

Council Tax

You can pay your council tax [online](<https://tinyurl.com/yrm6ygk5>) using a credit or debit card. We accept Mastercard, Visa (not Visa Electron), Switch/Maestro. To pay your council tax over the phone call the 24 hour automated payment line on 08702 406650. Calls to this number are charged at 1 pence per minute, plus any additional network charges from your telephone provider. Alternatively, you can contact a member of the team on 01702 215001 during office hours (8:45am to 5:00pm Monday to Thursday, 8:45am to 4:45pm Friday).

To pay your Council Tax via Direct Debit choose 'Pay by Direct Debit' [here](<http://tinyurl.com/yvnrqrxr>)

Your payments can be spread from April until March and you can pick one of either the 1st, 10th, 20th or 25th as your monthly payment date.

Scroll to the 'Tell us that you have moved home' section to tell us that you have either moved in, moved out or have moved from one address to another within the council's area [here](<http://tinyurl.com/yvnrqrxr>).

If you register for an account at <https://my.southend.gov.uk/> you can have access to your Council Tax bills, make payments, view your account, check your housing benefit entitlement and much more.

If you move into a property and believe that the Council Tax banding is wrong, you have 6 months to appeal.

Appeals must be made to the Valuation Office Agency (<http://www.voa.gov.uk/>) or call them on 03000501501 for more advice. You must still pay your Council Tax while your appeal is being considered by the VOA. If you do not pay your Council Tax, recovery action will be taken.

Council Tax discounts

The council offers the following discounts depending on your specific circumstances.

Empty and unfurnished property discount

An unoccupied and substantially unfurnished property can be awarded a 100% discount for a maximum period of 14 days from the date it was last occupied, assuming it had been occupied for at least 6 weeks immediately before the empty and unfurnished period. As there is no longer a separate discount for properties in need of major structural repair or alteration, if such a property is empty and unfurnished it may qualify for a discount on this basis.

You can apply for an unfurnished property discount [here](<https://my.southend.gov.uk/>). Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Tied Accommodation discount

If your employer has provided a property in which you live as part of your contract of employment, and you still have another property unconnected to your employment which remains furnished (and/or occupied by your partner or family), you may be entitled to a 50% discount on whichever property is considered for Council Tax purposes not to be your “main home”.

To qualify for this discount you will need to provide evidence from your employer that a residence is provided as part of your contract of employment, and confirmation of the full address of the property provided.

You can apply for a tied accommodation discount [here](<https://my.southend.gov.uk/>) and selecting ‘Council Tax’ from the left hand menu and choose Discounts, Disregard and Exemptions.

Discounts for some occupied annexes

A dwelling which forms part of a single property and is separately banded for Council Tax is known as an annexe.

People who live in annexes who are a relative of the person who lives in the main property may claim a 50% discount. This discount is applied after any other discount they are entitled to. A relative is a husband, wife, partner, civil partner, blood relative or step child.

You can apply for an occupied annexes discount [here](<https://my.southend.gov.uk/>) Select ‘Council Tax’ from the left hand menu and choose Discounts, Disregard and Exemptions.

Second Adult Rebate

To qualify for this rebate you must meet all of the following statements.

1. you are of state pension age or over
2. your income is too high for you to qualify for Council Tax Reduction
3. there is at least a second adult sharing your home
4. the second adult has a low income (i.e. is in receipt of Income Support, Jobseekers Allowance, Employment Support Allowance or a very low part time wage)

You can apply for a second adult rebate [here](<https://my.southend.gov.uk/>) Select ‘Council Tax’ from the left hand menu and choose Discounts, Disregard and Exemptions.

Young Care leavers discount

A property occupied only by qualifying young care leavers could receive a 100% discount up to the age of 21 (or 25 in exceptional circumstances) under a new local policy from 1st April 2020, or if a qualifying young care leaver is the second adult in a household a 25% disregard could apply.

You can apply for a young care leavers discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Single Person Discount

If you are the only adult and live on your own, then you can claim for a 25% Single Person discount. This discount can only be given to the property that is your main home and checks to validate your application may be undertaken.

If you have children living with you who are 18 or over, a Single Person discount would not be applicable as the property is occupied by two or more adults.

If, however you are still in receipt of Child Benefit because your child has remained in full-time education, or they are undertaking an apprenticeship, or qualify as severely mentally impaired, then you can claim a 25% disregard discount.

You can apply for a single person discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu to choose 'Single Person Discount & Student Reduction'.

Council Tax Exemptions

Empty and unfurnished annexe, but unable to be let separately due to planning restrictions

An annexe is part of a single property but is separately banded for Council Tax. If an annexe is unoccupied and unfurnished, and it cannot be rented out separately to the main part of the property due to planning restrictions, a 100% exemption is available for as long as the annexe remains unoccupied and unfurnished.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Annexe occupied by a dependent relative

If the annexe of a main property is occupied by a dependent relative of the occupier of the main property, a 100% exemption is available. The dependent relative must be aged 65 or more, or severely mentally impaired or substantially and permanently disabled.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Awaiting Probate

If the owner of a property passes away leaving the property unoccupied, an exemption can be awarded until probate or letters of administration are granted. A further exemption for 6 months is available after probate has been granted.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Unoccupied and owned by a charity

If a property is unoccupied and owned by a registered charity, an exemption of up to 6 months may apply. To qualify for this exemption the property can be left furnished or unfurnished, but must meet the following requirements:

- the dwelling must be owned by the charity in question; and
- the charity must be established for charitable purposes only; and
- the last occupation must have been in furtherance of the objective of the charity

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Unoccupied because occupation is prohibited by law

If you are not allowed to live in a property because occupation is prohibited by law then the property is exempt from Council Tax until the property can be occupied again.

To apply for this exemption please tell us why a Court has forbidden your property to be occupied.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Unoccupied and waiting to be occupied by a minister of religion

If a property is unoccupied and held available for occupation by a minister of (any) religion, for example a vicarage, then an exemption can be awarded to the property.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Unoccupied following repossession by mortgagee

If a property is repossessed then the mortgage provider becomes liable for Council Tax from the date of repossession. The mortgage provider is entitled to an exemption from Council Tax from the date of repossession until the property is sold or re-let.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Unoccupied because the person liable for the Council Tax is receiving care elsewhere, or is providing care elsewhere

There are two different exemptions available depending on whether the person is receiving care on a permanent basis in a hospital, nursing home or residential home, or they are permanently receiving care but somewhere other than these.

A different exemption is available for a property left unoccupied because the person liable for the Council Tax is providing long term care on a continuous basis elsewhere.

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Unoccupied because the person liable for the Council Tax is detained in prison or hospital

An exemption is available if a property is left unoccupied because the person is detained in prison or hospital by order of a Court (except for the non-payment of Council Tax or fines).

You can apply for this discount [here](<https://my.southend.gov.uk/>) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Student Accommodation

Halls of residence, properties occupied only by students, and properties left empty by full time students are exempt from Council Tax. Full time students for Council Tax purposes include those studying under the Open University and certain other home based study programmes, if the course meets the other requirements needed to qualify.

You can apply for this discount [here](<https://my.southend.gov.uk/>) and selecting 'Council Tax' from the left hand menu to choose 'Single Person Discount & Student Reduction'.

Occupied solely by persons who are severely mentally impaired

If all of the adults living in a property (who would otherwise be liable for the Council Tax) qualify as severely mentally impaired, the property can be exempt from Council Tax. This exemption still applies if qualifying full time students also live in the property.

To qualify for this exemption all the adults in the property must have a severe impairment of intelligence and social functioning which appears to be permanent. A form will need to be filled in by each applicant's G.P and each person must be receiving one of the following benefits:

- Incapacity Benefit
- Employment Support Allowance (Support Component)
- Attendance Allowance (if over 65 years old)
- Severe Disablement Allowance
- Disability Living Allowance (care component, middle or higher rate)
- Disability Working Allowance (under section 129 of the Social Security Contributions and Benefits Act 1992)
- an increase in Disablement Pension for constant attendance
- an unemployment allowance payable with industrial injuries or war disablement pensions
- Income Support that includes a disability premium on grounds which include incapacity for work
- Personal Independence Payment (PIP), either the standard or enhanced rate
- Universal Credit, where the calculation includes an element for limited capability for work, or limited capability for work and work-related activity

If you would like a copy of the severe mentally impaired application form to be sent to you through the post, please contact the Council Tax team on 01702 215001.

Occupied solely by persons under the age of 18

If the only residents of a property are all under the age of 18 then an exemption is awarded. People under 18 cannot be named on a Council Tax demand so in this instance the Council Tax demand confirming the exemption had been awarded would be issued to the owner/landlord of the property.

To apply for this exemption proof of age must be provided for each resident. You can apply for this discount [\[here\]\(https://my.southend.gov.uk/\)](https://my.southend.gov.uk/) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

MOD barracks and married quarters

Ministry of Defence barracks and married quarters for service personnel do not pay Council Tax. Instead their occupants contribute to the cost of the local services through a special arrangement. You can apply for this discount [\[here\]\(https://my.southend.gov.uk/\)](https://my.southend.gov.uk/) Select 'Council Tax' from the left hand menu and choose Discounts, Disregard and Exemptions.

Hardship Relief

You can apply for Hardship Relief to reduce your council tax if you are currently undergoing some financial difficulty You can apply for hardship relief

[\[here\]\(https://my.southend.gov.uk/\)](https://my.southend.gov.uk/) Select 'Council Tax' from the left hand menu and choose Hardship Relief.

Foster Carer exemption available from 1 April 2023

Foster carers are eligible for a 100% exemption (capped at Band D charge) applied to all from 1 April 2023 who meet the eligibility criteria (Remain available to provide care and have cared for a Southend-on-Sea child for at least 26 weeks and met the required training, support and development standards). No application is required; the eligibility will be assessed by the Council and a reduction will be applied automatically. To learn more [\[visit\]\(https://www.southend.gov.uk/reduce-council-tax-bill/exemptions-2/9\)](https://www.southend.gov.uk/reduce-council-tax-bill/exemptions-2/9)

Housing Benefits

You may be able to make a claim for Housing Benefit if:

- you pay rent to a private landlord, housing association, or a council property (note you cannot claim if you rent from close relatives that live in the same property)

- you are not a mixed aged couple (meaning that one of you is under pension age and one is over pension age)
- you are either living in supported or temporary exempt accommodation or receiving your state pension (if a couple you must both be receiving your state pension)
- you have capital under £16,000

You can make a claim for housing benefit via the Citizen Access Benefits portal [here](<https://tinyurl.com/yvnrqrxr>)

When making a claim for housing benefits we need to see proof of your income, identity, National Insurance number, rent (if claiming Housing Benefit). We also need the same information for any adult also living in the property (excluding boarders, subtenants, and joint tenants).

The information that you put into your application form is transferred to our processing system. This is then calculated into a score of High, Medium or Low Risk. This is known as Risk Based Verification. Our policy and a list of acceptable proofs can be found in Related Downloads.

We will contact you to inform you of whether you need to bring your evidence in to support your claim via an interview, or whether you can send your original documents or photocopied documents through the post or via benefits@southend.gov.uk

You need to provide all supporting evidence as soon as possible to speed up the processing of your claim.

We are unable to start processing your claim without relevant proof. You will have one calendar month to provide any necessary proof from when you submit your form.

For Housing Benefit and Council Tax Reduction when we have processed your claim or change in circumstances we will send you a letter. This letter will outline how your claim was worked out. If you do not agree with our decision you have a legal right to challenge. So if you don't agree you can:

- ask us for a more detailed reason for our decision; or
- ask for a reconsideration of the decision; or
- appeal to an independent tribunal.

If you are in receipt of Universal Credit and you wish to appeal the decision you will need to appeal to the Department for Work and Pensions. You get further information by visiting the Department for Works and Pensions [website](<https://www.gov.uk/browse/benefits>)

Housing Benefit Appeals

You can apply for an appeal or reconsideration [here](<https://my.southend.gov.uk/>) Choose 'Benefits' from the main menu and navigate to 'Reconsideration Request'.

You can appeal if your application to increase your housing benefits was rejected or you're not happy with our decision. You can appeal by within 1 month of the date of our decision. Once you have asked for a reconsideration we will write to you to tell you whether we have changed or kept our original decision.

It is important that you:

- make it clear what decision you want us to look at again/disagree with
- include your claim number
- say why you think we are wrong
- include any information or evidence you think we don't already have

If as a result of a reconsideration the decision is overturned in your favour there is no further action for you to take. If it is not overturned and is upheld you can appeal against the decision.

If your housing benefit reconsideration is also rejected or you're unhappy with our decision, you can ask for the Tribunals Service (an independent organisation) to look at your case at an appeals tribunal. If we have already reconsidered your claim and have not changed the decision, you must write and ask for an appeal within 1 month from the date of the letter confirming our original decision.

Council Tax Reduction Appeals

You can apply for an appeal or reconsideration [here](https://my.southend.gov.uk/) The form is under the 'Benefits' section from the main menu, titled 'Reconsideration Request'.

You can appeal if your application to reduce your council tax bill is rejected or you're unhappy with our decision. There is no time limit to appeal but we would suggest that you apply within 1 month of the date of our decision letter.

Business rates

If you want to make business rates payments, these can be made by credit card and debit card over the phone and online. We accept Mastercard, Visa (not Visa Electron) and Switch/Maestro, using our online payment [system](https://tinyurl.com/yrxgm5sv) or via our 24 hour payment line on 08702 406650. Calls are charged at the National Rate as charged by your telephone provider. Calls to this number are charged at 1 pence per minute. There may also be additional charges incurred by your own telephone provider.

Alternatively you can set up a direct debit to pay your business [rates](https://tinyurl.com/yvmbptgr) and we'll claim the monthly instalment due from your bank account. There is also the option to pay your business rates directly at the bank, to do so you will need our bank details. Sort Code: 20-79-81, Account No: 20145904, Account Name; General. All of this information is on your bill, take it with you to make things easier.

Business rates can be paid to us either quarterly (1st April, 1st October and 1st January), biannually (1st April and 1st October), annually (1st April) or 12 monthly instalments (April to March).

Business rates are calculated by multiplying the rateable value of the property (set by the Valuation Office Agency) by the business rates multiplier (set annually by the Central Government). You can estimate your business rates clicking here [Estimate your business rates - GOV.UK \(www.gov.uk\)](#)

If you wish to appeal against the rateable value of a property used to calculate your business rates then contact the Valuation Office Agency on 03000 501 501 to get the forms for an appeal and to get advice on how to complete them. You can also visit their [website](#) to complete an online appeal form.

You must still pay your current business rates bill while an appeal is outstanding with the Valuation Office Agency. Changes to your bill will only be made once we have been contacted by the Valuation Office Agency.

Abandoned and untaxed vehicles

We have a duty to remove motor vehicles unlawfully abandoned on any land in the open air. We can recover costs from the owner (unless they can show they did not know it had been abandoned) or from the person who abandoned it. If the cost of removing an abandoned vehicle is unreasonably high, (including on private land), this duty is removed. This is decided on a case-by-case basis. There is no legal definition of abandoned and our officers have the freedom to use their discretion when making decisions on abandoned vehicles. For each vehicle we always consider the circumstances and other evidence. For example, we look at:

- if it is untaxed
- if it has no current keeper
- if it has been left for a significant amount of time
- if it is badly damaged, run down or unroadworthy
- if it is burnt out
- if it has one or more of its number plates missing
- if it contains waste
- if it has been vandalised
- if it has flat tyres
- if it is unlocked
- if it has broken windows
- if it has mould growing on the inside or outside

This is not a full list and a vehicle does not have to match all of the list to be considered abandoned. A vehicle can be abandoned even if it has current road tax (vehicle excise duty) or has been declared off-road (SORN). However, a vehicle will not be considered abandoned solely on the grounds that it is:

- untaxed
- does not have a valid MOT certificate
- poorly parked
- causing an obstruction
- involved in residential parking disputes
- broken down

Is it a criminal offence to abandon a vehicle?

Yes, it is a criminal offence to abandon a vehicle under the Refuse Disposal (Amenity) Act 1978, the owner can be prosecuted by the local authority for abandoning a vehicle. A fine of up to £2,500 and/or three months in prison can be imposed. However, as an alternative to prosecution, a fixed penalty notice can be issued to the owner. In addition, the owner is liable for the costs incurred by the local authority in removing, storing and or destroying the vehicle. It should be noted that a vehicle is not abandoned until we are satisfied of that fact and need not act simply because someone claims it is abandoned.

There is no automatic right to a space outside your property. If the vehicle has road tax, a valid MOT certificate, insurance and it is not in the way, it can park outside your house legally.

How do I get my vehicle released or removed vehicle back?

If your vehicle has been clamped or towed away, you should contact Redcorn Ltd directly to have it released on 020 8803 0834 between 8am and 5pm Monday – Friday. A release fee (and storage fees if removed) may be payable before the vehicle is released. Full details on vehicle removal can be found [\[here\]\(https://tinyurl.com/ywyj276u\)](https://tinyurl.com/ywyj276u)

Vandalism and graffiti

Graffiti

You can report graffiti using our online form [\[here\]\(https://tinyurl.com/ymwq369v\)](https://tinyurl.com/ymwq369v) We aim to clean reported graffiti within a maximum of 1 week (depending on the size of the graffiti). If your property is privately owned, you will need to complete an indemnity form before we can work there. Reports of graffiti that are obscene, racist etc. will be removed within 2 hours.

Potholes

You can report a pothole to us using this [\[link\]\(https://tinyurl.com/ynrpdgeb\)](https://tinyurl.com/ynrpdgeb). The size criteria for a carriageway pothole is 40mm deep by 300mm long, for a footway pothole is 20mm deep by 600mm long and for tripping hazard, such as a raised paving slab, is 20mm

Manhole/inspection covers?

You can report damage to a manhole cover to us via this online [\[form\]\(https://tinyurl.com/ynrpdgeb\)](https://tinyurl.com/ynrpdgeb) select "Manhole/Inspection Cover" from the drop-down list on the form.

Utility cabinets

If you wish to report an issue with a utility cabinet it can be done by submitting an online report [\[here\]\(https://tinyurl.com/ynrpdgeb\)](https://tinyurl.com/ynrpdgeb) please select 'Utility Cabinet' from the drop down list on the online form.

Dropped kerb

If you wish to report an issue with a dropped kerb you can submit an online form [\[here\]\(https://tinyurl.com/ynrpdgeb\)](https://tinyurl.com/ynrpdgeb) please select Dropped Kerb from the drop down list.

Street / traffic sign missing / damaged

If you wish to report a damaged or missing street or traffic sign, you can submit an online report [\[here\]\(https://tinyurl.com/ynrpdgeb\)](https://tinyurl.com/ynrpdgeb) please select Signs from the drop down list.

Grass verges?

Any damage to grass verges can be reported by submitting an online [\[report\]\(https://tinyurl.com/ynrpdgeb\)](https://tinyurl.com/ynrpdgeb) select Verges from the drop-down list.

Benches

You can report damage to benches on the seafront or highway by submitting a report [here](<https://tinyurl.com/ynrpdgeb>) select Bench from the drop down list.

Yellow / white lines

You can report faded yellow or white lines by submitting an online report [here](<https://tinyurl.com/ynrpdgeb>) select 'road markings' from the drop down list.

Road/pavement/verges

If you witness damage to the roads, pavements and verges. You can report it online [here](<https://tinyurl.com/ynrpdgeb>), select the appropriate option from the drop down list. Please provide details on who you witnessed causing the damage on the form so that we can make contact if appropriate.

Illegal skip / scaffolding

You can report illegal scaffolding and skips by submitting an online report [here](<https://tinyurl.com/yld7ygdq>), select "Other" and "Other obstruction" from the drop down lists. This will trigger an inspection and if the report meets our intervention levels, the company / individual (if known) will be contacted to arrange removal.

My neighbour is putting out cones to reserve a parking space - how do I report this?

You can report a neighbour putting out cones to reserve parking space by submitting an online report [here](<https://tinyurl.com/yld7ygdq>), select Utility Barrier / Cones from the drop down lists. This will trigger an inspection and if the cones are witnessed on the highway, the company / individual (if known) will be contacted and the cones removed.

I believe someone is having an illegal dropped kerb installed - how can I check / report this?

If the vehicle crossover is presently being installed, [visit](<https://one.network>) to see if there is a permit for the works at the site address. If you cannot see one, or if the vehicle crossover has already been installed, please inform us by [emailing](HighwaysEnforcement@southend.gov.uk).

Please note: due to data protection rules, you will not be notified of the outcome of your report

Building materials on the pavement / road

If building materials have been left on the roads or pavements. You can submit an online report [here](<https://tinyurl.com/yld7ygdq>), select Building materials from the drop down lists. This will trigger an inspection and if the report meets our intervention levels, the company / individual (if known) will be contacted to arrange removal.

Overgrown vegetation is growing on / over the pavement

You can report overgrown vegetation blocking pavement access online [here](<https://tinyurl.com/yld7ygdq>), select Overgrown vegetation from the drop down lists.

This will trigger an inspection and if the report meets our intervention levels, the property owner will be contacted to arrange the necessary works.

Traffic Wardens

Traffic wardens exist but they are called Civil Enforcement Officers now. If you would like to request a Civil Enforcement Officer submit a report [here](<https://tinyurl.com/ylgz6u6w>), select the relevant option from the drop-downs. This will trigger a visit from a Civil Enforcement Officer. If the officer finds a vehicle in contravention, a penalty charge notice may be issued. You can also [email](council@southend.gov.uk) explaining your reasons for more Civil Enforcement Officer patrols in your requested area. We will investigate your request and aim to respond within 10 working days.

Please note: If you are reporting a vehicle preventing you from leaving your property, this is a matter for Essex Police who can be contacted by calling 101. If you're requesting a Civil Enforcement Officer

Parking fines

If you wish to challenge/appeal your Penalty Charge Notice (PCN), you can make your challenge using our online form [here](<https://tinyurl.com/yt4hp66a>). Challenges to PCN's involves considerations under a legal process, we can only consider your comments in writing, we are not able to verbally discuss any Penalty Charge Notices. Photographs are taken at the time a PCN is issued and these can be viewed online 24 hours after the PCN is issued. Please note that there are occasions where photographs are not taken for example, when the motorist returns to the vehicle. If you challenge your PCN, your case will be placed in a queue for consideration. No action will be taken or further charges applied until we have considered your comments and responded to you in writing. We appreciate your patience as this process can take between 4 to 6 weeks and even longer during busy periods.

Our Mobile CCTV vehicles and Civil Enforcement Officers (Traffic Wardens) will take a photograph of your vehicle. If your vehicle is found to be parked illegally, you will receive a parking fine (Penalty Charge Notice PCN). Charging will change depending where you have parked and why you have been given a parking fine. If you pay your parking fine within 14 days of receiving it, you will get a discount of 50%.

- if you do not pay within 28 days, we will send you a reminder
- if you do not pay within 28 days of receiving the reminder, the cost will increase by 50%
- if you do not pay within 42 days of receiving the reminder, we will register the debt at court

Full details of why a PCN's (parking fine) is issued can be found in our Parking Policy [here](<https://tinyurl.com/ynjryly5>)

How to pay your parking fine

You can pay your parking fine online [here](<https://tinyurl.com/yt4hp66a>) with a credit or debit card. You will not be able to use Diners Card or American Express. If you pay your parking fine within 14 days of receiving it, you will get a discount of 50%. Note: For non-UK residents you will need to pay your parking fine using our Automated Payment Service on 08702

406650. Calls to this number are charged at 1 pence per minute. There may also be additional charges incurred by your own telephone provider. You will not be charged a surcharge for this payment if paying by credit or debit card. Parking fines can also be paid by post make your cheque or postal order payable to Southend-on-Sea City Council. Write the PCN number overleaf on the reverse. Fill in the slip attached to the Notice and enclose it with your payment. For Credit or Debit card payments made by Mastercard, Visa or Delta fill in the slip attached to the Notice. Please do not send cash through the post. No cash can be accepted at the Council Offices. Post dated cheques will not be accepted.

Waste and Recycling

Missed collections

We provide weekly collections of blue food waste bins, blue paper and card recycling boxes, pink and clear recycling sacks, small electrical items (put out in plastic shopping carrier bags) and black refuse sacks. Your recycling and waste should be accessible and visible on the inside edge of your property by 7am on your scheduled collection day. If we receive a valid missed collection report, we will return and collect within 24 hours from the time of the report.

Report a missed collection using our online [form](<https://tinyurl.com/yp8ygdx2>).

Assisted collections

If you are unable to leave your sacks, bins, boxes out for collection because of being disabled or elderly, please fill in an online [form](<https://tinyurl.com/ylxm5rg6>).

Pink recycling sack scheme

We provide weekly recycling collections via our pink recycling sack scheme. Put out your sacks at the edge of your property by 7am on your scheduled collection day. Sacks should not be put out earlier than the evening before collection and should not be placed on the public footpath or grass verge or road or you may be liable to a Fixed Penalty Notice.

Please make sure that items are free from food waste before putting them in your pink recycling sack.

What can be recycled in the pink recycling sack?

These items can all be recycled in a pink recycling sack. Steel and aluminium (no need to remove labels), food and drink cans, foil ready meal trays, foil pie trays, foil takeaway containers, clean cooking foil, metal jar lids, sweet biscuit and cake tins, empty aerosol cans. Household plastic packaging such as, bottles and lids (including empty bleach, detergent and cleaning products), tubs, trays, fruit containers, film wrap, bubble wrap, carrier bags and packaging bags (no degradable or biodegradable bags please). Also mixed glass bottles and jars (no need to remove labels), glass jars, glass bottles (all different colours) and food and drink cartons such as Tetra Paks.

Blue box for paper and card collection

Your paper and card should be recycled using your blue paper and card recycling box. You no longer need to use the pink sack for paper and card. Please flatten large boxes and place these next to the blue box. If you need a replacement box use our online form [here](<https://my.southend.gov.uk/>)

These items can go in your blue paper and card box

- newspapers
- magazines and catalogues
- leaflets and brochures
- junk mail
- envelopes - including ones with windows
- shredded paper (please place at the bottom of your bin);
- white office paper
- telephone directories
- wrapping paper (except foil lined or metallic)
- soft backed books
- cereal boxes
- ready meal sleeves
- kitchen and toilet roll tubes
- cardboard boxes (please flatten and place large boxes next to the blue box)
- corrugated cardboard
- greetings cards (with glitter, metal and other non-paper decorations removed if applicable)
- egg boxes

These items cannot go in your blue paper and card box and need to go in your pink sacks

- household plastic packaging (including plastic film)
- plastic bottles and lids
- drink cans and food tins

These items cannot go in your blue paper and card box or pink sacks and need to go in your black sacks

- kitchen roll
- tissues and wipes
- heavily food-stained paper and card

Need a bin

If you haven't received a bin or yours has been lost or damaged then please let us know by requesting a new one [here](<https://tinyurl.com/yofqj5sc>).

Blue food waste bin

We provide weekly collections of food waste. You have two blue bins for food waste. The smaller blue kitchen caddy is to use in your kitchen, and the larger blue collection bin can be kept outdoors to use when the smaller bin is full.

What can go in my blue food waste bin?

You can put any cooked or uncooked food in your blue bin.

Textile recycling scheme

Textiles can be recycled by placing them in the clear textile recycling sacks provided.

- please place your sacks of clean and dry textiles at the front edge of your property by 7.00am on your collection day
- sacks cannot be placed on the public footpath, grass verge or road
- you may be liable to a fixed penalty notice should you place your recycling or waste any earlier than the evening before collection

You can also take your textiles to either of the Household Waste Recycling Centres (HWRCs) [here](<https://tinyurl.com/2x6sy44l>) Items such as clothes, curtains, pillow cases and sheets, towels, handbags, hats, cloths, belts, paired shoes can all be recycled in clear textile recycling sacks. However pillows and duvets, rugs, mats, carpets and cushions cannot be accepted by textile recycling facilities due to their make-up, although some animal shelters and charities may be grateful for your donations. If you are unable to find any use for them then they will need to be put in your black refuse sacks.

What happens to textiles once they have been collected?

The textile sacks are collected by Veolia. Veolia's vehicles have metal cages on the side of them to store the collected sacks. This keeps them separate from the other materials.

The textiles are then transported to a national textiles recycling facility. Here they are sorted, graded by type and then distributed to their various outlets for reuse. Items which are unsuitable for reuse are turned into flocking for a range of things, such as stuffing, insulation and animal bedding.

Recycling small electrical items

In order to recycle small electrical items you can follow these steps. First check if your item contains batteries or bulbs and remove these before recycling. When recycling old mobile, laptop or tablet devices remember it is your responsibility to delete any personal data. Then once your item is ready, place it in a carrier bag or if it is a device without cables then it can be placed on top of your recycling box and leave it out on your normal collection day. Remember, never put electricals in your pink recycling sacks. Most small items with a plug, battery or cable can be recycled.

If you need more information on how to dispose of items you can check the A to Z of recycling and waste [here](<https://tinyurl.com/ywmnnaul>) to see how to recycle batteries and bulbs.

Black rubbish sack scheme

Waste is collected on a weekly basis. Make sure your recycling and waste is kept within the boundary of your property and is ready for pick up on your collection day by 7:00am. Recycling

and waste must not be left on the public highway or footpath, this is littering and you may be given a Fixed Penalty Notice.

These items can go in my black rubbish sack

- disposable nappies
- incontinence pads
- sanitary waste
- polystyrene
- kitchen roll
- tissues and wipes
- pet bedding, faeces and cat litter

These items can not go in my black rubbish sack

- liquids of any kind - Please take liquid paint to the Household Waste Recycling Centre (HWRC) for disposal
- cooking oil - this can be recycled at the HWRC

Hazardous waste such as asbestos, solvents, pesticides, chemicals, sharps, needles and clinical waste cannot be disposed of under any of our schemes (unless approved by Southend-on-Sea City Council). Veolia collect around 31,000 tonnes of recycling and 42,000 tonnes of rubbish from homes in Southend every year.

There are around 60,000 houses (not including blocks of flats) and Veolia visit them all over four days, every week of the year.

Every week on your collection day, two Veolia lorries will come to your home:

- one collects your black sacks and blue food waste bins
- the other collects your pink sacks and blue paper and cardboard recycling boxes

The back of each lorry is divided into two parts so that the two types of waste can be gathered at the same time but remain apart. A third lorry may also visit if you are signed up to the garden waste collection. Once the lorry is full, it takes the waste to the Waste Transfer Station at Eastern Avenue.

Each type of waste is then taken to a different part of the station, ready to be gathered and taken elsewhere for:

- recycling
- composting
- disposal

Waste for disposal is taken to SUEZ Suffolk Energy from Waste (EfW) facility near Ipswich. SUEZ converts the waste that cannot be reused or recycled into energy. This moves away from landfill and aims to reduce the carbon footprint of waste produced in Southend.

Garden waste

Veolia can collect your garden waste for a fee. The service provides a weekly collection of garden waste for 12 months from the date you join it. If you want to start a garden waste service (paying by credit or debit card or via direct debit) then please use the garden waste [portal](<https://tinyurl.com/yqt6loe9>).

How much does it cost?

Charges for garden waste collection 2023/24	
Service	Fee
Garden waste sacks (roll of 10)	£11.00
240 litre Garden waste bin (to purchase)	£33.00
Garden waste 12 month subscription - annual payment by direct debit	£69.50
Garden waste 12 month subscription - annual payment by non direct debit	£82.00

These items can be collected as garden was

- grass cuttings
- leaves
- tree, shrub and rose pruning
- branches (up to 12 inches long and 1 inch diameter - e.g. broom handle width).Larger branches can be taken to the Household Waste Recycling Centres for composting
- cut flowers
- weeds

These items cannot be collected as garden waste

- stones and soil
- food waste of any kind - including fruit and vegetable peelings
- plastic bags of any kind
- pre-treated wood
- concrete and bricks
- metal and glass

Where can I buy compostable garden waste sacks?

Garden waste sacks are £11 for a roll of 10. They can be purchased on-line through Veolia's garden waste portal or from the outlets listed below:

All library branches

Leigh-on-Sea

Daves Hardware, 120 Eastwood Old Road
D and C News, 179 Elmsleigh Drive
Home and Car, 105 Broadway West, Leigh-on-Sea
Pails and Tails, 163 Rayleigh Road, Eastwood
Biggy's, 121 Broadway
Boni-Vee, 111-113 Leigh Road
Newsbox, 1092 London Road
Leigh-on-Sea Premier Supermarket, 282 East Wood Road North
Leigh-on-Sea Town Council, 71-73 Elm Road
Nisa Local, 546 Rayleigh Road
Nisa Local, 133 Eastwood Road North,

Shoeburyness and Thorpe Bay

Longstaffs, 59 West Road, Shoeburyness
Nisa Extra (Honeycomb Supermarket), The Broadway, Thorpe Bay
Station News Ltd, 58 High Street

Southend-on-Sea

Hari Food and Wine, 174a London Road
Toby's Food and Wine, 15 Cluny Square
Bournes Green Post Office, 33 Shoebury Road, Shoeburyness
Harveys, 175 South Avenue
Herbies (opp park), Lifstan Way
Spar, 151 Woodgrange Drive
Just the Job, 314 London Road
Premier, 181 Hamstel Road
RHIYA Ltd, 749 Southchurch Road

Westcliff-on-Sea

B.Kam, 15 Station Road
Chalkwell Pet Foods, 493 London Road
Kaydons, 128 Hobblythick Lane
Kynastons, 454 London Road

Bulky waste collection

Bulky waste collections can be arranged for large items users want disposed of like tables, large electrical appliances, large pieces of furniture by booking online using Veolia's bulky waste collection portal [here](<https://tinyurl.com/yt9fu4ax>) or you can also call Veolia on 0203 567 6955 (charged at local rate) who will take your payment and confirm your booking over the phone. Items which can be collected as bulky waste include: armchair, bed base (single or double), sofa, mattress (single or double), chest of drawers, wardrobe, carpet roll, dressing table, underlay, bath, dining chair, dvd or video player, dining room table, television, table, fridge/freezer, chair, microwave oven, coffee table, cooker, headboard, dishwasher, desk, washing machine or tumble dryer

Bulky waste collection prices

A maximum of 5 items can be booked at any one time. Please contact us if you have more than 5 items to be collected.

Individual items and prices

- 1st individual bulky item - £9.90
- 2nd individual bulky item - £6.65
- 3rd individual bulky item - £6.65
- 4th individual bulky item - £6.65
- 5th individual bulky item - £6.65

Combined items and prices

- Three piece suite - £19.90
- Dining table and 4 chairs - £22.10
- Dining table and 6 chairs - £22.10

You will be given your collection day during the booking process. Please make sure that items are accessible and placed on the inside edge of your property. Please put items out by 7am on the collection day.

Register a birth

Do you have a new baby born at Southend Hospital or at home in the Southend area?

You can book a self-service appointment online to register the birth of a child born in Southend [here](<https://tinyurl.com/27m7wzms>)

When attending your registration appointment please remember:

- bring in letter from hospital or Babies Red Book and form of I.D for each parent
- you do not have to bring your baby(s) but if necessary please make sure children are supervised
- car park is situated in Carnarvon Road SS2 6EN
- masks / face coverings are optional when attending your appointment
- we have sanitizing equipment on site
- payments for certificates is payable by card only

By law you must register the birth of your child within 6 weeks (42 days). If you buy a full birth certificate you can use this to:

- apply for a passport
- open a bank account
- enrol at school

How to register

You must register a birth in person at the Register Office. You should make an appointment at the Register Office of the district where the baby was born. If your child was born in a hospital, please bring with you the letter from the hospital titled Registering the Birth of your Baby. You will also need to bring with you 1 form of identification for each of the parents such as a passport/driving licence/medical card.

- if the parents are married, only one parent needs to be there to register the birth
- if the parents are unmarried, both will need to attend
- if only the mother attends, the birth can still be registered but the fathers details won't be recorded

At the appointment a Registration Officer will interview you in private, asking for the:

- date and place of birth of the baby
- babys name, surname and sex
- babys parents names, surnames and places of birth
- babys parents occupations
- babys mothers maiden name
- babys parents address

Full certificates from the Registration Officer at the time of registration are £11 (a full certificate shows all the details recorded in the register). Please see the fees section for current charges.

If the parents of the child were not married to each other at the time of the birth, but they later marry each other, the birth should be re-registered.

Booking a naming ceremony

To book a naming ceremony please use our online form [here](<https://tinyurl.com/ypvcxv3r>). You can hold the ceremony in an approved venue or at your own home. The Register Office will be able to advise you on which premises can be used.

Register a death

You can register a death [here](<https://www.southend.gov.uk/deaths/>)

Southend Registrars on 01702 215009 once the surgery has confirmed that the Medical Certificate of Cause of Death has been completed and scanned to the Register office. Registration cannot take place until this has been received.

The green certificate for burial or cremation will be transmitted electronically to the Funeral Director.

The registration needs to be done within five days and it is helpful if you can nominate a funeral director before the appointment.

Register a stillbirth

If you have suffered a stillbirth you should register the stillbirth of your child within three months via Telephone: 01702 215009 or [email](RegisterOffice@southend.gov.uk)

So we can see you as soon as possible, we ask that you make an appointment to register the stillbirth. This can be done by the mother.

- the father can only register the stillbirth if he was married to the mother at the time of the stillbirth
- if the parents are not married, the father should attend the registration if he wants his name to be on the Register

You need to bring with you a form from the medical practitioner or midwife who was present at the stillbirth. This form is called a Medical Certificate of Stillbirth.

You will need to also give the following information:

- date and place of stillbirth
- forename and surname of the baby (you do not have to give the baby a forename)
- the parents forenames and surnames
- the place of birth of each parent
- the occupation of each parent
- usual address of each parent
- date of birth of each parent
- date of marriage (if married)
- mothers maiden name (if applicable)

You will be given a Certificate of Registration at no charge.

You may buy a full certificate of stillbirth.

For any help or more information please contact the Register Office.

Registering a marriage or civil partnership

Click this [link](<https://tinyurl.com/ysnff3ol>) to learn more about booking an appointment and documents required to register a marriage/civil partnership.

Renewal of vows ceremonies

This ceremony is for couples who are already married or have entered into a Civil Partnership and who want to renew their vows.

You don't have to live in the area where you hold your ceremony.

The ceremony itself can take place in a number of different places in Southend-on-Sea:

- in the Victoria Room or Jubilee Room at the Civic Centre
- at any of our approved premises
- possibly in your own home

A Celebrant will be appointed to conduct your ceremony and can also help plan it.

The ceremony must not have any religious content. A renewal of vows has no legal effect and is not legally binding on those involved. You will also need to ask two people to witness the signing of the certificate of the event. A renewal of vows will usually last between 15 and 30 minutes, this will depend on the number of options and readings you choose. If you want to book a renewal of vows ceremony, please use our [\[here\]\(https://tinyurl.com/ynnn33qs\)](https://tinyurl.com/ynnn33qs).

Commitment ceremonies

We also offer Commitment Ceremonies for adult couples of any gender who want to celebrate their commitment to each other without undergoing a marriage or civil partnership. These ceremonies carry no legal status. The Jubilee Room and the Victoria Room are ideal venues in which to hold your ceremony. The Registrations team can provide full details about the cost and availability of these rooms. A Celebrant will be appointed to conduct your ceremony and can also help plan it.

The ceremony can be shared with family and friends, or it can be held in private without guests. If you want to book a ceremony, please use our online booking form [\[here\]\(https://tinyurl.com/ynnn33qs\)](https://tinyurl.com/ynnn33qs)

Wedding venues in Southend On Sea

Southend-on-Sea provides a fantastic choice of unique venues and locations for your special day. Available to you are historic and listed structures in beautiful locations. Follow this link for a list of [\[venues\]\(https://tinyurl.com/ykf4s9ab\)](https://tinyurl.com/ykf4s9ab).

Duplicate certificates

You can apply for duplicate certificates for:

- Births (not all birth records are held at our Register Office - please check carefully the records we hold by clicking our [birth certificate requests \[page\]\(https://tinyurl.com/yvjd4et\)](https://tinyurl.com/yvjd4et))
- marriages
- civil partnerships
- deaths

How to apply for a duplicate certificate

To apply and pay online for a duplicate certificate, please use our online form [\[here\]\(https://tinyurl.com/ylao2pql\)](https://tinyurl.com/ylao2pql) and have your debit/credit card available to make the payment. For Duplicate certificates not held at Southend Registration District please apply [\[here\]\(https://tinyurl.com/mrbojkd\)](https://tinyurl.com/mrbojkd)

Birth Certificate Fees and charges

Note : Southend Registration Service reserves the right to retain 50% of the certificate fee if you have supplied the incorrect information and applied to the wrong District or if you decide to cancel your order,

At time of registration and price	
At time of registration	Price
Standard Certificate	£11.00
Short Birth Certificate	£11.00
24 hours after registration and price	
24 hours after Registration	Price
Standard Certificate	£11.00
Short Birth Certificate	£11.00
Priority Certificates (next working day certificate if ordered by 3pm). If posted will be sent the following day – please choose from: recorded/signed for delivery - £3.80 or special delivery £8.75 (Note: alternatively collection from Registration Service, Ground Floor, Civic Centre is free of charge)	£35.00
Recorded/signed for delivery	£3.80
Special delivery	£8.75

Citizenship ceremonies

Since 2004, if you are over 18 years old and are applying for naturalisation or registration as a British Citizen, you have to take a citizenship oath and pledge at a citizenship ceremony. Our Registration Service offers group Citizenship Ceremonies, or individual ceremonies at a fee.

Once you have taken your citizenship oath and pledge, your nationality certificate will be given to you by the Mayor (or their Deputy) on behalf of the Home Secretary. This certificate can then be used to support passport applications and to prove that you are a British Citizen. You will receive a letter from the Home Office to confirm you can book your Citizenship Ceremony. Please call 01702 215009 to book your ceremony.

Price guide for individual citizenship ceremonies

Private citizenship ceremony fee

- The Victoria Room (Monday to Friday includes room hire) - £315.00
- The Jubilee Room (Monday to Friday includes room hire) - £520.00

Fees and charges for registration services

See our fees and charges [here](<https://tinyurl.com/ywz5ktt5>)

Human Contact Form

If a user wishes to speak to a human customer support staff because they're uncomfortable speaking to AI or if they're unhappy with your response. They can fill out a contact form [\[here\]\(https://api.eazibots.com/api/contact-form\)](https://api.eazibots.com/api/contact-form)