

# Council Tax Instalment Reminder Notice

2023/2024

DATE OF ISSUE: [REDACTED]

[REDACTED]

[REDACTED]



Civic Offices,  
Gloucester Square,  
Woking,  
Surrey,  
GU21 6YL

Telephone: 01483 755855  
E mail: [ctax@woking.gov.uk](mailto:ctax@woking.gov.uk)  
Website: [www.woking.gov.uk](http://www.woking.gov.uk)

CTAX Reference: [REDACTED]

Payment Reference: [REDACTED]

To make a payment, report a change, make an enquiry or apply for a discount or exemption or Council Tax Support, please complete an online form via the Council's website [www.woking.gov.uk](http://www.woking.gov.uk)

Address of property if different:

The statement below gives details of the payments which should have been made to date for the period 14 May 2023 to 31 March 2024 and indicates the amount which is overdue:

Date Due	Instalments Charged	Credits up to 30.10.2023	Amount Overdue
01.07.2023	£167.55	£0.00	£167.55
01.08.2023	£172.00	£0.00	£172.00
01.09.2023	£172.00	£0.00	£172.00
01.10.2023	£172.00	£0.00	£172.00
		AMOUNT DUE	£683.55

Payment of this overdue amount should be made within the next 7 days or you will lose your right to pay by monthly instalments. In that case, the full balance of £1543.55, for the whole period, will become due immediately and in the continued absence of any payment it will become necessary to implement legal proceedings to recover the amount due, by asking the Magistrates' Court to issue a summons against you. You will have to pay additional costs of £84.80 if that happens.

Providing payments are brought up to date in accordance with this reminder, you may continue to pay monthly as before. The instalments due for the rest of the period are shown below :-

Date Due	Amount
01.12.2023	£172.00
01.01.2024	£172.00
01.02.2024	£172.00
01.03.2024	£172.00

If you have any account queries or are experiencing genuine difficulty in keeping up with your payments, please contact the Council Tax Section immediately (contact details above / on the reverse of this document).

Please ignore this reminder if payment of the overdue amount has been made in the last few days, but you should ensure all future payments are made on the due dates.

\*\* THE EASY WAY TO PAY IS BY DIRECT DEBIT SEE DETAILS OVERLEAF \*\*

## PAYMENT DIFFICULTY

If you are struggling to pay please contact us immediately, or within 7 days from the date of this letter. The best way to contact us is via our online forms, which are hosted on our website [www.woking.gov.uk](http://www.woking.gov.uk)

You will be able to find out information and apply for discounts, exemptions and Council Tax Support, provided you meet the qualifying criteria. It may also be possible to reschedule your payments if you complete the online form "Request an Arrangement".

## How to Pay Your Council Tax and How To Contact Us

### APPLY ONLINE

You can apply for discounts, exemptions, set up Direct Debit payments, request to pay your Council Tax over 12 monthly instalments, request a payment arrangement, request a refund or notify us of a change or when you move home, and make payments via our online forms which can be found on our website [www.woking.gov.uk](http://www.woking.gov.uk)

### PAYMENTS

#### 1. BY DIRECT DEBIT



Direct Debit is the easy and convenient way to pay giving you the choice of three payment dates (**1st, 10th or 20th of each month**) so you can pick a date which suits you best. If you do not currently pay by this method and wish to do so, you can make arrangements online at [www.woking.gov.uk](http://www.woking.gov.uk). Be ready to enter the details (sort code and account number) of your bank or building society account from which payments will be collected along with your Council Tax payment reference number.

#### 2. ONLINE

You can pay through our website using your Visa, MasterCard, Switch or Delta card. Please ensure that you quote the correct payment reference as shown on your bill. If you wish to pay by this method please log onto our website [www.woking.gov.uk](http://www.woking.gov.uk) and click on "Council Tax" under the "Pay" heading.

#### 3. HOME BANKING

You can use the home banking service provided by your bank or building society to pay. Please ensure you quote the payment reference, which is shown on your bill. Payments should be made to Lloyds Bank Plc, sort code 30-00-00, account number 03393755, for the credit of Woking Borough Council.

#### 4. AUTOMATED TELEPHONE PAYMENTS

You can make a debit or credit card payment at any time 7 days a week by calling us on 01483 755855 and selecting option 1 "To make a payment". Please make sure that you have your credit or debit card to hand, along with your Council Tax payment reference number, which can be found on your bill.

#### 5. BY STANDING ORDER

You will need to contact your bank directly to pay by this method. If you have previously notified us that you pay by standing order, a new mandate will be sent to you with your next annual bill. If you have recently started paying by this method please let us know by emailing [ctax@woking.gov.uk](mailto:ctax@woking.gov.uk)

### PAYMENT DATES

Payments must be received no later than the date(s) shown on your bill. If payments are received after the due dates your account will be in arrears. If you would like to make payments after the 1st of the month you can do so by paying by Direct Debit. Instalment dates of the 1st, 10th or 20th of the month are available to Direct Debit payers. You can apply to pay by Direct Debit online at [www.woking.gov.uk](http://www.woking.gov.uk).

### FURTHER INFORMATION

Further information about Council Tax can be found on our website at [www.woking.gov.uk](http://www.woking.gov.uk). A full break down of Council Tax charges, discounts and exemptions can also be found there.

A full list of Council Services is provided at our website [www.woking.gov.uk](http://www.woking.gov.uk)

You can view your Council Tax account online by registering via the 'Services Gateway' at [www.woking.gov.uk](http://www.woking.gov.uk).

### How to pay less Council Tax

#### a) Council Tax Support

If you are finding it difficult to pay your Council Tax because you are on a low income, you may be entitled to claim Council Tax Support.

You can find out more information and apply for Council Tax Support by completing our online form, which can be found on our website by clicking "Benefits" under the "Apply" heading at [www.woking.gov.uk](http://www.woking.gov.uk)

#### b) Other Reductions

In certain circumstances, you may be entitled to an exemption or discount. You can find out more information about these and complete an online application form, which can be found on our website by clicking "Council Tax" under the "Apply" heading at [www.woking.gov.uk](http://www.woking.gov.uk)

