

## 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). 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).

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 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 email [revenues@easthants.gov.uk](mailto:revenues@easthants.gov.uk) by 15 April 2024.



### 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.



### 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/business-rates](http://www.easthants.gov.uk/business-rates)

## Business information and advice

We offer a wide range of support for businesses based in East Hampshire or looking to move to the district.

### Find out more

Visit: [easthants.gov.uk/business](http://easthants.gov.uk/business)  
or [businessseasthants.org](http://businessseasthants.org)

Email the Economy team:  
[business@easthants.gov.uk](mailto:business@easthants.gov.uk)

Sign up for our regular business email bulletins:  
[easthants.gov.uk/business-bulletins](http://easthants.gov.uk/business-bulletins)



## 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.



## VALUATION OFFICE AGENCY

Business rates are based on your property's rateable value, The Valuation Office Agency (VOA) maintains the Non-Domestic Rating List. This includes setting the rateable values of business properties. To understand why your property has a certain rateable value, please go to GOV.UK and search: How business rates are calculated.



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



## 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)