



## The instalment scheme

You may pay your Council Tax or Non-Domestic Rates in 10 monthly instalments. In half-yearly instalments, or as a one-off payment each year.

**Monthly instalments** are due on the **first day** of the month, starting in **April** and ending in **January**.

**Half-yearly instalments** are due on **1 April** and **1 September**.

**One-off payments** are due on **1 April**.

## Direct debit

This is how we would prefer you to pay your Council Tax. It is the easiest and most efficient way to pay your bill. It helps keep the cost of us collecting Council Tax down, so helping to keep the level of Council Tax down. If you haven't paid your Council Tax or Non-Domestic Rates by this method before, simply fill in the bank instruction attached to this leaflet and send it to us.

For your convenience, if you pay by direct debit you can either pay on the first, eighth or fifteenth of the month.



### The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Worthing Borough Council will notify you fourteen working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Worthing Borough Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.
- Please also send a copy of your letter to us.

## Payment at the Town Hall

The Cash Office at the Town Hall is open at the following times.

Monday to Friday 8.30am to 2pm

There is also a payment kiosk at the Town Hall. This is available at the following times.

Monday to Friday 8.30am to 5.30pm

Please do not post cash through the Town Hall letterbox.

## Payment by cheque

You should make cheques payable to 'Worthing Borough Council'. We won't give receipts for cheques you send by post unless you send us the whole bill.

**You can pay by credit or debit card** – 24 hours a day, seven days a week.



## Payment over the phone

You may pay by phoning the automated payment line on 0300 123 6002. Calls to this line cost the same as a normal call. Please be ready to give your card number, the expiry date and Council Tax or Non-Domestic Rates reference number, as shown on your bill.

## Paying over the internet

Or you may pay over the internet. Visit our website at [www.worthing.gov.uk](http://www.worthing.gov.uk) then click on On-line Payments.

The service is easy to use and secure.

## Payment by post

Remove one of the payment slips from the right-hand side of the bill. Make sure that the slip shows the exact amount you are paying, attach the slip securely to the remittance and send it to the Town Hall. If you pay once a year or in half-yearly instalments you should use the payment slip, or change a slip if necessary. If you want a receipt, send the whole bill plus your payment.

You should send your cheques, made payable to Worthing Borough Council, to:

Worthing Borough Council  
Customer Services  
PO Box 5000  
Worthing  
BN11 1JN.

Please do not send cash in the post.

## Paying at a local post office

You may pay at any post office using 'Trans Cash'. You will need to quote our Giro account number, which is 315 6311. There will be a small charge for this service and it can take 5 to 7 working days for the money to reach us.

## Girobank credit transfer

You can get a girobank credit transfer form from any post office. Fill the form in and send it to:

Girobank  
Bootle  
Merseyside  
GIR OAA.

On the form you need to give our giro account number - 315 6311 - along with the amount you are paying and your council tax reference number

## Standing order

You can get an instruction form from Customer Services at the Town Hall. Sign it and send it to your bank.

Our details are: Worthing Borough Council  
Co-operative Bank 08-90-25  
Account number 61089879

## Please note

If you want to make payments for several different accounts, you must make sure that each payment and each account is clearly and separately identified. Please pay in good time, allowing for postal delays and at least ten days for any credit transfers to reach our bank.

## Council Tax Benefit

If you are on a low income you may qualify for Council Tax Benefit. You can get application forms from Customer Services, PO Box 5000, Worthing, BN11 1JN.

If you are having difficulties paying your Council Tax, you should contact Customer Services. Staff will be happy to discuss the situation with you.

## Enquiries

If you have any questions, either visit Customer Services at Worthing Town Hall or write to:

Worthing Borough Council  
Customer Services  
PO Box 5000  
Worthing  
BN11 1JN.

Phone: **01903 221061**

Fax: 01903 216551

Minicom: 01903 204500

E-mail: [revsbens@worthing.gov.uk](mailto:revsbens@worthing.gov.uk)

Please return to:

Worthing Borough Council

Customer Services

PO Box 5000

Worthing

BN11 1JN