

## HOW TO PAY YOUR COUNCIL TAX



**Direct Debit** 70 per cent of Council Tax payers find it convenient to pay by Direct Debit. This means they don't have to remember to pay and they don't receive instalment reminders when they forget or are away. If you would like to pay by this method, complete and return the form enclosed with your bill.



**Cash / Debit Card / Cheque** You can pay at York House, Windsor and the Town Hall Maidenhead. Pay in cash / debit card at the Payment Kiosks, or speak to a member of staff to pay by Chip and Pin. You can pay by cheque, made payable to 'RBWM' using the cheque drop off box. You can also send a cheque through the post. Please remember to write your Council Tax number (beginning with 9) on the back of the cheque. Please make your cheques payable to 'RBWM'.



**Paypoint** If you have received a swipe card and wish to use it at a Paypoint outlet, take the card to the outlet where you will be issued with a receipt for your payment. To request a payment card, please contact the Customer Service Centre on 01628 683 850.



**Internet** Visit [www.rbwm.gov.uk](http://www.rbwm.gov.uk) to pay online with your debit card or credit card. This is a 24 hr service.

**Telephone** Call 01628 683 888 to make a payment using our 24 hour automated service.



**Post Office** If you have received a swipe card and wish to use it at the Post Office, take the card to the Post Office where you will be issued with a receipt for your payment. To request a payment card, please contact the Customer Service Centre on 01628 683 850.

### ENQUIRIES

**If your circumstances change - Please check your bill to ensure that any reduction, discount or benefit you have been awarded is correct. If at any point you feel that the amount is wrong, please contact us within 21 days. Failure to do so may result in a penalty being imposed.**

**Our telephone number for Council Tax queries only, please call: 01628 683 850.** These lines are open from 8am until 6pm (please note, our busiest times are between 9 am and 1 pm).

**For enquiries about Council Tax Benefit or Housing Benefit, please call: 01628 796 036.** These lines are open from 8.45 am to 5.15pm Monday to Thursday, and from 8.45 am to 4.45 pm on Friday.

**E-mail** For Council Tax queries, email us at [council.tax@rbwm.gov.uk](mailto:council.tax@rbwm.gov.uk).

**In person** If you have any queries about Council Tax or Council Tax Benefit, you can visit us at: Town Hall, St Ives Road, Maidenhead, SL6 1RF or York House, Sheet Street, Windsor, SL4 1DD. Our offices are open from 8.45 am to 5.15 pm Monday to Thursday, and from 8.45 am to 4.45 pm on Friday.

**Valuation Office** For enquiries relating to your Council Tax Band, please call the Valuation Office on 0118 980 4800.

**For all other enquiries concerning Council provided services,** Please call 01628 683 800 or visit the Borough's website: [www.rbwm.gov.uk](http://www.rbwm.gov.uk) or alternatively you can e-mail us at [Customer.service@rbwm.gov.uk](mailto:Customer.service@rbwm.gov.uk).

### DATA PROTECTION

Personal data you have supplied may be used only in accordance with the Royal Borough of Windsor and Maidenhead's (RBWM) notification under the Data Protection Act 1998, and in compliance with the Freedom of Information Act 2000.

To comply with the statutory and Government requirements, data may be disclosed to external agencies such as (but not exclusively), HM Revenue and Customs and other Local Authorities, together with third party contractors who the Council may employ from time to time.

RBWM will not disclose any personal information to any other third parties, except where allowed by law. Any enquiries relating to Data Protection should be addressed to: Data Protection, Town Hall, Maidenhead SL6 1RF. Further details concerning Data Protection can be found on the RBWM website at [http://www.rbwm.gov.uk/web/foi\\_data\\_protection.htm](http://www.rbwm.gov.uk/web/foi_data_protection.htm)

**Council Tax Bills and leaflets are available in Braille and or audio cassette upon request. The Council has MiniCom facilities (01628 796 474) for those who have difficulty in hearing. Access to 'Language Line' interpretation service is also available.**