

## 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.



### BY DIRECT DEBIT

You can set up a Direct Debit online at [www.easthants.gov.uk/directdebit](http://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. Choose from 1st, 7th, 15th, 24th or 28th of the month.



### 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 11).



### ONLINE

You can pay by debit card online.

Visit [www.easthants.gov.uk/pay](http://www.easthants.gov.uk/pay) and follow the guidance, quoting your reference number as shown overleaf (10 numbers starting 11)



### 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 11)



### 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 11). The bank may make a charge.



### PAY IN 12 MONTHLY INSTALMENTS

If you wish to pay your business rates by 12 monthly instalments, please contact our Customer Services Team on 01730 234400 by 15 April 2019.



### If you already pay by Direct Debit -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.



### 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](mailto:revenues@easthants.gov.uk) - all we need is a note of your email address and your reference number from overleaf.



### IS YOUR BUSINESS ENTITLED TO ANY FORM OF BUSINESS RATE RELIEF?

Full details available at [www.easthants.gov.uk/business-rates](http://www.easthants.gov.uk/business-rates)

## Business information and advice

The council offers a range of advice and information of benefit to local businesses and investors.

These services include:

1. Business regulation and sector support
2. Small Business Rate Relief for occupiers of business premises with a rateable value of less than £15,000 (providing criteria are met)
3. Local business partnership (Business East Hants) – free to join [www.businesseasthants.org](http://www.businesseasthants.org)

For more information and advice, contact:

The Economic Development Office.

Tel: 01730 234164. Email: [business@easthants.gov.uk](mailto:business@easthants.gov.uk)



### 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>



### VALUATION OFFICE AGENCY

The Rateable Value for all non domestic properties in the district can be found at the Valuation Office website - [www.gov.uk/voa](http://www.gov.uk/voa). If you have any queries concerning your rateable value or other valuation matters please contact the Valuation Office Agency, 2nd Floor, Temple Quay House, The Square, Temple Quay, Bristol, BS1 6PN. Tel 03000 501 501. [www.gov.uk/voa/contact](http://www.gov.uk/voa/contact)



### BUSINESS VISITS

A routine inspection for certain units may be required in order to monitor empty rate relief. However, where circumstances allow, and if relevant, you may request a personal visit to your premises by the NDR Officer.

### CHANGE OF ADDRESS OR DETAILS

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



### EXPLANATORY NOTES / FINANCIAL INFORMATION

Explanatory notes and information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available at - [www.easthants.gov.uk/inserts](http://www.easthants.gov.uk/inserts). A hard copy is available on request free of charge by writing to the council or by contacting 01730 234400.

## CONTACT US



### CUSTOMER SERVICE

Please call us on 01730 234400 if you have any queries about this bill.