

Police meeting

A Surrey Police Authority (SPA) Meeting is being held at **10am** on **Thursday 4 November** at the Spelthorne Council Offices in Staines.



**SURREY
POLICE**
*With you, making
Surrey safer*
www.surrey.police.uk

These meetings usually last around two hours and cover a number of topics ranging from internal business to agreeing the proportion of Council Tax required and policing budget.

i If you would like to attend or want further information please call the SPA Secretariat on **01483 630 200** or visit the SPA website at www.surreypa.gov.uk/ourpubmeet.asp

Help for carers

Carers Support Spelthorne is holding an awareness day from **10am-3pm** on **Tuesday 5 October** at the Thames Club, Wheatshaf Lane, Staines, TW18 2PD. Representatives from a variety of organisations will be on hand to give information and advice about the help which is available for carers.

i For further details please call Carers Support on **01784 446234**.

e-petitions - coming soon



If there is an issue about which you feel strongly, you will soon be able to raise an e-petition on Spelthorne Council's website. Anyone can raise an e-petition provided they live, work or study in the Borough and the Council will formally respond to petitions which have more than 30 signatures.

i For further information on petitions call Michael Graham on **01784 446227** or send an e-mail to m.graham@spelthorne.gov.uk

RNLI - Best of British Brass

Come along to the RNLI Best of British Brass concert performed by the Staines Salvation Army Band and Choir.

When: Saturday 30 October at 7.30pm (doors open from 6.45pm)

Where: Salvation Army Citadel, Woodthorpe Road, Ashford, TW15 3JY

i Tickets are available from the Salvation Army or by calling **01784 211977 / 0208 977 8885** or they can be purchased on the door.

You said, we did...

In response to feedback from residents, we have made a number of changes in our Council Tax Department. We have:

- increased the amount of Council Tax we can refund to residents without written application from £350 to £1000.
- introduced optional weekly direct debit payments.
- simplified the layout of completion notices on empty properties to clarify the legislation for property developers.
- introduced the option to allow business ratepayers to pay their Council Tax over 12 months rather than 10.
- given all staff name badges so you know who you are speaking with.

And in our Housing Benefits Department we have:

- ordered IT software to enable Housing Benefit debt to be paid by Direct Debit from 2011.
- started testing a new on-line way for landlords to view payments which have been received for their properties.
- arranged for two members of staff always to be available in the Housing Benefit Reception area.

i For information please contact Spelthorne Council on **01784 451499** or send an e-mail to customer.services@spelthorne.gov.uk

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