

## Am I being asked to pay too much?

There are various discounts and rebates available to you. For example:

- People who live on their own are entitled to a 25% discount; and
- People on low incomes may be entitled to a reduction.

For more details, please refer to the information leaflet enclosed with your Council Tax bill. Alternatively, you can phone us on the number shown at end of this leaflet

## Who do I contact for help?



### Phone

For queries about the final notice or this leaflet, please phone us on **(01732) 876388**.

If you need help with any other council tax matter please ring **(01732) 876388**.

Our telephone lines can be very busy, especially before 11am. If you are unable to get through, please be patient and try again later.

### Fax

Our fax number is (01732) 873530



### Email

Our email address is: [revenues@tmbc.gov.uk](mailto:revenues@tmbc.gov.uk)



### Write

If you would prefer to write to us, our address is:

The Council Tax Office, Tonbridge & Malling BC, Gibson Building, Gibson Drive, Kings Hill, West Malling, Kent ME19 4LZ.

### Visit

If you wish to see someone, please call at the above address or at our offices at Tonbridge Castle in Tonbridge.

**Our offices are open between 8.30am and 5.00pm Monday to Friday.**



### Minicom

For text only telephones. Call (01732) 874958.

# TONBRIDGE & MALLING BOROUGH COUNCIL



INVESTOR IN PEOPLE

## Council Tax Information Leaflet

# FINAL NOTICES



[www.tmbc.gov.uk](http://www.tmbc.gov.uk)

**Thank you for taking  
the time to read this leaflet**

## Why have you sent me this Final Notice?

We have sent you this Final Notice because **either**:

- You have been paying your Council Tax late this year, and we have already sent you 2 reminders,

**OR**

- The date for your last instalment of the year has passed,

**OR**

- You have moved house but still owe some Council Tax from your previous address,

**OR**

- You still owe some Council Tax from an earlier financial year.

**A Final Notice is a legal document. It is important that you do not ignore it.**

## What should I do now?

You should pay the amount shown on the notice **in full** within 7 days. If you do this, we will not take any further action in respect of the notice.

**You do not have the legal right to pay this amount by monthly instalments.**

## What happens if I don't pay?

If you don't pay **in full** within 7 days, we could summons you to appear in court. If we summons you, we will charge you costs.

## What if I can't pay in full?

If you can't afford to pay in full, you should contact us straight away. Our staff will do their best to help you.

Our address and telephone number are shown at the end of this leaflet.

If your previous payment record is good, we **may** allow you to pay the outstanding amount by instalments. However, we will only allow this if you agree to pay by Direct Debit. This is because we need to make sure that future payments are all made on time. If you would like to set up a Direct Debit, please let us know.

**If you don't act now, you could be summonsed to appear in court.**

If you are facing serious financial difficulties, we recommend that you seek advice from a professional debt counsellor. The Citizen's Advice Bureau might also be able to help.

If you are a Russet Homes tenant and you need advice about money, you can phone your Area Housing Officer on (0800) 1972880.

## Can you cancel the Final Notice?

Yes, but only if:

- We have made a mistake; or
- You are not liable to pay the Council Tax in question; or
- If we agree that you can pay the outstanding amount by instalments **AND** you agree to pay by Direct Debit.

**Don't assume that the Final Notice will be cancelled. If you think it has been sent in error, please let us know.**

## How can I avoid this happening again?

Why not change to Direct Debit? That way your payments are made automatically by your bank, so there's no risk of missing a payment or paying late. You also get a choice of payment date (1<sup>st</sup>, 5<sup>th</sup>, 10<sup>th</sup>, 15<sup>th</sup>, 20<sup>th</sup> or 25<sup>th</sup>).

You can set up a Direct Debit over the phone by calling (01732) 876388. Please have your bank account details handy when you phone. Alternatively, there is a form on our website [www.tmbc.gov.uk](http://www.tmbc.gov.uk).

If you don't pay by Direct Debit, you should make sure that all your payments reach us by the 1<sup>st</sup> of each month. If you pay at a bank or post office it can take a few days for your payments to reach us. Therefore, please make your payments in plenty of time for them to get to us by the 1<sup>st</sup>.