

## 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 **IMPORTANT** - Your right to pay council tax by monthly instalments may be withdrawn if any instalment is not received by the date on which it is due.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.



### BY DIRECT DEBIT

You can set up a Direct Debit online at [www.easthants.gov.uk/directdebit](http://www.easthants.gov.uk/directdebit). 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, please email [revenues@easthants.gov.uk](mailto:revenues@easthants.gov.uk). To benefit from this you must make contact with this office by 15 April 2024.



### 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](mailto:revenues@easthants.gov.uk). 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](http://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 emailing [revenues@easthants.gov.uk](mailto:revenues@easthants.gov.uk).

### CITIZENS ADVICE

If you are having trouble paying your council tax or other bills, you might want to talk to the Citizens Advice Debt Helpline on 0800 240 4420 or visit: [www.citizensadvice.org.uk/east-hampshire](http://www.citizensadvice.org.uk/east-hampshire)



### 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](http://www.easthants.gov.uk/pay) and follow the guidance, quoting your reference number as shown overleaf (10 numbers starting 71).



Scan this QR code with your phone to go to the payment page on our website.



### 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 0300 303 0590 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.



### REVENUES AND BENEFITS ONLINE AND BILLS BY EMAIL

You can now receive your bill via email and view your account online. Visit [www.easthants.gov.uk/council-tax](http://www.easthants.gov.uk/council-tax)



### 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 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 pay it back.

If you have a low income and want to apply for CTS you can complete an application online at <https://www.easthants.gov.uk/council-tax-support>.

If you pay rent for where you live and you have reached state pension age or you live in temporary, sheltered or supported housing you can claim help with this at the same time. If you are working age you may be able to claim Universal Credit from the Department for Work and Pensions for help with your housing costs online at Universal Credit: How to claim - GOV.UK ([www.gov.uk](http://www.gov.uk)). Do not delay making an application as you might lose money. For more information visit: <https://www.easthants.gov.uk/benefits>



### DATA PROTECTION AND FAIR PROCESSING STATEMENT

We will use your information to provide the service requested. We may share your personal data between our services, with parish or town councils, and with partner organisations, such as government bodies/agencies and the Police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud.

To find out more, go to [www.easthants.gov.uk/privacy-policy](http://www.easthants.gov.uk/privacy-policy). Get free internet access at libraries and community hubs.