



# factsheet

Prosperity Matters

## **CUSTOMER SERVICE STANDARDS**

## **COLLECTION OF COUNCIL TAX & BUSINESS RATES**

Web: [www.charnwood.gov.uk/democracy/taxandfinance.html](http://www.charnwood.gov.uk/democracy/taxandfinance.html)  
[www.charnwoodbusiness.com/businessrates.html](http://www.charnwoodbusiness.com/businessrates.html)

Tel: Always use the number shown on your bill or letter from us where possible or 01509 634832.

Email: [council.tax@charnwood.gov.uk](mailto:council.tax@charnwood.gov.uk)

The revenues service is responsible for the billing and collection of council taxes and non-domestic rates.

We aim to make it as easy as possible for you to make your payments to us and provide a variety of options to do this:

Direct debit – We can now set up a direct debit for Council Tax payment over the telephone. For more details please call using the number shown on your bill. Alternatively, e.mail or call for a direct debit form to be issued to you, or download a form from the Council's website.



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Debit or Credit card – Either using our 24 hour automated telephone payment service (**01509 634555**) or via our internet site at [www.charnwood.gov.uk](http://www.charnwood.gov.uk) and click on ‘Pay For It’. Please have your account number and debit/credit card details ready.

Cash, cheque or debit card – Use the barcoded bill issued to you to make payment at any Post Office or shop displaying the ‘PayPoint’ sign.

Cheque – by post to the council offices

If you have difficulty making payments, please let us know immediately and we will try to help you.

In addition to the standards in the customer charter you can also expect us to deliver the following:

<b>When you:</b>	<b>We will:</b>	<b>Within (Timescale):</b>
Inform us of a change in liability relating to Council Tax or NNDR.	Process the change. (CS 1)	Within 15 working days of receipt of information.

If you wish to find out how the service is performing against its targets this information is available on the website at

[www.charnwood.gov.uk/CSS33](http://www.charnwood.gov.uk/CSS33)



**CUSTOMER SERVICE STANDARDS – COLLECTION OF COUNCIL TAX AND BUSINESS RATES**

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

