Your council tax

We provide more than 140 services

Find out inside how your council tax funds them

2019/20
River Festival
Sunday, 16 June

British Cycling National Circuit Championships, Sunday 21 July

Will Adams Festival
Saturday, 7 September

Dickensian Christmas Festival
Sat, 7 and Sun, 8 December

MORE AND MORE MEDWAY RESIDENTS ARE RECYCLING PAPER

Your blue bag can recycle all kinds of paper:
- Receipts
- Envelopes
- Newspapers
- Magazines
- Leaflets and junk mail
- Old letters - rip them up or shred them to keep information confidential

If it’s made of paper we can recycle it. Even those little car parking receipts are important - if you are unsure, just ask us on Twitter @MedwayRecycles

medway.gov.uk/wasteandrecycling
About your council tax

Medway Council, Kent Police and Crime Commissioner and Kent and Medway Fire and Rescue Authority together deliver most of the local services in your area. If you live in an area with a parish council, it too provides some local services. This leaflet provides information from each of these authorities.

The council tax you pay is collected by Medway Council on behalf of all the above authorities. The total amount is then divided between them (see table on page 4).

Did you know
Medway’s council tax is the lowest in Kent
### How much will I have to pay?

#### House banding

<table>
<thead>
<tr>
<th>House banding</th>
<th>A (Up to £40,000)</th>
<th>B (£40,001 to £52,000)</th>
<th>C (£52,001 to £68,000)</th>
<th>D (£68,001 to £88,000)</th>
<th>E (£88,001 to £120,000)</th>
<th>F (£120,001 to £160,000)</th>
<th>G (£160,001 to £320,000)</th>
<th>H (£320,001 and above)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total for Medway residents</td>
<td>£1,124.23</td>
<td>£1,311.60</td>
<td>£1,498.97</td>
<td>£1,686.34</td>
<td>£2,061.08</td>
<td>£2,435.82</td>
<td>£2,810.57</td>
<td>£3,372.68</td>
</tr>
<tr>
<td>Medway Council</td>
<td>£943.62</td>
<td>£1,100.89</td>
<td>£1,258.16</td>
<td>£1,415.43</td>
<td>£1,729.97</td>
<td>£2,044.51</td>
<td>£2,359.08</td>
<td>£2,830.86</td>
</tr>
<tr>
<td>Kent Police &amp; Crime Commissioner</td>
<td>£128.77</td>
<td>£150.23</td>
<td>£171.69</td>
<td>£193.15</td>
<td>£236.07</td>
<td>£278.99</td>
<td>£321.92</td>
<td>£386.30</td>
</tr>
<tr>
<td>Kent &amp; Medway Fire &amp; Rescue Authority</td>
<td>£51.84</td>
<td>£60.48</td>
<td>£69.12</td>
<td>£77.76</td>
<td>£95.04</td>
<td>£112.32</td>
<td>£129.60</td>
<td>£155.52</td>
</tr>
</tbody>
</table>

#### If you live in one of the following parishes you have to pay an additional parish precept on top of the normal council tax rate:

<table>
<thead>
<tr>
<th>Parish</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allhallows</td>
<td>£1,194.02</td>
<td>£1,393.03</td>
<td>£1,592.03</td>
<td>£1,791.03</td>
<td>£2,189.03</td>
<td>£2,587.04</td>
<td>£2,985.05</td>
<td>£3,582.06</td>
</tr>
<tr>
<td>Cliffe &amp; Cliffe Woods</td>
<td>£1,145.18</td>
<td>£1,336.05</td>
<td>£1,526.91</td>
<td>£1,717.77</td>
<td>£2,099.49</td>
<td>£2,481.22</td>
<td>£2,862.95</td>
<td>£3,435.54</td>
</tr>
<tr>
<td>Cooling</td>
<td>£1,141.96</td>
<td>£1,332.28</td>
<td>£1,522.61</td>
<td>£1,712.93</td>
<td>£2,093.58</td>
<td>£2,474.23</td>
<td>£2,854.89</td>
<td>£3,425.86</td>
</tr>
<tr>
<td>Cuxton</td>
<td>£1,164.18</td>
<td>£1,358.20</td>
<td>£1,552.23</td>
<td>£1,746.26</td>
<td>£2,134.32</td>
<td>£2,522.37</td>
<td>£2,910.44</td>
<td>£3,492.52</td>
</tr>
<tr>
<td>Frindsbury Extra</td>
<td>£1,141.21</td>
<td>£1,331.41</td>
<td>£1,521.61</td>
<td>£1,711.81</td>
<td>£2,092.21</td>
<td>£2,472.61</td>
<td>£2,853.02</td>
<td>£3,423.62</td>
</tr>
<tr>
<td>Halling</td>
<td>£1,148.82</td>
<td>£1,340.29</td>
<td>£1,531.76</td>
<td>£1,723.23</td>
<td>£2,106.17</td>
<td>£2,489.11</td>
<td>£2,872.05</td>
<td>£3,446.46</td>
</tr>
<tr>
<td>High Halstow</td>
<td>£1,165.21</td>
<td>£1,359.41</td>
<td>£1,553.61</td>
<td>£1,747.81</td>
<td>£2,136.21</td>
<td>£2,524.61</td>
<td>£2,913.02</td>
<td>£3,495.62</td>
</tr>
<tr>
<td>Hoo St. Werburgh</td>
<td>£1,140.36</td>
<td>£1,330.41</td>
<td>£1,520.47</td>
<td>£1,710.53</td>
<td>£2,090.65</td>
<td>£2,470.76</td>
<td>£2,850.89</td>
<td>£3,421.06</td>
</tr>
<tr>
<td>St. James. Isle Of Grain</td>
<td>£1,177.79</td>
<td>£1,374.09</td>
<td>£1,570.38</td>
<td>£1,766.68</td>
<td>£2,159.27</td>
<td>£2,551.87</td>
<td>£2,944.47</td>
<td>£3,533.36</td>
</tr>
<tr>
<td>St. Mary Hoo</td>
<td>£1,170.61</td>
<td>£1,365.71</td>
<td>£1,560.81</td>
<td>£1,755.91</td>
<td>£2,146.11</td>
<td>£2,536.31</td>
<td>£2,926.52</td>
<td>£3,511.82</td>
</tr>
<tr>
<td>Stoke</td>
<td>£1,167.17</td>
<td>£1,361.70</td>
<td>£1,556.22</td>
<td>£1,750.75</td>
<td>£2,139.80</td>
<td>£2,528.86</td>
<td>£2,917.92</td>
<td>£3,501.50</td>
</tr>
</tbody>
</table>
Where does the council’s money come from?

In 2019/20 the money comes from:

- Business Rate Share: £53.966m
- Government grants: £124.378m
- Fees, charges and other income: £236.913m
- Use of reserves: £0m
- Council tax: £120.130m

**TOTAL:** £535.386m

What does the council spend money on?

Mostly on education, schools and children’s social services. This is like most other councils that have a responsibility for education. The next area that has a large amount spent on it is housing, followed by other services for the community, such as care for older people. The cost of older people’s services is increasing because people are living longer.

<table>
<thead>
<tr>
<th>Services 2019/20</th>
<th>Budget 2019/20</th>
<th>Spend per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services for children</td>
<td>£144.354m</td>
<td>£396,000</td>
</tr>
<tr>
<td>Housing (including benefit payments)</td>
<td>£119.107m</td>
<td>£326,000</td>
</tr>
<tr>
<td>Adult social services</td>
<td>£95.094m</td>
<td>£261,000</td>
</tr>
<tr>
<td>Services for the environment</td>
<td>£55.644m</td>
<td>£152,000</td>
</tr>
<tr>
<td>Leisure and cultural services</td>
<td>£16.327m</td>
<td>£45,000</td>
</tr>
<tr>
<td>Public Health</td>
<td>£13.628m</td>
<td>£37,000</td>
</tr>
<tr>
<td>Other services</td>
<td>£91.232m</td>
<td>£250,000</td>
</tr>
<tr>
<td><strong>Budget 2019/20</strong></td>
<td><strong>£535.386m</strong></td>
<td><strong>£1,467,000</strong></td>
</tr>
</tbody>
</table>
Key council services

- Adult social services
- Children and families, including education
- Council tax reduction scheme and housing benefit
- Community safety
- Economic development
- Environmental services and licensing
- Highways and public transport
- Housing and health improvement
- Leisure services
- Libraries
- Planning services
- Street cleaning and parking
- Trading standards
- Waste collection and recycling
- Waste disposal
- Youth services

Paying for big, long-term projects

As well as providing everyday services, the council will be investing £100million over the next three years in long-term projects such as improving roads, creating and maintaining jobs, schools and housing. The money for these schemes comes from a number of sources, including borrowing, government grants and selling surplus assets.

The council spends £535million a year providing services to Medway residents. The table below illustrates how this spending is paid for, together with comparative figures for 2018/19.

<table>
<thead>
<tr>
<th></th>
<th>2018/19</th>
<th>2019/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross revenue spending on council services</td>
<td>£526.822m</td>
<td>£534.908m</td>
</tr>
<tr>
<td>Less: Gross income</td>
<td>(£236.195m)</td>
<td>(£236.913m)</td>
</tr>
<tr>
<td>Budget requirement</td>
<td>£290.627m</td>
<td>£297.995m</td>
</tr>
<tr>
<td>Less: Government grant and business rates share</td>
<td>(£175.964m)</td>
<td>(£178.344m)</td>
</tr>
<tr>
<td>Council tax requirement</td>
<td>£114.663m</td>
<td>£119.651m</td>
</tr>
<tr>
<td>Plus: Parish precepts</td>
<td>£0.455m</td>
<td>£0.479m</td>
</tr>
<tr>
<td>Council tax requirement including parishes</td>
<td>£115.118m</td>
<td>£120.130m</td>
</tr>
</tbody>
</table>
Changes in costs of services

The council plans to spend £535million providing services to residents. The table below shows how this is spent, together with comparative figures for 2018/19.

<table>
<thead>
<tr>
<th>Services</th>
<th>Budget 2018/19</th>
<th>Budget 2019/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services for children</td>
<td>£141.425m</td>
<td>£144.354m</td>
</tr>
<tr>
<td>Housing (including benefit payments)</td>
<td>£118.084m</td>
<td>£119.107m</td>
</tr>
<tr>
<td>Adult social services</td>
<td>£93.551m</td>
<td>£95.094m*</td>
</tr>
<tr>
<td>Services for the environment</td>
<td>£55.061m</td>
<td>£55.644m</td>
</tr>
<tr>
<td>Leisure and cultural services</td>
<td>£15.994m</td>
<td>£16.327m</td>
</tr>
<tr>
<td>Public Health</td>
<td>£13.866m</td>
<td>£13.628m</td>
</tr>
<tr>
<td>Other council services</td>
<td>£89.293m</td>
<td>£91.232m</td>
</tr>
<tr>
<td>Total spending</td>
<td>£527.274m</td>
<td>£535.386m</td>
</tr>
<tr>
<td>Less: Income from charges, government grants etc</td>
<td>(£412.159m)</td>
<td>(£415.257m)</td>
</tr>
<tr>
<td>Council tax requirement</td>
<td>£115.118m</td>
<td>£120.130m</td>
</tr>
</tbody>
</table>

* The Secretary of State for Communities and Local Government has made an offer to adult social care authorities. (Adult social care authorities are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.) The offer is the option of an adult social care authority being able to charge an additional "precept" on its council tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this "precept" at an appropriate level in each financial year up to and including the financial year 2019-20.

How is my council tax worked out?

Each residential property is put into a valuation band. There are eight bands altogether according to the estimated market value, as at 1 April 1991.

<table>
<thead>
<tr>
<th>Property value range</th>
<th>Band</th>
<th>Proportion of Band D chargeable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to £40,000</td>
<td>A</td>
<td>6/9</td>
</tr>
<tr>
<td>£40,001 to £52,000</td>
<td>B</td>
<td>7/9</td>
</tr>
<tr>
<td>£52,001 to £68,000</td>
<td>C</td>
<td>8/9</td>
</tr>
<tr>
<td>£68,001 to £88,000</td>
<td>D</td>
<td>9/9</td>
</tr>
<tr>
<td>£88,001 to £120,000</td>
<td>E</td>
<td>11/9</td>
</tr>
<tr>
<td>£120,001 to £160,000</td>
<td>F</td>
<td>13/9</td>
</tr>
<tr>
<td>£160,001 to £320,000</td>
<td>G</td>
<td>15/9</td>
</tr>
<tr>
<td>£320,001 and above</td>
<td>H</td>
<td>18/9</td>
</tr>
</tbody>
</table>

The council divides the amount of money it needs to raise by the number of properties in Medway. This gives the amount each household pays. For example, in 2019/20 people with a property in Band D will pay £1415.43 (this is for council services only and doesn’t include the amount that is added on for police and fire services and charges by parishes). Charges for the remaining bands are a proportion of the Band D charge.
Your questions answered

What can I do if I’m unhappy about the band that my property is in?

You can find further information and appeal against the valuation band at [www.gov.uk/challenge-council-tax-band](http://www.gov.uk/challenge-council-tax-band) or by phoning 03000 501501.

If you and the Valuation Office Agency can’t agree on the appeal, you may be able to appeal to the Valuation Tribunal in certain circumstances.

While my band is being reviewed, do I have to pay council tax?

Yes. If an appeal is successful, you will be refunded any overpaid council tax.

Can I get help in paying my council tax?

If you have a low income or are unemployed, you may be able to claim council tax reduction. If you are suffering financial hardship, you can also apply for council tax discretionary relief. Please see further details at [medway.gov.uk/counciltax](http://medway.gov.uk/counciltax)

While my council tax reduction claim is being dealt with, do I have to pay council tax?

Yes. If your claim is successful you will be refunded any overpaid council tax.

I live alone. Do I still have to pay the full council tax?

No. Single households can claim a discount of 25%.

Are there any other discounts available?

In some cases, a discount can be claimed by a household with two or more adults. For example, if they include full-time adult students, trainees, apprentices, 18/19-year-olds at school, those receiving or providing care, severely mentally impaired, long-term hospital patients, certain categories of prisoners, members of visiting forces, certain international bodies and closed religious orders. If your property has space for someone to use a wheelchair or facilities for use by a disabled person, such as an extra bathroom, you may also be entitled to a reduction.

To make an application please visit [medway.gov.uk/counciltax](http://medway.gov.uk/counciltax)

There is an additional discount available for:

- People living in annexes - provided they are related to the person liable to pay the council tax of the main dwelling.
• People living in dwellings with annexes which are unoccupied - provided they are using those annexes as part of their main residence.

If your property is unoccupied, you can claim a 10% discount if it is furnished or a 100% discount (for a maximum of three months) if it is unfurnished. You may also be able to claim a 100% discount for up to 12 months if your property is empty and in need of structural or major repair work.

Are there any exemptions from paying council tax?

Yes. Even if the property is occupied, you may not need to pay council tax if every adult in the property is a full-time student, under-18, or severely mentally impaired. Claims must be made when the property is first occupied for one of these uses.

You may not need to pay council tax for self-contained annexes. To qualify, the property must be occupied by an elderly or disabled relative of the family in the other part of the building. Full details of all exemptions can be found on our website medway.gov.uk/counciltax

Can discounts/exemptions be backdated?

Normally, we will only consider backdating a discount/exemption to 1 April of the preceding year. In all cases there must be a good reason why your application is late and you must supply the relevant information/evidence.

Can I get a reduction if I am living with dementia?

If you or one of your household are living with dementia and in receipt of one of a number of benefits, you may be considered ‘severely mentally impaired’ for council tax purposes. This could mean you are entitled to a discount or exemption depending on who else lives in your home. You may also get a reduction if you have someone living with you who you care for, or who cares for you. For further details and to make an application visit: medway.gov.uk/counciltax

Can I pay my council tax by instalments?

You will normally be offered 10 monthly instalments on your annual bill but you can ask to pay over 12 months.

Why am I being charged more for my empty property?

Any property that has been empty and unfurnished for more than two years will attract a 150% council tax charge.

How do I appeal against the council’s decision to award/not award a discount/exemption?

Email us at ctax@medway.gov.uk explaining why you are unhappy with our decision. You can then appeal to a valuation tribunal, if:
• we do not accept your argument
Can the council charge what it wants for council tax?

No. Each year the government indicates what it considers to be an excessive increase. If a council increases its council tax above this figure, it will trigger a local referendum. If the local electorate votes against the increase the council will have to revert to a council tax level that is compliant.

Can the council choose what to spend money on?

There are some services that the council has to spend money on – it has no choice – that’s what the government tells councils to do to meet central targets, for example, spending on schools. There are other services where the council can decide how much it wants to spend and how much it can afford, for example leisure centres and libraries. The council finds out what is important to residents and then it decides what to spend.

What else is included in my council tax bill?

Your bill also includes charges for services that the council doesn’t provide itself, like police and fire services, and if you live in a rural area, a charge by your parish council. There are 11 parishes in Medway.

Does Medway Council get to keep money raised through council tax from the police, fire service and parish precepts?

No. The total that will be raised from council tax in 2019/20 is £143million, of which Medway Council will get £119.7million. The remaining £22.9million goes to the police, fire service and to individual parishes. If you don’t live in a parish, you don’t have to pay a parish charge, but everyone pays for police and fire services.
Key services provided by other authorities

The table below highlights the key services provided by authorities other than Medway Council.

**Parish council**
- Maintains local assets, including:
  - allotments;
  - common lands;
  - burial grounds;
  - play areas;
  - tennis courts;
  - litter bins;
  - seats;
  - ponds.
- Parish councils are consulted on all planning applications affecting their area.

**Kent PCC**
- Putting victims first.
- Fighting crime and anti-social behaviour.
- Tackling abuse, exploitation and violence.
- Combating organised crime and gangs.
- Providing visible neighbourhood policing and effective roads policing.
- Delivering an efficient and accessible service.

**Kent & Medway Fire & Rescue Authority**
- Responding to fires and other emergencies.
- Rescuing people from road traffic collisions.
- Helping people stay safe in their own homes.
- Providing fire safety advice and support to vulnerable people.
- Helping local businesses protect themselves from fire.
- Educating young people about road safety.
In the last three years, I have worked hard to provide Kent Police with the resources they need to fight crime, catch criminals and be visible in our towns and villages.

I’ve delivered 270 more police officers. I’ve protected all 300 of Kent Police’s Police Community Support Officers (PCSOs). 101 waiting times are starting to come down. There’s more help available to victims of crime and I helped fund the return of the Volunteer Police Cadets programme for young people.

We are all so grateful for the hard work of Kent Police officers, staff and volunteers. They do difficult and dangerous things to keep us safe, day in, day out. But with the extra demand they face we simply need more of them.

In 2019/20, with the support of the Chief Constable and the Kent and Medway Police and Crime Panel, I am increasing the amount an average household pays in council tax by £24, or £2 a month. This will help pay for things like rising costs of pay and national insurance for officers and staff, pensions, vehicle insurance and general inflation.

Crucially, it will also enable the Chief Constable to look to recruit another 180 additional police officers and equip them with the latest technology to do their jobs.

My plan means that by next year there will be 450 more police officers in Kent than when I was elected. I’ll also have funded over 100 additional police staff posts.

This is not a decision I have taken lightly. I always make sure your money is well spent and Kent Police will have to make £10m of efficiency savings next year too.
Kent Fire and Rescue Service
- there when you need us

For around £1.50 a week per household (for a band D property) Kent Fire and Rescue Service (KFRS) provides you and your family with a round-the-clock, 365 days a year emergency service.

We not only fight fires, we deal with a huge range of other emergencies from road collisions to floods, explosions and chemical spills.

We make visits to thousands of elderly and vulnerable people in their homes to help them stay safe from fire by fitting free smoke alarms and offering other advice on things like trips and falls and winter warmth. We also visit schools and colleges around the county to teach fire and road safety to children and young people.

For more information or to sign up to get free safety advice and to get alerts on the latest incidents in your area visit kent.fire-uk.org.

Nick Chard, Chairman of the Kent and Medway Fire and Rescue Authority said: “We believe that the people of Kent and Medway value the service we offer and that it represents good value. As well as the emergency services we are best known for, we also work hard to provide essential safety advice to our communities and young people - both at home, on the road and for businesses.”

Your bill

Your council tax bill is made up of charges from the Kent and Medway Fire and Rescue Authority, as well as other local authorities in your area. These are the amounts that will be received by this authority for each property band.

<table>
<thead>
<tr>
<th>Council Tax band</th>
<th>Annual Council Tax</th>
<th>Proportion of Band D</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£51.84</td>
<td>6/9</td>
</tr>
<tr>
<td>B</td>
<td>£60.48</td>
<td>7/9</td>
</tr>
<tr>
<td>C</td>
<td>£69.12</td>
<td>8/9</td>
</tr>
<tr>
<td>D</td>
<td>£77.76</td>
<td>9/9</td>
</tr>
<tr>
<td>E</td>
<td>£95.04</td>
<td>11/9</td>
</tr>
<tr>
<td>F</td>
<td>£112.32</td>
<td>13/9</td>
</tr>
<tr>
<td>G</td>
<td>£129.60</td>
<td>15/9</td>
</tr>
<tr>
<td>H</td>
<td>£155.52</td>
<td>18/9</td>
</tr>
</tbody>
</table>
Where do we get the money from to fund the service? (£000’s)

- Business Rates Top-up Grant (12%) £8,378
- Retained Business Rate Share (9%) £6,463
- Revenue Support Grant (9%) £6,319
- Council Tax (70%) £49,591

The Authority seeks to manage its resources to deliver an efficient and effective service to the people of Kent and Medway. Savings are made wherever possible to do so, and these have been in areas such as supporting new ways of working at stations and getting better value for money on a number of non-pay areas of the budget.

Where your money goes

Employee and pension-related costs account for 80 per cent of the authority’s day to day budget. Wherever possible we will strive to make savings by reviewing our ways of working to ensure that services are delivered in the most efficient and effective manner.

Capital spend

There has also been significant investment in new buildings and operational equipment to help us improve our service delivery and the outcome to our customers. The capital programme has, over the last few years, funded the building of three new fire stations, the Road Safety Experience and enabled us to have a rolling programme of replacing our vehicles and improving our operational equipment.

<table>
<thead>
<tr>
<th>Employee pay Costs</th>
<th>Premises Costs</th>
<th>Transport Costs</th>
<th>Supplies &amp; Services</th>
<th>Capital Financing</th>
<th>Transfer to Reserves</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>(£000's)</td>
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<tr>
<td>£59,911</td>
<td>£4,880</td>
<td>£2,265</td>
<td>£10,585</td>
<td>£8,526</td>
<td>-£6,824</td>
<td>-£8,592</td>
</tr>
</tbody>
</table>
Council tax data protection and fair processing notice

Your personal information will be held and used in accordance with the requirements of the Data Protection Act 2018.

Medway Council will use the information you have provided in connection with the administration of council tax. Medway Council is also under a duty to protect the public funds it administers and to this end may lawfully disclose information to other public sector agencies to:

- prevent or detect benefit fraud and any other crime and/or to administer claims for non-payment of council tax;
- support national fraud initiatives – the council is required by law to participate in National Fraud Initiative (NFI) data matching exercises. Council tax information may be provided to the Audit Commission for NFI purposes and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud;
- protect public funds in investigating misuse of public money.

The council also uses basic council tax information about you, e.g. name and address, in other areas of service provision if this:

- helps you to access services more easily;
- promotes the more efficient and cost effective delivery of services;
- helps recover monies owed to the council.

The council will not use your personal data in a way that may cause you unwarranted detriment. Any disclosure of personal data shall be made in accordance with the Data Protection Act 2018.

You are able to see a copy of the information held about you. For further information about this please contact the Data Protection Officer by phone on 01634 306000, email freedom@medway.gov.uk or visit medway.gov.uk/dataprotection
Get in touch

If you have any comments or questions about the information provided, please contact the appropriate authority:

**Medway Council**
Visit: medway.gov.uk/counciltax
Email: ctax@medway.gov.uk
Phone: 01634 332222
Write to: Medway Council, Gun Wharf, Dock Road, Chatham, ME4 4TR

**Kent Police and Crime Commissioner**
Visit: kent-pcc.gov.uk
Twitter: @PCCKent
Phone: 01622 677055
Write to: Office of the Kent Police and Crime Commissioner, Kent Police HQ, Sutton Road, Maidstone ME15 9BZ

**Kent & Medway Fire & Rescue Authority**
Visit: kent.fire-uk.org
Email: KFRSFinance@kent.fire-uk.org
Phone: 01622 692121
Write to: Kent and Medway Fire and Rescue Authority, Headquarters, Straw Mill Hill, Tovil, Maidstone ME15 6XB

If you have a question about paying your council tax bill or claiming a council tax reduction, please contact Medway Council.

This booklet can be made available in other formats and languages, phone 01634 333333.

If you want to speak to someone in your own language about this booklet please phone 01634 335577