

Q. I just keep forgetting to pay?

If you have a bank or building society account why not choose to pay by direct debit.

All you need to do is bring your account up to date and either:



Write to us at the address shown on the back page



Ring (01684) 295010

and ask for a direct debit instruction.

Once you have completed this, we will set it up with your bank or building society and payments will be taken monthly from your account.

Of course, you will be notified of the amounts and you are able to cancel it at any point.

When you receive your direct debit instruction everything is fully explained, but should you have any further questions, please ring: (01684) 295010

The Reminder Notice is an important document. If you are unable to pay or have a query you **MUST** contact the Councils Revenue Services Section without delay.

**Revenue Services
Tewkesbury Borough Council
Resources Directorate
Gloucester Road
Tewkesbury
Glos. GL20 5TT**

**Telephone: (01684) 295010
Fax: (01684) 272157**

email: revenues@tewkesbury.gov.uk

Or visit one of our advisors between:

8.30 am. to 5.00 pm. Monday to Thursday

and

8.30 am. to 4.00 pm. on Friday.

NO APPOINTMENT NECESSARY

Published by
Tewkesbury Borough Council
Revenue Services



COUNCIL TAX

REMINDER NOTICE

Your Questions

Answered

Enclosed with this leaflet is your Council Tax Reminder Notice.

Below we have answered some of your questions.

Q. Why has this reminder notice been sent to me?

The Councils records show that you were sent a bill which required you to pay instalments of your council tax on regular monthly dates.

As you have not paid as required by the bill the reminder notice has been issued.

Q. What if I have already paid the requested amount in full?

Payments made at a Bank or Post Office may take several days to reach us. If in doubt contact us and we will check to see if your payment has been received.

Q. What will happen now?

If you pay the outstanding amount in full within seven days no further action will be taken.

If you do not pay the full amount requested a summons will be issued against you for the **total** balance of your account.

Q. How can I prevent further reminder notices being sent to me?

➤ Always ensure that the amount requested on your bill is paid by **1st of each month** or pay by direct debit;

➤ Pay the amount due on the reminder to bring your account up to date.

Q. What if I disagree with the amount outstanding?

You should contact us immediately and we will go through your account in detail with you. If the matter cannot be resolved on the telephone details will be confirmed in writing.

Q. I am unable to pay immediately, what should I do?

You should contact us immediately to discuss your position. It may be possible to make a special payment agreement.

If an agreement is made the Council will still issue a summons and obtain a liability order from the Magistrates Court to protect its interests. Provided you make the payments as agreed the powers given by the liability order will not be used by the Council.

The issue of a summons will incur Court costs of £45.00.

Q. I am on a low income is any help available to me?

If you have not already claimed council tax benefit you may wish to do so now, but the benefit will not be backdated.

Telephone us now for an application form.