, for example, because you are not the resident or owner, or because your property is exempt, or that Wychavon has made a mistake calculating your bill. If you wish to appeal on these grounds you must notify Wychavon in writing, and we will readily review the situation. Write to the Managing Director, PO Box 11, Civic Centre, Pershore WR10 1PU.

Making an appeal does not allow you to withhold payment of tax owing in the meantime. If your appeal is successful you will be entitled to a refund of any overpaid tax.

If you make an appeal and you are still not satisfied that a proper decision has been reached (or you are not notified of a decision within 2 months of making your appeal) you can then appeal to a Valuation Tribunal. Details are available on request from the Revenues Section, (01386) 565130, or the Listing Officer (Valuation appeals only), or the Tribunal Office, Graveney House, Farrier Street, Worcester WR1 3BH, telephone (01905) 23720.

### 8. Business Rates

Information about Business Rates is shown on the separate explanatory leaflet enclosed with the Business Rates bill. If you have not received this leaflet and would like to do so please contact the Revenues Section on (01386) 565130.

### £ Paying Your Bill


Whether you're a Council Tax or Business Rate payer, you will be asked to pay your bill in ten instalments starting from April. Details of how, when and where to pay are shown on your bill. For more information ring (01386) 565130.

If you have problems paying your Council Tax or Business Rates ring (01386) 565130 and we will be able to give you help and advice on whether it is possible to get your bill reduced. If your bill cannot be reduced we will advise you on what needs to be done.

**Make it easy!!  
Pay your Council Tax &  
Business Rates  
by Direct Debit**

If you have a bank or building society account why not consider paying by Direct Debit. It is the cheapest and most convenient way to pay and is also the most cost effective method of collection for the council.


We offer 2 payment dates for Direct Debit payers, the 1st & 15th of the month. **You can now set up your DD over the phone.** For more information on paying by Direct Debit please contact the Revenues Section on (01386) 565130 as soon as possible.



**Flood Defence**

The new Environmental Agency for England and Wales took up its statutory duties on 1 April 1996, merging the functions of the National Rivers Authority (NRA), Her Majesty's Inspectorate of Pollution, the Waste Regulation Authorities and several smaller units from the Department of the Environment. The powers and duties which were transferred from the NRA to the Agency included those relating to flood defence operations and levies.

Financial information for 2003/2004 and 2004/2005 is available upon request from the Managing Director, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire WR10 1PT.



**ENVIRONMENT AGENCY**



**Enquiries about your bill**

If you have any questions about your Council Tax or Non-Domestic Rate bills, or Council Tax Benefit or Housing Benefit please write to or phone:

The Revenues Section, Wychavon District Council  
P.O. Box 11, Pershore, Worcs. WR10 1PU  
Telephone: (01386) 565130