

# Council Tax 2024/25

## Useful Information

A full "Guide to Council Tax and Business Rates 2024/25" is available on the Council's website at the following links:  
[www.richmond.gov.uk/council\\_tax](http://www.richmond.gov.uk/council_tax) and [www.richmond.gov.uk/business\\_rates](http://www.richmond.gov.uk/business_rates)

### Message from the Leader of The Council

I'm sure many of you will be acutely aware of the financial difficulties councils across the country are facing.

I am pleased to be able to reassure you that, due to long-term, good financial management, Richmond Council is able to balance the books for the next financial year. This means we are able to protect and invest in the services that all residents expect and value, like libraries, leisure and road maintenance.

However, the reality is that no matter how well we run your council, we are not immune from the financial pressures that others are facing. Costs of providing adult and children's social care to those most vulnerable residents in our borough account for the largest proportion of the Council's spend, around 60%. The impact of the COVID-19 pandemic and the high cost of living mean we are seeing even more demand for these services. We are also facing a housing crisis, with the number of people presenting

as homeless in need of temporary accommodation dramatically increasing as they are being forced out of existing accommodation. These are all pressures we have to meet properly, which is why we must increase Council Tax by 4.99% – 2.99% for core services and 2% for adult social care.

Continuing to manage our finances carefully will buy us time to make the changes needed to protect the services you rely on for the future. As well as making savings within the Council's operations, we are adapting our services to make them more modern and forward thinking, while ensuring no-one gets left behind in the process. This includes using technologies to create efficiencies, making it easier for you to access local services by working differently with other organisations, and making more of Council assets to bring services into your communities. Our MyRichmond App is an early product of this work - if you haven't yet downloaded it, please do, it gives you easy access from your smartphone to your personal Council accounts, key information like bin collection dates and it allows you to report things to the Council quickly and easily.

I'm pleased that as well as delivering good quality services, we can also continue to deliver on the commitments we made to you when you elected us in 2022.

We continue to fight for a fairer deal from the Government for those who need help the most, asking them to continue to finance the Household Support Fund and provide more to help us meet the rising costs of the homelessness crisis. We are also investing to provide more special needs school places in the borough, so we can ensure young people can be educated close to home.

We continue to invest in the borough's infrastructure. We have fought hard to get the permission needed to acquire land to make the new Twickenham Riverside scheme a reality and I'm pleased works will get underway this year. A significant improvement programme for the footbridges at Teddington Lock is halfway through, making sure that vital connection between Ham and Teddington can

### How much will I pay in 2024/25?

BAND	RICHMOND COUNCIL (2024/25)	GREATER LONDON AUTHORITY (2024/25)	TOTAL COUNCIL TAX (2024/25)
	£	£	£
A	1,194.84	314.27	1,509.11
B	1,393.98	366.64	1,760.62
C	1,593.12	419.02	2,012.14
D	1,792.26	471.40	2,263.66
E	2,190.54	576.16	2,766.70
F	2,588.81	680.91	3,269.72
G	2,987.09	785.67	3,772.76
H	3,584.51	942.80	4,527.31

be used for many years to come, and we are nearing completion of our LED streetlight replacement programme which will save us money through energy efficiency.

We have recently applied to become a registered provider of social housing, which will open up funding for us to directly acquire and deliver temporary accommodation to make sure that those who find themselves homeless are able to stay living close to their support networks, while we find a permanent safe and affordable home for them. Everyone deserves a safe place to live and access to additional funding will allow us to provide this at a cost that is fair to all our residents.

Finally, we have committed to a 2043 Net Zero target for the whole borough, not just Council operations. This is not just about saving the planet, it's about being more sustainable in everything we all do to reduce emissions and costs, creating a better place for you to live, putting money back in your pockets now and ensuring a healthier, safer and fairer future for all.

### What does the Richmond Council Tax pay for?

-  SOCIAL SERVICES FOR OLDER PEOPLE AND PEOPLE WITH LEARNING OR PHYSICAL DISABILITIES
-  VULNERABLE CHILDREN
-  HOMELESSNESS SERVICES
-  SPORTS AND CULTURAL SERVICES
-  WASTE COLLECTION AND RECYCLING
-  ROAD AND STREET MAINTENANCE
-  LIBRARY SERVICES
-  PARKS

... AND MANY OTHER SERVICES.



**Councillor Gareth Roberts**

Leader of the London Borough of Richmond upon Thames

## What does the Greater London Authority charge pay for?



A proportion of Council Tax is paid to the Greater London Authority as the borough's contribution towards the costs incurred for Transport, Police, Fire services and City Hall. The budget for this is determined by the Mayor.

## Has the amount changed since last year?

OVERALL COUNCIL TAX INCREASE FOR THIS YEAR **5.72%** 

**2.99%** RICHMOND ELEMENT INCREASE, PLUS INCREASE FOR ADULT SOCIAL CARE PRECEPT OF **2%**

THE GREATER LONDON AUTHORITY (GLA) ELEMENT IS AN INCREASE OF **8.58%** 

## Council Tax Support and Housing Benefit

If you are living on a low income you might be entitled to some help with your Council Tax or rent payments. In some circumstances, if other adults live in your home (other than your spouse, partner, or lodger) and you are living on a low income you may still be entitled to a reduction in your Council Tax bill. Housing Benefit is also available to help people on a low income with their rent payments. You don't have to be unemployed to make a claim for these benefits. For example, if you are

working but earning a low wage or you are living on a pension or other benefits, you may be entitled to some help. If you would like further information, please call us on **020 8891 1411** or visit our website at [www.richmond.gov.uk](http://www.richmond.gov.uk)



[www.richmond.gov.uk/cost\\_of\\_living\\_housing](http://www.richmond.gov.uk/cost_of_living_housing)

## Second Home Premiums

As part of its plans to bring empty or underused homes back into use, the Council intends to use discretionary powers provided by the Levelling Up and Regeneration Act 2023 to charge up to a 100% premium on 'second homes'. This is notice that Richmond Council intends to introduce the full 100% premium from 1st April 2025, for all dwellings that are considered second homes. Second homes are defined on any day as a dwelling that

is substantially furnished, and it is not someone's sole or main residence.

Before the scheme commences on 1 April 2025, a consultation will be completed in relation to circumstances where the second homes premium should not apply, including consideration of any guidance published by Government.

## Further information and contact details

Please visit our website for more information on Council Tax, Benefits and Business Rates:

- Council Tax: [www.richmond.gov.uk/council\\_tax](http://www.richmond.gov.uk/council_tax)
- Benefits: [www.richmond.gov.uk/help\\_council\\_tax](http://www.richmond.gov.uk/help_council_tax)
- Business Rates: [www.richmond.gov.uk/business\\_rates](http://www.richmond.gov.uk/business_rates)

Or Telephone:

- Council Tax and Benefits: **020 8891 1411**
- Business Rates: **020 8891 7725**

## Customer Service Team contact details

The Customer Service Team is responsible for providing information on all Council services, in person, by telephone, and by email.

Telephone: **020 8891 1411**  
(Monday to Thursday, 9am–5.15pm and Friday 9am–5pm)

Online: [www.richmond.gov.uk/contact\\_us](http://www.richmond.gov.uk/contact_us)

In Person: **Civic Centre, 44 York Street, Twickenham, TW1 3BZ**  
(currently by appointment only)

For the latest news from the Council, go to:

[www.richmond.gov.uk/news](http://www.richmond.gov.uk/news)  
or follow **@LBRUT** on Twitter