

HOW TO PAY

Please allow enough time for your payment to reach us by the due date. We suggest you allow at least three working days for this. **IMPORTANT** - Your right to pay council tax by monthly instalments may be withdrawn if any instalment is not received by the date on which it is due. The full amount due and outstanding can then be recovered as if you were not paying by instalments. In these circumstances you would not be able to start paying by instalments again, until the next financial year. Provided your instalments are kept up-to-date your arrangement remains in force for subsequent years.



DIRECT BY DIRECT DEBIT

You can set up a Direct Debit online at www.easthants.gov.uk/directdebit or telephone the Customer Services Team on 01730 234400. You will never need to worry about missing payments, writing a cheque or queuing at a bank. Your payment will be debited from your bank account each month. Dates available: 1st, 7th, 15th, 24th or 28th.

THE DIRECT DEBIT GUARANTEE

In future, if there is a change to the date, amount or frequency of your direct debit, we will always give you 10 working days notice in advance of your account being debited. In the event of any error, you are entitled to an immediate refund from your bank or building society. You have the right to cancel at any time and this guarantee is offered by all the banks and building societies that take part in the direct debit scheme.

12 MONTHLY INSTALMENTS

If you wish to pay your council tax by 12 monthly instalments, phone our customer services team on 01730 234400. To benefit from this you must make contact with this office by 15 April 2019.



CHANGE OF ADDRESS

If you're moving, or if your name and address are incomplete or incorrect, or you are claiming a discount, disregard, exemption that you are no longer entitled to, please call to let us know, or write or email to the address overleaf.

LONG-TERM EMPTY PREMIUM

From 1 April 2013, properties that have been unoccupied and substantially unfurnished for a period of two or more years will be charged an additional fee. You must tell the council of any change of circumstances which affects this additional premium, if you fail to do so within 21 days you may be required to pay a financial penalty.

ANNEXES

From 1 April 2014, a 50% discount can be awarded if an annexe is being used in conjunction with the main house or used by a relative. To request a form, email revenues@easthants.gov.uk or call 01730 234400. Some annexes are already exempt; these will not be affected by this new relief and will continue to be exempt.



FINANCIAL INFORMATION

Information about where your council tax goes and what it is spent on is available at - www.easthants.gov.uk/inserts

For adult social care authorities (like Hampshire County Council) council tax bills show two percentage changes: one for the part of the overall charge that will be used for adult social care, and one for the part that will be used for general expenditure. A hard copy is available on request free of charge by writing to the council or by contacting 01730 234400.



BY TELEPHONE/ONLINE BANKING

Use online banking or telephone to make payment. Provide your bank or building society with the following information:- Payment Amount, Sort Code 57-33-42, Account Number 00000000, your Reference Number as shown overleaf (10 numbers starting 71).



ONLINE

You can pay by debit card online. Visit www.easthants.gov.uk/pay and follow the guidance, quoting your reference number as shown overleaf (10 numbers starting 71).



BY DIAL AND PAY

Use the telephone to make a debit card payment direct to the council. The facility is normally available 24 hours a day, 7 days a week. Call 0845 023 2576 and follow the guidance, quoting your Reference Number as shown overleaf (10 numbers starting 71).



AT YOUR BANK

Complete a bank payment slip with the following information:- Payment Amount, Sort Code 57-33-42, Account Number 00000000, your Reference Number as shown overleaf (10 numbers starting 71). The Bank may make a charge.



EMAIL BILLS AND REVENUES AND BENEFITS ONLINE

You can now receive your bill via email and view your account online.

Email revenues@easthants.gov.uk - all we need is a note of your email address and your reference number from overleaf.

CITIZENS ADVICE BUREAU

If you are having trouble paying your council tax or other bills, you might want to talk to the Citizens Advice Bureau. Telephoning from a mobile - 0300 3300 650
Telephoning from a landline - 03444 111 306



COUNCIL TAX SUPPORT SCHEME (CTS)

If you have successfully applied for CTS, the amount of the reduction should be shown overleaf. If it is not shown and we have said you will qualify, we will send you an amended bill as soon as possible. Your CTS will show as a reduction on the bill. If you are getting CTS, you must remember to tell the council straight away of any change to your income, savings, the number of people in your household or other changes that might affect your entitlement. If you do not tell us within 21 days, you could be prosecuted. If your circumstances change and you are paid too much CTS, you will be required to repay it.

If you have a low income and want to apply for CTS you can complete an application online at <https://vmpforms.easthants.gov.uk> or contact us for a form. If you pay rent for where you live and are qualifying age for State Pension Credit (SPC), you can claim for help with this at the same time. If you are working age you may be able to claim Universal Credit from the Department for Works and Pensions which includes help with housing costs. Do not delay making an application as you might lose money.

If you have any questions about your CTS please email the Benefits Section at benefits@easthants.gov.uk or telephone our Customer Services Team on 01730 234175. There is also more information available at www.easthants.gov.uk/counciltaxsupport



COUNCIL'S USE OF PERSONAL DATA

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for the prevention and detection of fraud. It may also be shared with other departments and other bodies responsible for auditing or administering public funds for these purposes, and for participation in the National Fraud initiative. We may also share your data with debt collectors should it become necessary. It will not be used for marketing purposes. For more information on how we handle your data/information go to <https://www.easthants.gov.uk/privacy-policy>