

WHERE AND HOW TO PAY

- DIRECT DEBIT** Please complete the Direct Debit form in the enclosed leaflet.
If you require further details please ring 01200 425111.
- ONLINE** You can pay using a debit or credit card at www.ribblevalley.gov.uk. You can also pay online through your bank. The Council's bank details for receiving payment are HSBC Bank, Account Name RVBC, Sort Code 40-17-35 and Account Number 61051431. Please ensure that you quote your Council Tax Account Reference number, found on the front of this bill, when paying online.
- IN PERSON AT** The Council Offices, Church Walk, Clitheroe Monday to Friday 9.00am - 4.55pm.
If you would like to pay in person but are unable to pay at the Council Offices, please contact 01200 425111.
Please note the offices will be closed to the public on all Bank Holidays and during the Christmas period.
- BY POST TO** Director of Resources, RVBC, Council Offices, Church Walk, Clitheroe. BB7 2RA.
- BY CHEQUE** Cheques should be made payable to RIBBLE VALLEY BOROUGH COUNCIL.
Please quote your account reference and address on the back of your cheque and post to the address above. No receipt will be issued unless a stamped addressed envelope is enclosed with your cheque. Please do not send this council tax bill with your cheque. Post-dated cheques will not be accepted.
- BY TELEPHONE** You can call Customer Services on 01200 425111 during office hours.

YOUR RESPONSIBILITIES

You must pay your Council Tax on time and in accordance with the instalments shown on your bill. If you do not, we will send you a reminder. If we send you more than two reminders during the financial year, you will lose the right to pay by instalments, and we will ask you to pay the total amount you still owe for the year within 7 days. If we issue a summons you will have to pay court costs. If you would like to discuss your instalment plan, please ring Customer Services on 01200 425111.

COUNCIL TAX SUPPORT

Please read the enclosed leaflet or visit www.ribblevalley.gov.uk/council-tax. If you think you may be eligible for council tax support please contact the Benefits Team on 01200 425111. Council tax support is calculated from when you apply so don't delay.

CHANGE IN CIRCUMSTANCES

You **must** notify us of relevant changes in circumstances within **21 days** otherwise you may be charged a penalty. We need to know about:

- Changes of name
- Changes of address
- Changes in the number of people living in your home
- Changes in entitlement to discounts, exemptions or disabled band reduction
- Changes that may affect your entitlement to Council Tax Support

FURTHER INFORMATION

For details on the following please refer to the leaflet enclosed, or visit www.ribblevalley.gov.uk/council-tax

- Council Tax Valuation Bands
- Exempt Dwellings
- Discounts
- People with Disabilities
- Council Tax Support
- Appeals