



## Non Domestic Rates 'Special Offer' for 2011/2012

- Due to the current economic climate, Spelthorne Borough Council are offering, for 2011/12 the chance to spread your bill.
- Should you wish to take up this offer please complete the instruction below choosing one of your preferred payment dates, **1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> or 25<sup>th</sup>** of the month and ***return it to the Revenues Office, Spelthorne Borough Council, PO Box 291, Staines, Middlesex TW18 1UY immediately***

### \* DIRECT DEBIT SPECIAL OFFER FOR 2011/12\*

Spelthorne Borough Council <b>Instruction to your Bank or Building Society to pay by Direct Debit</b>									
Please fill in the whole form including Spelthorne Borough Council box using a ball point pen and send it to: <b>Revenues Office, Spelthorne Borough Council, PO Box 291, Staines TW18 1UY</b>									
Name and full postal address of your Bank or Building Society branch				<b>Service User Number</b>					
<b>To: The Manager</b>		Bank/Building Society		<b>9</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>4</b>
<b>Address</b>				<b>FOR SPELTHORNE BOROUGH COUNCIL OFFICIAL USE ONLY</b> This is not part of the Instruction to your Bank or Building Society <b>PAYMENT DATE - please tick</b>					
<b>Postcode:</b>				<input type="checkbox"/> 1 <sup>st</sup> OF MONTH <input type="checkbox"/> 15 <sup>th</sup> OF MONTH <input type="checkbox"/> 8 <sup>th</sup> OF MONTH <input type="checkbox"/> 25 <sup>th</sup> OF MONTH					
<b>Name (s) of account holder (s)</b>				Where no preference is indicated, payments will be taken on the 1st of the month  <input type="checkbox"/> Tick if interested in E-Billing e-mail address .....					
<b>Bank or Building Society account number</b>				<b>Instruction to your Bank or Building Society</b> Please pay Spelthorne Borough Council Direct Debits from the account detailed on this Instruction subject to the safeguards assured by The Direct Debit Guarantee.					
<b>Branch sort code</b>				I understand that the Instruction may remain with Spelthorne Borough Council and, if so, details will be passed electronically to my Bank/Building Society.					
<b>Business Rates Account Reference</b>				<b>Signature (s)</b>					
				<b>Date</b>					

**Banks and building societies may not accept Direct Debit Instructions for some types of account**

<b>The Direct Debit Guarantee</b>							
<ul style="list-style-type: none"> <li>▪ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits</li> <li>▪ If there are any changes to the amount, date of frequency of your Direct Debit Spelthorne Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Spelthorne Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request</li> <li>▪ If an error is made in the payment of your Direct Debit, by Spelthorne Borough Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society             <ul style="list-style-type: none"> <li>○ If you receive a refund you are not entitled to, you must pay it back when Spelthorne Borough Council asks you to</li> </ul> </li> <li>▪ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.</li> </ul>							

# What happens if I don't pay?

## Reminders: Why are reminders sent?

**It is important that Business Rates is collected for Central Government.**

If we have not received a payment, a reminder will automatically be sent out for an instalment which is more than two weeks overdue.

Please remember that if you pay the instalment at the bank, Post Office or send it by post it will take a few days to reach us. Until we receive that payment the instalment remains unpaid and a reminder may be sent to you.

## Why have I received a final notice?

A final notice has been issued to you because either:

**a) A reminder has been sent to you and you have not paid in accordance with this notice.**

Or

**b) Two reminders have been sent to you during the year and a further instalment is more than seven days late. (By law we can only send you two reminders each year.)**

Most authorities do not send final notices but instead issue a summons to go to court.

At Spelthorne final notices are issued to give our customers one further opportunity to pay before court action and costs are imposed.

## Why is the final notice for the full balance?

**Once a final notice is issued, by law you have lost your right to pay by instalments and the outstanding amount for the year becomes due within a further seven days.**

**It is important that you contact us immediately if you are experiencing difficulty in paying.**

## Summons

If you receive a summons it is because we have not received payments in accordance with reminders and final notices that have been sent to you.

A summons is a legal notice requiring you to appear at Staines Magistrates' Court if you dispute liability.

**Below is a list of valid disputes:**

1. No entry in Valuation List for period of liability.
2. The business rates have not been demanded in accordance with the statutory regulations.
3. The amount demanded has been paid.
4. More than six years have elapsed since the day on which the sum became due.