

## **Council Tax 2024/25**

### **Receive your council tax bill by email**

We offer the facility of viewing your council tax account on-line – please register at [www.welhat.gov.uk/viewit](http://www.welhat.gov.uk/viewit).

Once your account is enabled you will be able to view your account, track your payments, make arrangements and opt to pay by direct debit. You can also sign up for e-billing via your online account.

E-billing provides a faster, more efficient and convenient way to receive and check your bills. To receive your bill direct to your email inbox, instead of receiving a paper bill, sign up via your online account, or email [c.tax@welhat.gov.uk](mailto:c.tax@welhat.gov.uk) with your reference number and leave the rest to us.

### **Direct Debit is the easy way to pay your council tax**

Payment of council tax by Direct Debit in monthly or weekly instalments is the most convenient and safest way to pay. At no extra cost to you, you can get the bank to do all the work; with no risk of missed or late payments and using the Direct Debit method helps to keep your council tax bill down.

If you would like to pay by Direct Debit you can set this up via your online account, or on line at [www.welhat.gov.uk/pay-council-tax](http://www.welhat.gov.uk/pay-council-tax) or email [c.tax@welhat.gov.uk](mailto:c.tax@welhat.gov.uk) with your bank details and account reference number.

### **What is council tax and how is it used?**

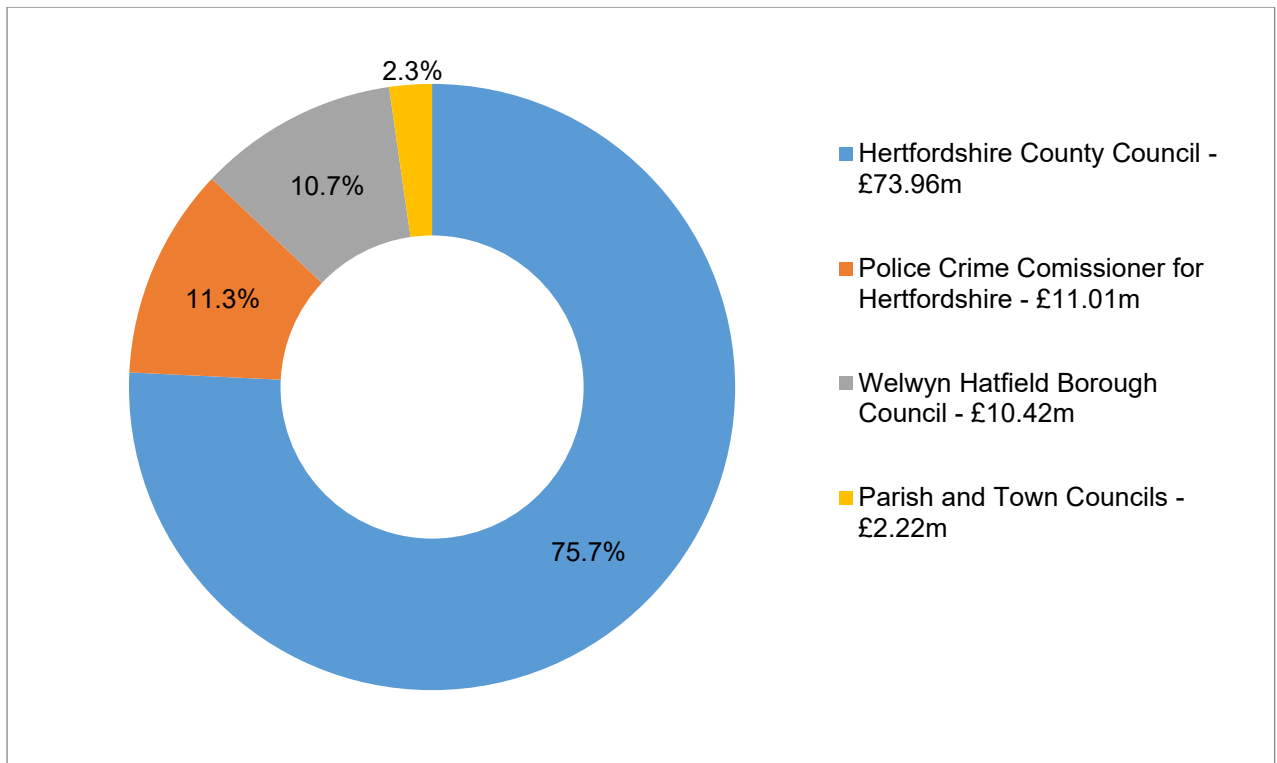
#### **Council tax**

Council tax is a tax on domestic property collected by the borough council on behalf of all preceptors in the area.

Your council tax bill shows the amount of money you will pay towards local services in 2024/25

#### **How is it used?**

Although the borough council collects your council tax, we only keep about 10.7p from every pound. The rest is divided between other public bodies that deliver services to you.



### The council's budget in more detail

Gross Expenditure	Net Expenditure	Services we provide	Gross Expenditure	Net Expenditure
2023/24	2023/24		2024/25	2024/25
£'000	£'000		£'000	£'000
7,848	5,852	Refuse, Recycling and Cleansing Services	7,540	5,533
3,497	1,924	Other Environmental Services	3,785	1,960
5,727	2,717	Leisure and Culture	5,206	2,813
4,872	1,887	Planning and Economic Development	4,760	1,932
825	571	Community Services	781	512
28,902	1,165	Housing Benefit and Council Tax Support	28,870	1,085
1,752	1,523	Strategic Housing Services	1,910	1,661
1,566	1,239	Public Health and Protection Services	1,488	1,206
4,631	4,239	Corporate Costs and Central Services	4,924	4,311
2,339	712	Car Parking and Transport	2,412	576
480	480	Community Safety	351	351
3,231	(2,614)	Commercial Properties	2,971	(3,196)
(4,926)	(4,926)	Adjustments required by statute or proper practices to ensure no impact on Council Tax	(4,151)	(4,151)
1,936	1,936	Capital financing	1,786	1,786
0	(2,529)	Grants and Business rates income	0	(4,941)
2,031	2,031	Parish Precept	2,217	2,217
0	(4,053)	Net contribution to/(from) balances	0	(1,013)
<b>64,711</b>	<b>12,154</b>	<b>Total</b>	<b>64,850</b>	<b>12,642</b>

All figures quoted above exclude the costs and income for the Housing Revenue Account as these are not funded by council tax revenue.

## How we calculate what you pay

### Council tax bands

Council tax payment bands are calculated based on the value of your property in 1991. There are eight valuation bands:

Band	Property value (£)	Band	Property value (£)
A	40,000	E	88,001-120,000
B	40,001-52,000	F	120,000-160,000
C	52,001-68,000	G	160,001-320,000
D	68,001-88,000	H	Exceeding 320,000

The table below shows the council tax payable for each band for 2024/25.

If you are a Band D payer, for example, £223.75 will go to Welwyn Hatfield Borough Council, £1,685.75 will go towards services supplied by Hertfordshire County Council and £251.00 will go to the Police and Crime Commissioner for Hertfordshire

Band	Welwyn Hatfield Borough Council	Hertfordshire County Council	Police and Crime Commissioner for Herts
	£ per year	£ per year	£ per year
A	149.17	1,123.83	167.33
B	174.03	1,311.14	195.22
C	198.89	1,498.45	223.11
D	223.75	1,685.75	251.00
E	273.47	2,060.36	306.78
F	323.19	2,434.97	362.56
G	372.92	2,809.58	418.33
H	447.50	3,371.50	502.00

If you disagree with the banding of your property, you can appeal against your banding by contacting the Valuation Office Agency (VOA) at [gov.uk/contact-voa](http://gov.uk/contact-voa). If you are unable to use the online service, you can also contact the VOA on 03000 501 501.

**This page explains how we calculate the tax we need to maintain our services, including any differences to last year's requirement.**

	2023/24 £'000	2024/25 £'000	Change %
Spending on borough council services	62,680	62,633	-0.1%
Spending on parish and town council services	2,031	2,217	9.2%
<b>Sub-total</b>	<b>64,711</b>	<b>64,850</b>	<b>0.2%</b>
Less income from retained Business Rates, Revenue Support Grant and Collection Fund	(4,642)	(3,846)	-17.2%
Less other gross income	(47,915)	(48,363)	0.9%
<b>Council tax requirement</b>	<b>12,154</b>	<b>12,642</b>	<b>4.0%</b>

All figures quoted above exclude the costs and income for the Housing Revenue Account as these are not funded by council tax revenue. The reasons for the increase in council tax requirement are shown below.

	<b>£'000</b>
<b>Council Tax Requirement in 2023/24</b>	<b>12,154</b>
Inflation	564
Other increases in service costs and investment into services	1,183
Efficiency savings	(2,046)
Change to recharge to the HRA	124
Drawdown from reserves	3,040
Change in capital financing and interest	(151)
Increase in parish and town council precepts	186
Change in core funding income from central government and collection fund	(2,310)
Change in other central government grant income	(102)
<b>Council Tax Requirement in 2024/25</b>	<b>12,642</b>

### Capital Investment

The borough council is planning to spend £60,150m on capital schemes in 2024/25.

The table below shows how this is to be spent and how it is to be financed.

<b>Expenditure</b>	<b>£'000</b>	<b>Financed from</b>	<b>£'000</b>
Our community	568		4,508
Our environment	603	Major repairs reserve	17,100
Our housing	58,167		21,660
Our economy	120	Capital grants and contributions	3,684
			5,333
Our council	692	Revenue contribution to capital	7,865
<b>Total</b>	<b>60,150</b>		<b>60,150</b>

Welwyn Hatfield Borough Council works in partnership with Liberata UK Ltd to provide council tax, benefits and national non-domestic rates services, in accordance with agreed service delivery standards and targets.

Through this partnership, we aim to improve service delivery and performance, whilst retaining and improving customer satisfaction.

### Discounts and exemptions

#### Council Tax Support

You could get money off your council tax bill if you qualify for council tax support. You can apply for council tax support whether you own your home, rent it, are unemployed or working.

Please note that you **MUST** make an application for council tax support with the Council as the Department for Work and Pensions may not inform us should you claim benefit from them. E.g., Universal Credit. You can apply online [Apply for Housing Benefit – Welwyn Hatfield Borough Council \(welhat.gov.uk\)](https://www.welhat.gov.uk).

If you are on a low income or claiming benefits the amount of reduction you may get depends on: your circumstances (e.g. , number of children, number of non-dependants) your household income (e.g. savings, pension, your partner's income) if your children live with you or if other adults live with you.

You cannot claim council tax support if you, or you and your partner, have savings and investments of more than £16,000. However, if you are a pensioner with more than £16,000 in savings and you receive Guarantee Credit, you can still claim. Further information on claiming can be found from [www.welhat.gov.uk/benefit-help/council-tax](http://www.welhat.gov.uk/benefit-help/council-tax) or by contacting the Benefit Team, [benefits@welhat.gov.uk](mailto:benefits@welhat.gov.uk), or on 01707 357000.

## **Pension Credit**

Pension Credit is:

**Guarantee Credit** – awarded to people over 60 who would otherwise qualify for Income Support.

**Savings Credit** – additional income for pensioners aged 65 and over who have made some provision for their retirement, for example, by having a small private pension and/or some savings.

Entitlement can be to both, or either component separately, depending on the age and income of the claimant and their partner. If you are receiving Guarantee Credit, you may be entitled to 100 % rebate on your council tax. If you receive Savings Credit only, and have under £16,000 in savings, you may still be eligible for some Council Tax Support, depending on your income, savings and the amount of Savings Credit you receive. You may automatically qualify for backdated benefit or support for up to three months if you claim Pension Credit, dependant on your circumstances.

## **Income Support or Jobseeker's Allowance (Income Based)**

If you are getting Income Support or Jobseekers Allowance (Income Based), you may be entitled to a 75% rebate on your bill. You may qualify for 100% rebate on your bill if you are getting one of the disability benefits or are responsible for the care of a child under five. If you have other adults living with you – for example, grown up children, a non-dependent deduction could also apply for pensioners who are not in receipt of Pension Credit. The amount of benefit you get is normally reduced for each adult as shown below. There is no restriction on the support you can receive based on what band you are in.

## **What happens if you're not on Income Support / Jobseeker's Allowance or Guarantee Credit?**

The amount of council tax support you get will depend on the following:

### **Your capital**

If you and your partner have combined savings of £16,000 or more, you will not get any council tax support

### **Your income and personal circumstances**

We have to compare the money you have coming in, with a figure the Government say you need to live on. For every £1 over that figure, 20p will be taken off your benefit.

## **Students**

If you live in Halls of Residence, you do not pay any council tax. Any property which is occupied only by students is exempt. However, the exemption only applies in cases where all the residents are students who are currently undertaking a full-time course of education at a prescribed educational establishment. In the event that any non-student is present in the property then the exemption does not apply, and liability arises.

Students who are: lone parents; pensioners; disabled; on Income Support or Jobseekers Allowance (Income Based); have a nonstudent partner or are a student couple with dependent children, can also claim benefits or Council Tax Support.

## **Second Adult Rebate – for pensioners only**

This rebate is not normally available to couples. If you are the only person in your household liable to pay council tax and you have another adult on low income living with you (not your partner or someone paying you rent) you may be entitled to this rebate instead of council tax support.

You can get up to a quarter of your council tax bill paid with a Second Adult Rebate, but the amount of help you get depends on the combined incomes of the adults living with you.

- If all other adults are getting Income Support/ Jobseekers allowance Income based the rebate will be 25%
- If the gross income of all other adults works out to be less than £265.00 a week the rebate will be 15%
- If the gross income of all other adults works out to be between £265.00 - £344.00 a week the rebate will be 7.5%

<b>Non-dependent deductions – CTS (thresholds 2024 -25)</b>	<b>£</b>
Age 18 and over and in remunerative work	
Others aged 18 or over	4.90
Gross income less than £256	4.90
Gross income £256.00 - £445.00	10.05
Gross income £410.00 – £511.00 £445.00 - £554.00	12.60
Gross income greater than £511.00	15.10
In receipt of pension credit and not remunerative work, or in receipt of IS/JSA(IB), ESA(IR)	NIL
In receipt of pension Credit and not in remunerative work	NIL

Your benefit will also be reduced if you have other adults living with you who are not on Income Support or Jobseekers Allowance (Income Based). Your income and savings will be added together with your partners to work out your benefit. Other things that may affect your entitlement include your age, how many children you have, or whether you have any disabilities.

You can use [www.welhat.gov.uk/benefit-calculator](http://www.welhat.gov.uk/benefit-calculator) to find out if you may be eligible for support. Further information on council tax support and housing benefit is available online at [Benefits – Welwyn Hatfield Borough Council \(welhat.gov.uk\)](#).

### How and when to claim

If you claim for Income Support or Jobseekers Allowance (Income Based), or Universal Credit you will need to claim Council Tax Support separately. An application can be made on line at [www.welhat.gov.uk/getbenefit](http://www.welhat.gov.uk/getbenefit) or you can contact the Benefit team, [benefits@welhat.gov.uk](mailto:benefits@welhat.gov.uk) for an application form. If you have a partner, you should only make one claim for both of you. **If you know your circumstances are going to change, you can claim up to eight weeks before the change is due to happen.**

### Help and advice

We are here to do what we can to help you. Information on council tax support and housing benefit is available from [www.welhat.gov.uk/benefit/help](http://www.welhat.gov.uk/benefit/help). If you need any help with your council tax support claim, need an application form or some advice about your entitlement, please contact the Benefit Office on [benefits@welhat.gov.uk](mailto:benefits@welhat.gov.uk) or 01707 357000. You can also visit the **Council Offices**, The Campus, Welwyn Garden City (8.45am-5.15pm Monday to Thursday and 8.45am-4.45pm Fridays).

### Other discounts and exemptions

**Your council tax bill can also be reduced if you qualify for a discount or exemption. These are given for the status of the dwelling and the adult residents.**

**Second Homes and Long Term Empty Properties** - Welwyn Hatfield Borough Council does not award discounts for uninhabitable properties and second homes, and only awards a discount for one month to empty and unfurnished homes, from the date they become empty. This means full council tax will be payable on such properties. In addition to this, a 100 per cent premium will be charged on properties that have been vacant and substantially unfurnished for two or more years. This will

increase to 200 per cent for properties that have been empty for 5 or more years and properties that have been empty for 10 or more years will pay a 300 per cent premium.

**Single occupancy dwelling** – the liable person is entitled to a 25% discount if they are the only adult living at the property and using it as their “sole or main” residence.

**Disabled residents** – the liable person will be entitled to a one band reduction from that shown in the valuation list if the relevant criteria are met. With Band A properties the charge will be an amount equal to five ninths of the amount of Band D.

**Personal status discounts** – some people can be disregarded from the calculation of liability if they meet certain requirements.

The broad categories are shown below:

1. Students
2. Persons in detention, hospital or care homes
3. Religious community members
4. The severely mentally impaired
5. People for whom child benefit is payable
6. Carers
7. School leavers (between 1 May and 1 November in each year)
8. Student nurses, apprentices or young people in training
9. Residents in hostels
10. Members and dependants of visiting armed forces
11. Non-British spouses/dependants of students

**Some properties can be EXEMPT from council tax** for a defined period; others may be exempt according to the circumstances of the person who would normally be resident.

**Unoccupied dwellings** can be exempt from charge when left empty in certain circumstances.

These apply to dwellings:

1. Left empty by prisoners
2. Left empty by those in hospital or care homes
3. Left empty by those receiving or providing care
4. Occupation prohibited by law
5. Empty clergy dwellings
6. Left empty by student owner
7. Dwellings which form an annexe and cannot be let separately

**Occupied dwellings** can be exempted in the following instances:

1. Halls of residence for students
2. Dwellings occupied only by students
3. Armed Forces barracks
4. Dwellings occupied only by the severely mentally impaired

The above information is not exhaustive. You can get more information online at:

[www.welhat.gov.uk/discountsexemptions](http://www.welhat.gov.uk/discountsexemptions) or, should you wish to make an application, please contact the Council Tax Office by emailing [c.tax@welhat.gov.uk](mailto:c.tax@welhat.gov.uk) or by calling 01707 357000.

## Housing Benefit

Housing benefit for people living in social housing is limited to reflect bedroom needs. This is part of the Government’s plans to tackle under occupancy in social housing. Benefit will be reduced if the accommodation is larger than the needs of the household (e.g. a couple aged 50 whose children have left home will have their benefit reduced to the one-bedroom rate).

## Universal Credit

Universal Credit replaced the former benefit system and brought together housing benefit for working age people with other welfare benefits and tax credits. The scheme is managed by the Department for Work and Pensions, with claims and change of circumstances being submitted by claimants using

an online portal. Universal Credit eligibility rules correspond to the benefit that a claimant would previously have been entitled to and which Universal Credit replaced.

Universal Credit does not apply to every claimant on housing benefit (HB). It applies to single people, couples with two children and families of working age who made a new claim or have a change of circumstances. The definition of 'change of circumstances' covers all changes to Tax Credit, Employment Support Allowance, Job Seekers Allowance and Income Support for HB recipients.

Universal Credit awards are calculated using a prescribed formula which takes into account the individual circumstances of the person making the claim such as housing costs and whether there are children in the household. Universal Credit will be assessed on a household basis, with the income and capital of both members of a couple being taken into account.

The maximum amount may be awarded to all those out of work with no other income. For people in employment, Universal Credit is adjusted depending on the level of earnings received. Universal Credit is paid once a month in arrears and is normally paid into the bank account of one member of the couple.

#### **What benefits are included in Universal Credit?**

The following benefits are included in Universal Credit:

- Income Support
- JSA income based
- ESA income based
- Housing Benefit
- Child Tax Credit
- Working Tax Credit

#### **What benefits are not included in Universal Credit?**

The following benefits are not affected by Universal Credit:

- Attendance Allowance
- Bereavement Benefits
- Carer's Allowance
- Child Benefit
- Contributory Employment and Support Allowance
- Contributory Jobseeker's Allowance
- Council Tax Benefit
- Industrial Injuries Disablement Benefit
- Maternity Allowance
- Pension Credit
- Statutory Maternity Pay
- Statutory Sick Pay
- War Pensions

#### **Universal Credit**

You will need a bank account to receive Universal Credit payments, should you not have one already. For information on basic bank accounts, which also allow Direct Debit payments, visit: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk). Planning your budget using the free online budget planners is also available through this link.

You can plan for future costs by saving with a Credit Union. For more information on Credit Unions in your area visit [www.hertsavers.co.uk](http://www.hertsavers.co.uk)

If you are having financial difficulties, you can contact Citizens Advice, Queensway House, Hatfield, Herts AL10 0LW, 03444 111444. Citizens Advice is an independent charity where the public can obtain free, confidential information and advice. Their work involves providing advice on issues such as debt management and welfare benefits.



## Parish councils

If you have a parish council in your area, your final bill will include a contribution for them.

For example, council tax bills for Band D properties will vary from £2,172.28 to £2,279.11 depending on where you live, because of the variation in parish and town council precept and special expenses.

Please see below for a more detailed budget breakdown of the parish and town councils in the borough.

<b>Ayot St Lawrence</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	800	800
B	Total income and use of reserves (negative figure)	0	0
<b>C</b>	<b>Precept (A+B)</b>	<b>800</b>	<b>800</b>
<b>D</b>	<b>Taxbase</b>	<b>68.20</b>	<b>67.90</b>
<b>E</b>	<b>Band D (C+D)</b>	<b>11.73</b>	<b>11.78</b>

Ayot St Lawrence contact: Edward Janes, Parish Council Chair

[ayotvillage@gmail.com](mailto:ayotvillage@gmail.com) / 07770 594216

<b>Ayot St Peter</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	3,500	3,750
B	Total income and use of reserves (negative figure)	0	0
<b>C</b>	<b>Precept (A+B)</b>	<b>3,500</b>	<b>3,750</b>
<b>D</b>	<b>Taxbase</b>	<b>110.1</b>	<b>111.70</b>
<b>E</b>	<b>Band D (C+D)</b>	<b>31.79</b>	<b>33.57</b>

Ayot St Peter contact: Valerie Richards, Parish Clerk

[info@ayotstpeter.com](mailto:info@ayotstpeter.com)

<b>Essendon</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	44,535	50,812
B	Total income and use of reserves (negative figure)	0	(230)
<b>C</b>	<b>Precept (A+B)</b>	<b>44,535</b>	<b>50,582</b>
<b>D</b>	<b>Taxbase</b>	<b>436.1</b>	<b>438.8</b>
<b>E</b>	<b>Band D (C+D)</b>	<b>102.12</b>	<b>115.27</b>

Essendon contact: Caroline Chapple, Parish Clerk

[clerk@essendonparishcouncil.gov.uk](mailto:clerk@essendonparishcouncil.gov.uk)

<b>Hatfield Town Council</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	1,592,284	1,816,220
B	Total income and use of reserves (negative figure)	(552,000)	(633,000)
<b>C</b>	<b>Precept (A+B)</b>	<b>1,040,284</b>	<b>1,183,220</b>
<b>D</b>	<b>Taxbase</b>	<b>12,388.50</b>	<b>12,471.80</b>

<b>E</b>	<b>Band D (C+D)</b>	<b>83.97</b>	<b>94.87</b>
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Hatfield contact: Town Clerk

[town.clerk@hatfield-herts.gov.uk](mailto:town.clerk@hatfield-herts.gov.uk) / 01707 262023

<b>North Mymms Parish Council</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	257,323	279,324
B	Total income and use of reserves (negative figure)	(48,193)	(51,372)
<b>C</b>	<b>Precept (A+B)</b>	<b>209,130</b>	<b>227,952</b>
<b>D</b>	<b>Taxbase</b>	<b>4,431.40</b>	<b>4451.2</b>
<b>E</b>	<b>Band D (C+D)</b>	<b>47.19</b>	<b>51.21</b>

North Mymms contact: Christine Wootton, Parish Clerk

[clerk@northmymms.org](mailto:clerk@northmymms.org) / 01707 268418

<b>Northaw and Cuffley Parish Council</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	321,265	376,970
B	Total income and use of reserves (negative figure)	(54,775)	(102,757)
<b>C</b>	<b>Precept (A+B)</b>	<b>266,490</b>	<b>274,213</b>
<b>D</b>	<b>Taxbase</b>	<b>3,102.70</b>	<b>3,129.7</b>
<b>E</b>	<b>Band D (C+D)</b>	<b>85.89</b>	<b>87.62</b>

Northaw and Cuffley contact: Lisa Peters, Parish Clerk

[parish.clerk@northawcuffleypc.org.uk](mailto:parish.clerk@northawcuffleypc.org.uk) / 07375 962772

<b>Welwyn Parish Council</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	621,213	700,801
B	Total income and use of reserves (negative figure)	(183,634)	(254,471)
<b>C</b>	<b>Precept (A+B)</b>	<b>437,579</b>	<b>446,330</b>
<b>D</b>	<b>Taxbase</b>	<b>4,767.70</b>	<b>4,763.8</b>
<b>E</b>	<b>Band D (C+D)</b>	<b>91.78</b>	<b>93.69</b>

Welwyn contact: Caroline Williams, Parish Clerk

[clerk@welwynpc.org.uk](mailto:clerk@welwynpc.org.uk) / 01438 716667

<b>Woolmer Green Parish Council</b>		<b>2023/24</b>	<b>2024/25</b>
		<b>£</b>	<b>£</b>
A	Total expenditure (positive figure)	90,280	108,130
B	Total income and use of reserves (negative figure)	(61,444)	(77,852)
<b>C</b>	<b>Precept (A+B)</b>	<b>28,836</b>	<b>30,278</b>
<b>D</b>	<b>Taxbase</b>	<b>615.9</b>	<b>604.0</b>
<b>(E)</b>	<b>Band D (C+D)</b>	<b>46.82</b>	<b>50.13</b>

Woolmer Green contact: Janet Pearce, Parish Clerk

[clerk@woolmergreenpc.org.uk](mailto:clerk@woolmergreenpc.org.uk) / 03707 776132

### Special expenses

Your council tax bill may have an item called Special Expenses. This covers the separated costs for specific services carried out by the borough council, which are generally carried out by a parish and/or town council. These specific services include the maintenance of playing fields and open spaces, allotments, community halls and children's play areas.

Welwyn Hatfield Borough Council calculates what it spends on these specific services, reduces its general council tax and charges the specific expenditure directly to the council taxpayer where the service has been provided. This reduces the general council tax bill for other residents. For information about all of our services, visit: [www.welhat.gov.uk](http://www.welhat.gov.uk).

Parish precept 2023/24 amount per Band D property	Special expenses 2023/24 amount per Band D property	Parish and town council	Parish precept 2024/25 amount per Band D property	Special expenses 2024/25 amount per Band D property
11.73	0.00	Ayot St Lawrence	11.78	0.00
31.79	0.00	Ayot St Peter	33.57	0.00
102.12	3.46	Essendon	115.27	3.34
83.97	7.41	Hatfield	94.87	8.02
47.19	0.00	North Mymms	51.21	0.00
85.89	5.45	Northaw and Cuffley	87.62	9.08
91.78	13.09	Welwyn	93.69	11.73
0.00	25.14	Welwyn Garden City	0.00	23.65
46.82	0.00	Woolmer Green	50.13	0.00

## Contacting the council

**Welwyn Hatfield Borough Council**

Email: [contact-WHC@welhat.gov.uk](mailto:contact-WHC@welhat.gov.uk)

Tel: 01707 357000

Opening hours for general enquiries:

Monday to Thursday: 8.45am to 5.15pm, Friday: 8.45am to 4.45pm

Council tax, benefit and business rate telephone calls are taken between 9:00am to 5:00pm, Monday to Friday.

**Emergencies: 0800 111 4484** (outside office hours and on Public Holidays)

## Visiting the council

You can visit the main council office:

**Welwyn Hatfield Borough Council, The Campus, Welwyn Garden City, Herts. AL8 6AE.**

We can provide this information in different formats or give other assistance where needed.

Please email [contact-WHC@welhat.gov.uk](mailto:contact-WHC@welhat.gov.uk) or call **01707 357000**.