

WHERE AND HOW TO PAY

- DIRECT DEBIT** Please complete the Direct Debit form in the enclosed leaflet. If you require further details please ring 01200 425111.
- ONLINE** You can pay using your Debit/Credit Card at www.ribblevalley.gov.uk. You can also pay online through your bank. The Council's bank details for receiving payment are HSBC Bank, Account Name RVBC, Sort Code 40-17-35 and Account Number 61051431. Please ensure that you quote your Council Tax Account Reference number, found on the front of this bill, when paying online.
- IN PERSON AT** The Council Offices, Church Walk, Clitheroe Monday to Friday 9.00am - 4.55pm. If you would like to pay in person but are unable to pay at the Council Offices, please contact 01200 425111. Please note the offices will be closed to the public on all Bank Holidays and during the Christmas period.
- BY POST TO** Director of Resources, RVBC, Council Offices, Church Walk, Clitheroe. BB7 2RA.
- BY CHEQUE** Cheques should be made payable to RIBBLE VALLEY BOROUGH COUNCIL. Please quote your account reference and address on the back of your cheque and post to the address above. No receipt will be issued unless a stamped addressed envelope is enclosed with your cheque. Please do not send this council tax bill with your cheque. Post-dated cheques will not be accepted.
- BY TELEPHONE** You can call our Customer Service section on 01200 425111 during office hours.

LANCASHIRE COUNTY COUNCIL ADULT SOCIAL CARE CHARGE

There is no longer a requirement to show the Adult Social Care charge separately on the bill, so the percentage change for Lancashire County Council shows the difference between the two elements shown on last year's bill and the combined amount on this year's bill.

YOUR RESPONSIBILITIES

You must pay your council tax as shown on your bill. If you do not, we will send you a reminder. If you do not bring your account up to date after receiving a reminder, we may take legal action against you and you will also have to pay court costs. If we have to send you more than two reminders over the financial year, we will ask you to pay the total amount you owe for the year at once. If you wish to pay by any other arrangement please contact our Customer Services section on 01200 425111.

COUNCIL TAX SUPPORT

Please read the enclosed leaflet. If you feel you may qualify for council tax support, please contact our Benefits Section on 01200 425111 without delay as failure to do so may result in some council tax support being lost.

CHANGE IN CIRCUMSTANCES

You **must** notify the council of any change in circumstances within **21 days** otherwise you may be charged a penalty, examples are:

- Change of address
- Change of name
- Changes that may affect your entitlement to Council Tax Support.
- Change of number of residents
- If your entitlement to a discount/exemption ceases

FURTHER INFORMATION

For details on the following please refer to the leaflet enclosed:

- Council Tax Valuation Bands
- Exempt Dwellings
- Discounts
- People with Disabilities
- Council Tax Support
- Appeals