

If your bill or invoice changes and your payment amount changes, you will have to contact your bank to amend your standing order.

You have to set up your standing order again every financial year.

To set up a standing order, you need to send a standing order form to your bank with YOUR account or invoice number and OUR bank details.

Use the bank details listed for each service in section 6 above to set up your standing order.

9 Pay by Post

Postal payments by cheque or postal order, (made payable to Reading Borough Council unless stated otherwise) can be made for certain services, in particular parking penalty payments. Please ensure that you write your name, address and reference number on the back of your cheque before sending it by post to the address given on the invoice or using the envelope provided with the parking penalty notice.

You can also bring your cheque into the Civic Centre and put it into our 'cheque drop' using one of our deposit envelopes.

The 'cheque drop' is on the left of the entrance to our banking hall.

Please remember that it can take 3-5 working days to receive a cheque in the post and up to 3 days to process cheques left in the cheque drop, so you need to post it BEFORE your payment is due.

Using Debit or Credit Cards

There are three main way you can pay for Council Services using a debit or credit card: online, by telephone or at our any of our Civic receptions.

- We accept all major credit or debit cards (except American Express or Diners Club cards).
- There is no charge for the use of debit cards.
- Administration charges MAY apply for the use of credit cards. IF charges apply, you will be notified BEFORE you start your payment.

For more information on ways to pay, visit www.reading.gov.uk

Translation: If you need help to understand English, call 0118 937 2033.

Alternatively you can visit Reading 1 for information via Sky or Virgin TV interactive service.

**Reading Borough Council
P.O. Box 5
Civic Centre
Reading RG1 7AE**

Ways to Pay for Your Council Services



There are now 9 easy ways to pay for Council services:

1 Pay at our Receptions

From 1st May 2010 we will no longer have a cash office at the Civic Centre.

Cash payments can still be made at our automated kiosk in the reception area for rent, council tax, business rates and housing benefit overpayments. You will need to bring with you your barcoded bill or payment swipe card.

You can pay by debit or credit card for all services, including planning and license applications at the Civic Centre receptions. You will need to bring the bill or invoice with you.

Our receptions are open in the Civic Centre Monday - Friday 9am to 5pm.

2 Pay by Direct Debit

Direct debit is the safest and easiest way to pay and it means you will never forget a payment. With direct debit the money is taken directly from your bank or building society account. All direct debits are covered by the Direct Debit Guarantee, which means you are given ten working days notice of any changes to your payments. Any errors will be refunded to your account and you can cancel the direct debit at any time.

- **For council tax:** you can make direct debit payments on 1st, 15th or 25th of the month.
- **For business rates:** you can make direct debit payments on 1st of the month.
- **For council rents:** you can choose whether to pay weekly, fortnightly or on the 1st, 11th or 25th of each month.

You can download a direct debit form from the Council's web site.

3 Pay Online

Go to www.reading.gov.uk and select 'pay online' You can make online payments for most services, including:

- Council tax
- Invoices
- Business rates & BIDS
- Housing benefit overpayments
- Library charges
- Wheelie bins & bulky waste
- Rents (housing & garages)
- Planning fees
- Mortgages
- Parking penalties*

*Parking penalties are paid through a different payments system but can be found through our website.

Our online payment service is available 24 hours a day, 7 days a week (except 5:30-6:00pm weekdays). It uses the highest standards of security to ensure it is safe & secure to use.

We accept all major debit & credit cards (except American Express & Diners Club cards).

You will need to have your account or invoice number to hand to make a payment.

You are always given a payment reference number as proof of payment and if you enter your email address you will be emailed a copy for your records.

4 Pay Over the Phone

You can pay over the telephone if you have a credit or debit card.

Call on **0118 937 2877** to use our automated telephone payment system. A series of simple instructions guide you through the process using your telephone keypad. The system will confirm your payment and give you a transaction reference as proof of payment.

You can pay over the telephone for:

- Council tax
- Business rates
- Rents (housing & garages)
- Invoices

5 Pay at PayPoint Kiosks

You can pay for some Council services in cash at any PayPoint outlet or at the Civic Centre kiosk.

- **Council tax:** use the barcode on the top left of your bill or use your swipe card – if you don't have one, call us on 0118 937 2656.
- **Business rates:** use the barcode on the top left of your bill.

- **Rents:** use your rent payment card – if you don't have one call us on **0118 937 2784**.
- **Housing benefit overpayments:** use the barcode on your statement.

Payments made at any PayPoint outlet reach us the next working day.

6 Telephone/Online Banking & BACS

You can use telephone banking, online banking or BACS to pay for all Council services.

You will need to quote YOUR account or invoice number AND the Council's bank account details.

Use the bank account details listed below:

Council tax, benefit overpayments & debtors invoices

Bank account number: **61018798**

Sort code: **08-90-16**

Rents & business rates

Bank account number: **61018808**

Sort code: **08-90-16**

Please note: For your payment to reach your account quickly, it is important that you enter ONLY your full invoice number or account reference in the online banking reference field. Please don't add any words, spaces or symbols.

7 Pay at Your Bank (or Building Society)

Invoice payments can only be made by cash or cheque at your bank or building society using the payment slips provided. Your own bank will not charge for this service, but banks other than your own may do so. You can also pay by cash or cheque without charge at the Council's bank – The Co-operative Bank on St Mary Butts.

8 Pay by Standing Order

Standing orders are an instruction between you & your bank to pay us a fixed amount on your payment due date.

Standing orders only continue for the amount of payments you set up (10 for council tax for example).