

# Council Tax Bill



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2023/2024

DATE OF ISSUE: 23 Aug 2023

WOKING BOROUGH COUNCIL  
EXAMPLE  
BILL

GU21 6YL



Civic Offices,  
Gloucester Square,  
Woking,  
Surrey,  
GU21 6YL

Telephone: 01483 755855  
E mail: [ctax@woking.gov.uk](mailto:ctax@woking.gov.uk)  
Website: [www.woking.gov.uk](http://www.woking.gov.uk)

CTAX Reference: 404249133

Payment Reference: 05404249133

**To make a payment, report a change, make an enquiry or apply for a discount, exemption or Council Tax Support, please complete an online form via the Council's website: [www.woking.gov.uk](http://www.woking.gov.uk)**

Address of property if different:

The property has been valued in band A. The full charge for the year is shown below together with the percentage change from the previous year:

SURREY COUNTY COUNCIL	£971.43	1.0 %
SURREY POLICE AND CRIME COMMISSIONER	£207.05	5.1 %
SURREY COUNTY COUNCIL ADULT SOCIAL CARE	£145.29	2.0 %
WOKING BOROUGH COUNCIL	£175.41	3.0 %
FULL CHARGE FOR BAND A PROPERTY	£1499.18	3.3 %

Council Tax for period 01.04.2023 to 31.03.2024	£1499.18
Total Charge for the Period	£1499.18

AMOUNT DUE

£1499.18

Your method of payment, for Council Tax, is Monthly by INSTALMENT(S)

Your payments should be made as follows:-

Payments	Amount	Due
1 payment of	£249.18	on 01.10.2023.
5 subsequent payments of	£250.00	from 01.11.2023 Monthly.

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## Apply Online

You can apply for discounts, exemptions, set up a Direct Debit, request a payment arrangement, request a refund or notify us of a change or when you move home via our online forms which can be found on our website [www.woking.gov.uk](http://www.woking.gov.uk)

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## Make a Payment

### By Direct Debit

Direct Debit is the easy and convenient way to pay, giving you the choice of three payment dates (1st, 10th or 20th of each month) so you can pick a date which suits you best. If you do not currently pay by this method and wish to do so, you can make arrangements online at [www.woking.gov.uk](http://www.woking.gov.uk)

### By Standing Order

You will need to contact your bank directly to pay by this method. Payments should be made to Lloyds Bank PLC, sort code 30-00-00, account number 03393755. Please ensure you quote your payment reference. If you have previously notified us that you pay by standing order, a new mandate will be sent to you with your next annual bill. If you have recently started paying by this method please let us know by emailing [ctax@woking.gov.uk](mailto:ctax@woking.gov.uk).

### Online

You can pay through our website using a debit or credit card. Please ensure you quote your payment reference shown on your bill. If you wish to pay online, log onto our website [www.woking.gov.uk](http://www.woking.gov.uk) and click "Council Tax" under the "Pay" heading.

### Home Banking

You can use the home banking service provided by your bank or building society to pay. Please ensure you quote your payment reference, which is shown on your bill. Payments should be made to Lloyds Bank PLC, sort code 30-00-00, account number 03393755.

### Automated Telephone Payments

You can make a debit or credit card payment at any time 7 days a week by calling us on 01483 755855 and selecting option 1 "to make a payment". Make sure that you have your credit or debit card to hand, along with your payment reference.

### Post Office Barcode

The Council has ceased to issue payment books for Council Tax payments. The books have been replaced with a barcode on the front of this notice which customers can use to pay at any Post Office branch. A transaction fee will be payable for this service.

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## Surrey County Council - Adult Social Care

For adult social care authorities, Council Tax demand notices show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

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### Council Tax Support

If you are finding it difficult to pay your Council Tax because you are on a low income, you may be entitled to Council Tax Support. You can find more information and apply for Council Tax Support by viewing our Council Tax Support web page and completing our online application form. This can be found on our website by clicking "Benefits" under the "Apply" heading.

### Discounts and Exemptions

Under specific circumstances you may be eligible for a discount or exemption, for example if only one person over the age of 18 lives in your property; if your property is empty or if your property is occupied by persons who are disregarded or who meet certain criteria. Annexes may also qualify for a reduction. The Council can also award its own discretionary reductions. For full information on reductions that may be available to you, visit our website at [www.woking.gov.uk](http://www.woking.gov.uk)

### Care Leavers

From 1st April 2018, young people leaving care who live in the Woking Borough are eligible for a full reduction from Council Tax until their 25th birthday. Please visit our website [www.woking.gov.uk](http://www.woking.gov.uk) for further information.

### Disabilities

If you, or someone who lives with you (adult or child) is disabled and requires a room, or an additional bathroom or kitchen, or there is sufficient space to permit the use of a wheelchair in your property, you may be entitled to a reduction. Please contact us to discuss your circumstances.

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## Penalties

Penalties may be imposed should a person fail to supply information relating to liability when requested, knowingly supply false information or fail to notify a change of circumstances which affects entitlement to discount or exemption. Information must be supplied within 21 days of the request or change of circumstance.

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## Banding and Appeals

Residential properties are placed in one of eight bands from A to H based on their value as at 1st April 1991. You may be able to appeal to the Valuation Office Agency if you think your property is in the wrong band. Please contact us for further information. If you consider that we have made an incorrect decision about your liability, or the amount on your bill is incorrect e.g. an entitlement to a discount is not shown, you may query this by writing to us. If we cannot resolve your issue you may be able to appeal to a Valuation Tribunal within two months of our decision. Making an appeal does not allow you to withhold payment.

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## Further Information

Further information about Council Tax can be found on our website at [woking.gov.uk](http://woking.gov.uk), including a breakdown of charges, discounts and exemptions; a list of Council services and information relating to the income and spending plans for the Borough and a Services Gateway through which you can view your Council Tax account.

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## Use Of Your Personal Data

In order to administer the billing, collection and recovery of Council Tax and to prevent and detect fraud, we need to use some of your personal data. In this process, it might be shared with: Government departments and agencies; IT software providers who we use to store your personal data; the National Fraud Initiative; a printing company, who we use to print your Council Tax bill; HM Courts, solicitors, tracing agencies, credit agencies, enforcement agents and insolvency practitioners. This list is not exhaustive - other organisations may receive your personal data if the law allows us to do so. We are obligated to hold your personal data indefinitely. You can ask us to access or to rectify the personal data we have about you by contacting us. Please see [woking.gov.uk/dataprotection](http://woking.gov.uk/dataprotection) for more details.

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