

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 a phàigheadh

1st April 2019 - 31st March 2020

Ways to pay your Non Domestic Rates

Dòighean gus na Reataichean Gnothachais agaibh a phàigheadh

Recovery Procedure

Payment of non domestic rates should be made as per the instalments detailed on your rates bill. If you fail to maintain the instalments for the current financial year, recovery action will be taken. If you receive a Final Notice you will no longer be able to pay by instalments and full settlement of your bill will be required within 14 days. After the 14 day period, any balance remaining on your account will progress to Summary Warrant with the addition of a 10% statutory penalty for late payment. Debts on warrant will be passed to the Sheriff Officer for enforcement with the addition of collection costs and fees.

Recovery and Enforcement

- At 30th September - if less than 4 monthly instalments have been paid, the right to pay by instalments is lost and a Final Notice for the full outstanding balance for the year will be issued.
- After 30th September - a Final Notice as described above will be issued at any time where two monthly instalments are in arrears.
- Demand Notices issued after 31st December are payable in the month following the month of issue. Failure to meet such a payment will result in a Final Notice being sent for the full outstanding balance.
- Final Notices issued under 1, 2 or 3 above will require settlement within 14 days, failing which a Summary Warrant will be applied for at the Sheriff Court with the imposition of a 10% statutory penalty for non payment. A Warrant so granted will be passed to the Sheriff Officer for enforcement with the addition of collection costs and fees.

Help us to help you

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

01463 702984

Remember to have your bank account number, sortcode and details of the account holders ready.



Around 5,000 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, by lump sum payment in October or by 2 instalments (August and November).

Those that pay by Direct Debit receive a bill showing amounts that we will collect from their account safe in the 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 is as follows:

- Lump sum payment on 1 October; or
- 2 instalments on 1 August and 1 November; or
- 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: **01463702984**

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**

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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 PayPoint 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.
- 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**.

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 →



www.highland.gov.uk



nondomesticrates@highland.gov.uk



01463 702984



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