

Council Tax fact sheets

Duilleagan fiosrachaidh mun Chìs Chomhairle

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Ways to pay your Council Tax

A' pàigheadh na Cìse Comhairle

1st April 2019 - 31st March 2020

Ways to pay your Council Tax A' pàigheadh na Cìse Comhairle



You can pay your Council Tax weekly, fortnightly, monthly by 10 or 12 instalments, quarterly or by a lump sum payment; the choice is yours.

**It's quick and simple to set up online at:
www.highland.gov.uk/counciltax
or phone us today on 0800 393 811.**

Why not join our 86,147 customers who already pay their Council Tax by Direct Debit?

If you choose to pay by Direct Debit you will receive a bill showing amounts which we will collect from your account safe in the knowledge that a set amount will be collected every 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.

To cater for all our customers' needs, instalment plans that provide payment breaks in either July and August or December and January are available. Alternatively you may prefer a break in February and March.

Our full range of payment options is as follows:

- lump sum payment on the 1st, 15th or 28th of the month;
- weekly on a Friday;
- fortnightly on a Friday;
- 10 monthly instalments on the 1st, 15th or 28th of the month from April to January (payment holiday February and March);
- 10 monthly instalments on the 1st, 15th or 28th of the month from April to June and September to March (payment holiday July and August);
- 10 monthly instalments on the 1st, 15th or 28th of the month from April to November and February to March (payment holiday December and January);
- 12 monthly instalments on the 1st, 15th or 28th of the month; or
- quarterly instalments on the 1st of the following months: April, July, October and January.

Once your Council Tax for 2019/20 is paid in full please do not cancel your Direct Debit instruction with your bank as the Council will not debit your account with further instalments until after the start of the financial year 2020/21. We will issue you with your 2020/21 bill at least 14 days prior to deducting your first instalment for that year.

Setting up your Direct Debit

If you would like to pay by Direct Debit, please complete an online form on our website.

Website address: **www.highland.gov.uk/counciltax**

Or phone us on: **0800 393 811**

It only takes a few minutes to set up for you, remember to have ready your:

- bank account number;
- sort code; and
- details of the account holder(s) ready.

Alternatively, please complete the Direct Debit mandate which is enclosed with your bill and return it without delay to the Operations Team.

Address: **Operations Team, The Highland Council, PO Box 5650, Inverness, IV3 5YX**

By paying by Direct Debit, you will be helping us with our commitment to provide the very best services.

Alternative payment methods

You may also pay your Council Tax by using one of the following methods:

- by Debit Card or Credit Card -
 - o via the internet at **www.highland.gov.uk/onlinepayments**
 - o by phone on **01349 886605**
 - o and in person at any Service Point.
- by Bank Credit Transfer.
- by Tele-Banking.
- in person at any PayPoint facility (please remember to present your barcoded Council Tax Bill when making payment).
- at any Post Office (please remember to present your barcoded Council Tax Bill when making payment).

If you pay by one of these methods it is essential that payment is made by the 1st of the month.

Frequently asked questions about paying Council Tax

Q. Can I make weekly/fortnightly payments?

A. Yes, if you choose to pay by Direct Debit please complete our online form at: www.highland.gov.uk/counciltax or phone us today on **0800 393 811**. If paying by another method please ensure your full monthly amounts are paid on or before the dates detailed on your bill.

Q. What happens if I don't pay on time?

A. If you do not pay the full instalment amount by the due date detailed on your bill, we will send you a combined Reminder/Final Notice requesting payment within 7 days.

Q. What happens if I do not pay the full amount of the Reminder/Final Notice within 7 days?

A. You will lose the right to pay by instalments and will be required to pay the full outstanding balance for the year, within a further 14 days.

Q. What then happens if I don't pay the full year's Council Tax within 21 days?

A. A Summary Warrant will be obtained through the Sheriff Court and a penalty of 10% of your outstanding balance will be added to the outstanding debt. You will be required to make full payment immediately.

Q. How many Reminder/Final Notices can I receive in a financial year?

A. You can receive a maximum of two Reminder/Final Notices in a financial year. If you pay late on a third occasion you will receive a Final Notice for the full year's outstanding balance, requesting payment within 14 days. If you fail to pay on this Final Notice within 14 days, a Summary Warrant will be obtained through the Sheriff Court and a penalty of 10% of your outstanding balance will be added to your outstanding debt. You will be required to make full payment immediately.

HI-Scot Credit Union is the credit union for the Highlands and Islands. If you would like to join, invest or borrow, contact HI-Scot by phoning **01851 701865** or by emailing info@hi-scot.com. More information is available on HI-Scot's website at www.hi-scot.com



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 Council Tax and Housing Benefit in an alternative format e.g. Large print, braille, audio or suitable language, please contact any Council Service Point.



www.highland.gov.uk



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