

DISABLED PERSONS' FACILITIES AND SERVICE

This leaflet aims to provide visitors to the London South Group with a guide to the facilities and services we are able to offer people who have disabilities.

Should you have any suggestions or ideas that will help us improve these then please do not hesitate to contact the Group's Customer Service Manager, whose details is as follows:-

James Tingey
2nd Floor
1 Francis Grove
London
SW19 4DT

Tel - 020 8276 8648
Fax - 020 8276 8699
E-mail – james.tingey@voa.gsi.gov.uk

If you have any comments on the information provided in the leaflet, then again, please do not hesitate to contact James Tingey.

Other leaflets available

Council Tax - How Your Property Is Valued
Council Tax - What Is A Dwelling?
Council Tax Charter
Business Rates Charter

BROMLEY VALUATION OFFICE

While there is no designated visitor parking for members of the public, every effort will be made to provide parking facilities to disabled visitors. Please call the office in advance of your visit to see if parking is available.

The office car park is situated in the basement of the building and there is lift access to all floors.

Bromley Valuation Office occupies the 4th and 5th floors of Unicorn House. The building is accessed via the building's reception on the ground floor. This has ramp access.

The Valuation Office reception, which is unmanned, is located on the 4th floor, left when coming out of the lift and is answered on request via a bell. If requested the security guard on the main reception will notify the VO of your arrival.

Male and female disabled toilet facilities are located on the ground floor, in the building's main reception.

WIMBLEDON VALUATION OFFICE

While there is no public parking in the building, if a disabled visitor requires a parking space every effort will be made to accommodate a disabled visitor.

Unfortunately, there are 10 steep steps up to the entrance of the building so please call ahead for assistance.

There is a building security guard at the entrance. A lift and staircase gives access to the upper floors. The Valuation Office reception area is situated on the 2nd floor and is unmanned. It is situated opposite the lift door. The security guard will have called the office and on exiting the lift, you will be led to the reception area.

There is a single disabled toilet in the building situated on the ground floor.

SERVICES WE CAN PROVIDE

1. Home visit –

If you are not able to visit the office, we can arrange to visit your home/business.

2. Our Charters –

These set out the standards we seek to achieve and are also available in audio and video formats

3. Larger font letters and leaflets –

If our current format is not suitable we can provide information in large font and braille formats

4. Minicom Telephone Service

5. Audio Tapes Available –

We can provide tapes of spoken word for some publications.

6. Language line –

If English is not your first language we can arrange for a translator to assist.

FOR FURTHER INFORMATION

Please visit The Valuation Office web site:

www.voa.gov.uk

Group Valuation Officer
Stephen Milner

Group Manager
David Nicholls

Group Customer Services Manager
James Tingey

Bromley Valuation Office

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28 Elmfield Road
Bromley
Kent
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Fax: 020 8315 8698/8699

Wimbledon Valuation Office

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1 Francis Grove
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www.voa.gov.uk

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LOCATIONS



**A GUIDE TO
DISABLED
FACILITIES &
SERVICES IN THE
LONDON
SOUTH
GROUP**