

1 March 2010

Dear resident

Please find enclosed your council tax bill for 2010/11.

As no one can have failed to notice, the last 12 months have been exceptionally tough, with residents and businesses facing the most difficult economic conditions in recent memory.

In recognition of this and to help residents get back on track the Council has decided to freeze the level of council tax residents have to pay, keeping it at the 2009/10 level.

As well as this 0% increase you can continue to pay your council tax in 12 instalments instead of ten if you pay by Direct Debit.

While belts have been tightened in homes across the borough, the Council itself has been no exception and we are continually investigating ways to provide better value for money and work in innovative new ways to provide better services to residents.

This year's budget will see extra money being spent on the service areas we know mean most to our residents: increasing our spending on schools, safety and keeping our streets clean whilst saving more than £10 million.

Alongside these measures you may well have seen several high-profile Council campaigns to tackle the things that matter most to you.


The We're Calling For Back-Up campaign has seen us lobbying the Mayor of London for more police officers to make the borough's streets safer and give us the level of policing we deserve. We've also led a successful Wiping Out Enviro-Crime campaign that has seen us crack down on the small minority of people who make a mess of our borough and we have recently launched our Getting More From The Games campaign to ensure our residents will be able to see some very real benefits from the 2012 Olympic and Paralympic Games, including job opportunities, access to leisure facilities as well as improvements to our streets and shops.

We hope that throughout the coming year you continue to see the improvements we're making to the borough and the services we provide and, remember, if you have a query about any Council service you can always call Waltham Forest Direct 24 hours a day on 020 8496 3000 or visit [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

Yours faithfully



**Councillor Chris Robbins**  
Leader of Waltham Forest Council



**Councillor John Macklin**  
Deputy Leader of Waltham Forest Council