

Council tax and business rate 2010/11 annual bill FAQs

Why does my bill show a balance outstanding?

The council tax bills were produced as at 19th February 2010 and business rate bills as at 26th February 2010. If you have made a payment since that date then this will not be included on your bill. Your new instalments do not include any debit balance brought forward but any debit balance will show on your bill.

What do I do about a balance brought forward?

Try and make payment straight away. All balances should be paid in full by 31st March 2010. If paying by direct debit, check your last bill, as it may be due to be collected by direct debit in March.

If the amount was paid before the date the bills were produced, please tell us how, when and how much was paid. If it was paid by cheque or credit/debt card please check to see it has been paid on your bank/card statement.

There is a credit balance brought forward on my bill.

This will have been used to reduce your instalments for 2010/11. If you wish this to be refunded, please ask but this will create a revised bill for 2010/11 with higher instalments. New bills will not be issued until after 1st April.

Why have you sent me a bill with nothing to pay?

The law says that a council tax bill must be sent even if there is a zero balance.

My bill does not show my discount/exemption/relief?

The change may have been made after 19th or 26th February. If it has you will receive a revised bill after 1st April but you should still make your April instalment on time, as you may not qualify for the reduction.

I should get council tax benefit as I am on Income Support/JSA or a low income?

Please contact the benefits office on 020 8901 2610

Where are my bank giro slips?

If you are set up to pay by cash, the booklet with the bank giro slips would have been sent with your bill.

If you pay quarterly or half yearly or as one annual payment you will not get slips. Letters were sent to customers advising in January 2010 with other options to pay.

If you pay by Allpay card you do not need a new card just because we are now in a new financial year. Please continue to use the one issued previously.

Note: we can no longer produce giro slips during the year at all - no exceptions.

I want to pay over 12 months not 10 (Council Tax only)

You can do this if you pay by direct debit. This can be set up over the phone or by requesting a form or downloading one at http://www.harrow.gov.uk/downloads/file/7198/direct_debit_form, as bills will not be produced until after 1st April if you chose an early date in the month, you may only receive 11 instalments.

I can't pay on the 1st of the month

If you agree to pay by direct debit there are alternative dates available, 1st, 5th, 10th, 15th, 20th, or 25th for council tax only, all business rate instalments are on the 1st.

There is no alternative date for other methods of payment.

If you get paid at the end of the month, your last payment should have been in January and therefore you should be able to make payment out of your end of March income as the bill is always sent mid March to allow time for this.

How much has my bill gone up by?

The council tax has not gone up this year, it is exactly the same as last year.

How much am I paying the GLA this year?

Please refer to your bill or the booklet. Please note there has been NO increase in the amount of the GLA precept this year from the 2009/10 level.

I want to make a payment with my credit/debit card

You can call the automated line on 020 8424 1220 or visit www.harrow.gov.uk and 'pay it'. To take the hassle out of remembering to do this every month, why not set up a direct debit, see above for how to do this.

I've got an appeal outstanding on my band/rateable value; do I have to pay this bill?

Yes.

If your appeal is successful and you have overpaid, this can be refunded to you but in the meantime the bill must be paid on the existing charge based on the values shown on the Valuation Office records.

When will I get my new bill with the changes on it?

From 17th March only credit bills will be sent for the period up to 27th March 2010. New bills for 2010/11 will not be sent until after 29th March.

I want to change the method of payment?

This can be done but you should still pay your April instalment or you could end up with higher instalments over fewer months.

I don't want to pay for the GLA

This is part of the amount you have to pay. The council does not have any discretion to reduce this amount. If you want to discuss this further please refer to the contacts in the booklet www.london.gov.uk telephone: 020 7983 4000

Where is my standing order form?

From 1st April 2007 this method of payment was withdrawn. A letter was sent to all customers paying that way at the time. If you still want to pay by standing order, you can set this up direct with your bank or building society using the following details which are on the reverse of your bill:-

Council Tax – National Westminster Bank
St Anns Road
315 Station Road
Harrow
HA1 2AD

Sort Code: 60 10 10
Account Number : 61742473
Account Name: London Borough of Harrow

You must ensure that the relevant account number is quoted with no additional information or gaps otherwise your payment may default to the suspense account and you must set it up to ensure that payment is received on or before the 1st of the month. There are no alternative dates for non direct debit payers.

Why have you sent me a paper bill?

Letters and an email was sent to all Ebill customers telling them that this facility would be stopping from 31st March 2009.

I'm a member of the armed forces who has done a tour of duty in Iraq or Afghanistan. I'm supposed to be getting £140.00?

This is a payment you will receive direct from the MOD in the same way as you receive your operational allowance. No change will be made to their council tax bill.

Where is my bill?

The bills are due to be posted out on 12th March 2010. They will be sent via Royal Mail.

If you have not received it please request a copy bill.

I need to stop the 1st of April Direct debit from being collected what can I do?

Direct debits are requested from your bank a few days before the payment date, so cancellation is not always possible. Please give as much notice as possible.