

Your Non Domestic Rates fact sheet

Duilleag fiosrachaidh nan Reataichean Gnothachais agaibh

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Ways to pay your Non Domestic Rates

Dòighean gus na Reataichean
Gnothachais agaibh aphàigheadh

1st April 2025 - 31st March 2026

Ways to pay your Non Domestic Rates

Dòighean gus na Reataichean Gnothachais agaibh a phàigheadh

Recovery and Enforcement

Payment dates and amounts due are shown on your Non Domestic Rates bill.

Normally you pay in 10 instalments but if you wish to pay by 12 instalments you can do so but only by direct debt. Please contact the Non Domestic Rates Team on 01463 702984 to arrange this.

If you are late with an instalment.

The full amount of each instalment must be paid on or before the dates detailed on your bill.

If your instalment amount is not paid by the due date detailed on your bill, you will receive a combined reminder and final notice. If the overdue instalment amount is not fully paid within 7 days, you lose the right to pay by instalments and will have to pay the full outstanding balance for the year within a further 14 days. If the full amount is not paid as required, then we must by law obtain a Summary Warrant from the Sheriff Court to enforce payment. This will cost you an additional 10 per cent of the outstanding bill.

If you are late with more than 2 instalments

We are only allowed to send 2 combined reminder final notices in any financial year. If you are late with a third instalment, we must send you a final notice for the full year's outstanding Non Domestic Rates.

If the full amount noted on the Final Notice is not paid by the deadline stated on the Notice, then we must by law obtain a Summary Warrant from the Sheriff Court to enforce payment. This will cost you an additional 10 per cent of the outstanding bill.

Help us to help you

Pay your Non Domestic Rates charges by direct debit, phone us today on

01463 702984

Remember to have our bank account number, sort code and details of the account holders ready.



Around 5000 customers in the Highlands already pay their Non Domestic Rates by Direct Debit.

Benefits of paying by Direct Debit

- Peace of mind
- Savings - time and money
- Convenience
- Spreading the cost
- Control
- Safe and reliable



Direct Debit enhances your control of financial payments by putting you in charge of the situation – not the bank or The Highland Council. You are protected by the Direct Debit guarantee in the rare event that something goes wrong. Direct Debit is the only payment method with a money back guarantee.

If you choose to pay by Direct Debit, you can pay your Non Domestic rates by 10 or 12 monthly instalments.

Those that pay by Direct Debit receive a bill showing the amounts that we will collect from their account safe in knowledge that a set amount will be collected each period. You give us your details only once and every year we will do the rest. Paying by Direct Debit means that you won't have to queue to make payments and you won't be in danger of falling into arrears.

It's quick and simple to set up - telephone us today!

Our full range of Direct Debit payment options are as follows:

- Lump sum payment on 1 May ;
- 10 monthly instalments ending in February on 1st, 15th or 28th of the month; or
- 12 monthly instalments ending in March on 28th of the month.

If you would like to pay by Direct Debit, please contact the Non Domestic Rates Team:

Phone: **01463 702984**

Please have your bank account number, sort code and account holder details to hand so that we can set up your Direct Debit over the telephone. Alternatively complete the mandate enclosed with your bill or download it from the Council's website.

Website: **www.highland.gov.uk/nondomesticrates** click on 'Payment of rates'.

Your completed mandate should be returned without delay to the Non Domestic Rates Team.

Address: **The Highland Council Non Domestic Rates Team, PO Box 5650, Inverness, IV3 5YX**

Once your Non Domestic Rates are paid in full, please do not cancel your Direct Debit instruction with your bank as the Council will not debit your account until the following financial year.

Alternative methods of payment

You can also pay your Non Domestic Rates at around 300 outlets throughout the Highlands that display the Pay Point logo and at any Post Office.

Please take your bar coded Non Domestic Rates bill with you when making payment.

You may also pay your Non Domestic Rates by using one of the following payment methods:

- by Debit Card or Credit Card -
 - o via the internet at **www.highland.gov.uk/onlinepayments**
 - o by phoning our Customer Services Centre on **01349 886605**
 - o and in person at a Service Point. (please check opening times before you visit)
- by Bank Credit Transfer.
- by Tele-Banking.
- by Online Banking (please ensure you set up your arrangement to debit your bank account at least 5 banking days before your instalment is due to the Council).
- or directly into the Council's Rates account by BACS or CHAPS:

The Council's Bank Account Number is **20000601** and sort code is **82-70-13**, Account name **The Highland Cncl Rates**.

Remember to always quote your payment reference number when making payments.

Change of Circumstances

Change of ownership, tenancy or occupancy?
 Have you vacated or moved into a property?
 Please make sure you tell us.

Changes should be notified immediately by contacting us in writing, contact details below.

You can access a change of circumstances form on the Council's website:

www.highland.gov.uk/nondomesticrates click on 'Change of circumstances form'.

We hold an Equalities Register of people who have particular needs e.g. visual impairment. To have your name added to this Register or to request this fact sheet and further information/ application forms regarding Non Domestic Rates in an alternative format

e.g. Large print, braille, audio or suitable language, please contact the Non Domestic

Rates Team.



nondomesticrates@highland.gov.uk 01463 702984

Non Domestic Rates Team,
PO Box 5650, Inverness IV3 5YX

