

Reigate & Banstead

BOROUGH COUNCIL

Banstead | Horley | Redhill | Reigate



Council Tax Re-Billing 2009/10

Frequently Asked Questions

Introduction

A list of frequently asked questions that we hope will cover many of the questions you may have about how the Surrey Police Authority cap will affect your council tax bill.

If you cannot find the answer you need, please telephone our Local Taxation help-line on 01737 276779.

What do I need to do, Surrey Police Authority has been Capped, how does that affect me?

You do not need to do anything.

We will send an adjusted bill to everyone who we have billed this year. The bills are likely to be issued by the middle of August.
Keep an eye on the local press for information, and we will update our website when appropriate.

Until you are issued with an adjusted bill you must keep paying your existing bill as usual.

Why will my new bill not be issued until the middle of August when the Government say the Police have been capped now?

The law allows the Council and the Police Authority reasonable time to prepare for the adjusted bills to be sent out. It takes several weeks for bills to be recalculated and printed.

Is the bill I received earlier in the year unlawful?

The bill you were sent earlier in the year is still lawful and correct, and you should continue to use it to pay your Council Tax.

What do I do if I am paying by direct debit?

You do not need to do anything.

We will send you an adjusted bill and amend your direct debit to take into account the reduction and any amounts you have paid that were too high during previous months. Your bill will correct all this and should be issued by the middle of August with new payment details from September.

What do I do if I am paying by Cash, internet or cheque?

Continue to pay your bill exactly as you have been.
We will send you an adjusted bill to take into account the reduction and any amounts you have paid that were too high during previous months.
Your bill will correct all this and should be issued by the middle of August with new payments details from September.

What will you do if I refuse to pay, or I have problems in paying my bill?

Once we have sent you an adjusted bill we are allowed to take people to court again. If you cannot pay your bill according to your current instalment plan, then we recommend that you should pay as much as you can.

If you do decide to miss a payment, please remember that although your final bill for the whole year will reduce, your future instalments could be higher than you are currently paying, as you have fewer months to pay over.

What will you do if I cancel my direct debit?

We will send you a new bill telling you that you need to pay by another method.

You will need to set up a new direct debit once the new bill is sent to you.

If you do decide to miss a payment, please remember that although your final bill for the whole year will reduce, your future instalments could be higher than you are currently paying, as you have fewer months to pay over

I paid my bill in full at the start of the year; I want a refund of my Council tax?

The bill we sent you earlier this year is still correct and lawful. We will begin sorting out refunds once the new bills have been calculated. If you contact us when you receive your new bill we will help you get your money back.

I have paid by instalments & I want a refund?

The bill we sent you earlier this year is still correct and lawful. You can claim back any overpayment between the instalments you have paid on the higher charge against what you should have paid on the new charge, but please remember this will increase your future instalments.

We will begin sorting out refunds once the new bills have been calculated and issued. If you contact us when you receive your new bill we will help you get your money back.

How much less will my bill be?

We cannot tell you at this time, as everybody's bill is different. We will publish a list of the new charges once the budgets have been approved at Reigate & Banstead Borough Council meeting on 23rd July.

Local media have reported that my bill will be reduced by £3.24, is this true?

This is the yearly reduction if you live in a Band D property providing you pay a full charge and are not in receipt of Council Tax benefit or any discounts.

A Band A property will have a smaller reduction; a Band E property would have a larger reduction. Every bill depends on the individual circumstances, such as discounts, benefits entitlement etc.

This is why we cannot tell you the exact reduction due to you until the bills are Re-calculated.

I want to claim back lost interest from earlier over-payments

The original bill you received is still lawful. Provision for an adjusted bill is allowed within the law, and you are not entitled to payments to cover lost interest.

I get Council Tax Benefit; will my bill change?

It can, but in most cases, if you get Council Tax benefit your bill will not be reduced as the Government was paying benefit on the higher amount for you.

Can I get help with paying my Council Tax?

Yes, depending on your circumstances. If you are a single adult living alone, live in certain types of property, have a low income, are registered disabled and have a home that is adapted to suit your needs or you fall into a special group such as full-time Students.

For further information, please call our Local Taxation Helpline 01737 276779.

I've changed address/moved out of the area. What do I do?

As long as you informed us of your new address, you will still receive a correctly adjusted bill. If you have overpaid, any credit will be refunded in due course providing we have your current address.