

Post Office and PayPoint outlets within Charnwood Borough

ANSTEY

Post Office - 11 Bradgate Road
PayPoint - Co-Op,
17-25 Cropston Road

BARROW ON SOAR

Post Office - 20 High Street
PayPoint - Somerfield,
19 High Street

BEEBY

Post Office - 34 Barkby Road

BIRSTALL

Post Office - 3 Hannah Parade,
Stonehill Avenue
Post Office - 3a Kingsgate Avenue
PayPoint - Malthurst Fuels,
400 Loughborough Road
PayPoint - Somerfield,
19 Wanlip Lane

EAST GOSCOTE

Post Office - 6 Merchants Common

HATHERN

Post Office - 12 Cross Street

LOUGHBOROUGH

Post Office - Bedford Square,
50 Wards End
Post Office - 10 High Street
Post Office - 259 Forest Road
Post Office - 206 Park Rd,
Shelthorpe
Post Office - Unit 3, Gorse Covert
Shopping Centre
Post Office - 19 Sharpley Road
PayPoint - Radhas News,
2 Russell Street

LOUGHBOROUGH (cont.)

PayPoint - H.K.S. Motors Ltd,
164 Leicester Road
PayPoint - One Stop Comm
Stores, Ling Road
PayPoint - G.T. News, 20
Charnwood Precinct
PayPoint - Spar,
149 Old Ashby Road
PayPoint - Somerfield,
8 Market Street
PayPoint - Dishley Stores,
8 Cordell Road
PayPoint - Premier Convenience
Store, 1 Brookside Road
PayPoint - Cost Cutter,
39 Wordsworth Road
PayPoint - Mercury News,
12 Baxter Gate

MOUNTSORREL

Post Office - 77 Leicester Road
PayPoint - Bargain Booze Plus,
49 Rothley Road
PayPoint - Co-Op, 111 Rothley Road

QUENIBOROUGH

Post Office - Crossroad Stores,
62 Queniborough Road

QUORN

Post Office - 14 Station Road
PayPoint - Bradley & Son,
20 Station Road

REARSBY

Post Office - Rearsby Village Hall,
1783 Melton Road

ROTHLEY

Post Office - 9 Woodgate
PayPoint - Mercury News,
1 Woodgate

SHEPSHED

Post Office - 147 Charnwood Road
Post Office - 7 Market Place
PayPoint - Malthurst, Leicester Road
PayPoint - Dilips General Stores,
4 Market Place
PayPoint - Co-Op, Hall Croft
PayPoint - Mercury News,
5 Field Street

SILEBY

Post Office - 95 Swan Street
PayPoint - Busy Bees
Supermarket, 76-78
Heathcote Drive

SYSTON

Post Office - 14 High Street
PayPoint - Co-Op, High Street
PayPoint - Bargain Booze,
1110 Melton Road
PayPoint - Somerfield,
1197 Melton Road
PayPoint - Mercury News,
1244 Melton Road

THURMASTON

Post Office - Checklands,
26 Lonsdale Road
PayPoint - Parkers Motor Services,
714 Melton Rd

WOODHOUSE EAVES

Post Office - 45 Maplewell Road

WYMESWOLD

Post Office - 35 Far Street

You can also pay at any of the 13000 Post Offices and 19000 PayPoint outlets across the UK. For more details please go to www.allpay.net/outlets, where you can search by postcode for all outlets in a particular area.

You can pay wherever you see the following signs:



Pay at any Post Office by cash, cheque or debit card



Pay by cash at any shop displaying the 'PayPoint' sign

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

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (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 ਫੋਨ ਕਰੋ (01509) 634560

For more information about how or where you can pay, please call the Council on:

01509 634545



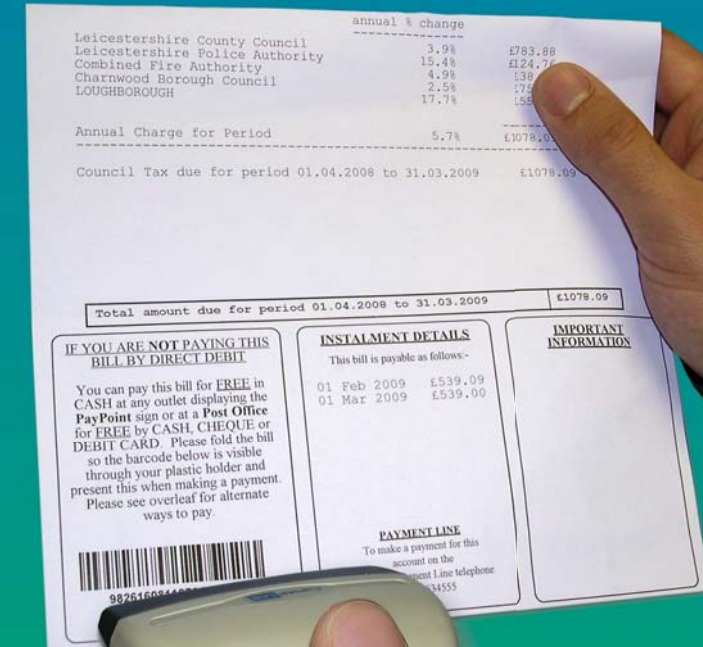
Charnwood Borough Council
Southfield Road
Loughborough
Leicestershire
LE11 2TN

Tel: 01509 634545

Email: information@charnwood.gov.uk

Web: www.charnwood.gov.uk

Ways to Pay



	annual % change	
Leicestershire County Council	3.9%	£783.89
Leicestershire Police Authority	15.4%	£124.76
Combined Fire Authority	4.9%	£38
Charnwood Borough Council	2.5%	£75
LOUGHBOROUGH	17.7%	£55
Annual Charge for Period	5.7%	£1078.00
Council Tax due for period 01.04.2008 to 31.03.2009		£1078.09

Total amount due for period 01.04.2008 to 31.03.2009 £1078.09

IF YOU ARE NOT PAYING THIS BILL BY DIRECT DEBIT

You can pay this bill for FREE in CASH at any outlet displaying the PayPoint sign or at a Post Office for FREE by CASH, CHEQUE or DEBIT CARD. Please fold the bill so the barcode below is visible through your plastic holder and present this when making a payment. Please see overleaf for alternate ways to pay.



INSTALMENT DETAILS

This bill is payable as follows:-

01 Feb 2009	£539.09
01 Mar 2009	£539.00

IMPORTANT INFORMATION

PAYMENT LINE

To make a payment for this account on the account line telephone 34555



MORE PLACES TO PAY

Council Bills (such as **Council Tax** and **Business Rates**) and Invoices (such as **Benefit Overpayments**, **Garden Waste Bins** and **other Invoices**) are now being printed with barcodes on, while many Charnwood Neighbourhood Housing tenants already have plastic payment cards for their **Home** or **Garage Rents**.

These enable them to be paid at any Post Office or any local shop displaying the 'PayPoint' sign in the window or at the till.

This means that there are now over 50 locations across the Borough where you can pay (as shown overleaf).

Cash payments can be made for free at all **PayPoint** outlets (some may also accept debit cards, but may charge you for this), while at **Post Offices** you can pay by **cash**, **cheque** or **debit card** for free.

As well as being open Monday to Friday many Post Offices are open on Saturday mornings and most of the PayPoint shops are also open in the evenings and at weekends, so you will be able to pay at a time and place that suits you.

You will need to ensure you know the amount you wish to pay, as the staff at these locations will not have access to this information or any of your account details.

Council Tax payment books and instalment slips will no longer be available – these have been replaced by the new barcoded bills, payable at Post Offices and PayPoints as noted above.

Please note that from 1st May 2009 cash payments will no longer be accepted at the Council offices, and the Cashier desk will be closed. Please do not send cash through the post as it is not secure.

If you are uncertain about how much you should be paying, or have any other questions about your new barcoded bill or invoice, please call the Council on 01509 634545 or e-mail us at information@charnwood.gov.uk. For Charnwood Neighbourhood Housing enquiries please call 0800 6335548 or e-mail housing.income@cnh.org.uk.

ABOUT THE NEW SYSTEM

- The barcoded bills and invoices utilise the allpay.net payments network, which is well established and used by over 40 Councils and 250 Housing associations and other organisations.
- Payments can be made at any of the 13,000 Post Offices and over 19,000 PayPoint outlets across the UK.
- Many outlets are open outside normal office hours and at weekends.

OTHER WAYS TO PAY

There are three other ways you can pay:

- **By Direct Debit** – Many Council bills and invoices can now be paid by Direct Debit. If you have a Bank or Building Society current account this is often the easiest way to pay. Some services may also offer payment by Standing Order as an alternative.

Please call 01509 634545 to confirm availability and organise a Direct Debit for your bill. (For Rent payments please call 0800 6335548).

- **By 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 and clicking on 'Pay For It'.

You can pay Council Tax, Business Rates, Rent, Council Mortgages, Sundry Debtor Invoices, Housing Benefit overpayments and Charnwood Neighbourhood Housing invoices via both methods, and can pay for Collection of Bulky Items and Garden Waste bin services via the internet alone.

- **By Cheque** – you will be able to take your barcoded bill, invoice or rent card and pay by cheque at any Post Office, making your cheque payable to 'Post Office Ltd'. Alternatively you can post a cheque payable to 'Charnwood Borough Council' direct to the Council Offices.

In both cases please ensure you write your reference number and what the payment is for (i.e. Council Tax, Rent, etc) on the reverse of the cheque.

YOUR QUESTIONS ANSWERED...

Q: How do I pay with my barcoded bill or rent card?

A: There are 3 simple steps to follow:

- 1) Take your bill, invoice or rent card to any Post Office or PayPoint outlet, along with your payment.
- 2) Hand it to the assistant for them to scan the barcode and then give them your payment, stating how much you want to pay. Please note that the assistant will not have access to any information about your account or how much you have to pay.
- 3) Once your payment has been processed they will give you your bill or card back, along with a receipt. Please keep your receipts in a safe place to help you keep track of your payments.



Q: Where can I pay?

A: You can pay with your barcoded bill, invoice or rent card at any Post Office or PayPoint outlet in the country. A list of the places to pay in the Borough is shown overleaf.

Q: Can barcoded bills and barcoded invoices be paid in the same way?

A: Barcoded invoices can be paid at any Post Office or PayPoint outlet just like barcoded bills. Some invoices may also offer payment by bank giro credit slip as well.

Q: Can I pay if I've forgotten to bring my barcoded bill or rent card?

A: Unfortunately not. All payments need the barcode to ensure your payment gets to your account and outlets will be unable to process your payment without it.

Q: What happens if I lose my bill or rent card or it gets damaged?

A: Simply contact us and we will arrange for a replacement to be sent.

Q: Will I still have a payments book?

A: Payment books and instalment slips will no longer be available for Council Tax bills – these have been replaced by the new barcoded bills.

Q: How will I know my balance?

A: If you ever have any queries about your balance or payments simply telephone the Council on 01509 634545 or e-mail us at information@charnwood.gov.uk. For Charnwood Neighbourhood Housing enquiries please call 0800 6335548 or e-mail housing.income@cnh.org.uk

Q: What are the advantages of barcoded bills over bank giros and payment books?

A: Banks and Post Offices often charge bill payers an administration fee for accepting payments made using a payment book or giro credit. When paying with barcoded bills there will be no charge for customers paying by Cash, Cheque or Debit Card at Post Offices and no charge for paying by Cash at PayPoint outlets. Barcoded bills also generally offer a wider choice of payment locations and opening times.

Q: How quickly will my payment reach my account?

A: Payments will usually take two working days to reach your account, so please make sure you pay in good time, before your Council Tax, Business Rates, Rent or invoice is due.

Q: Why are the Council changing the way we pay?

A: Payments at the Cashier desk have reduced significantly in recent years, corresponding with the public in general demanding greater choice and freedom to make payments at a time and in a place and way that suits them and their lifestyle. By introducing barcoded bills we aim to make it easier and more convenient for customers to pay, by offering them over 50 places locally across the Borough where they can pay.

Q: When will the Council stop accepting cash at the Council offices?

A: From 1st May 2009 the Council will no longer accept cash payments at the Council offices. The new system is being introduced now to give customers the opportunity to get used to paying this way before the Cashier desk finally closes.

If you have any other questions about paying your barcoded bill or invoice please call the Council on:

**01509
634545**