Ways to pay your council tax

**Direct Debit – the easiest way**
- automatically paid from your bank or building society
- without any need for you to remember
- you can choose your payment date (5th, 13th, 20th or 28th of the month)
- this can all be set up by phone – call 01256 844844

**Cash or cheque**
- at the Civic Offices (from 8.30am to 4pm Monday to Friday) making cheques payable to Basingstoke and Deane Borough Council

**Post (cheques only do not send cash by post)**
By cheque, quoting on the back your council tax reference (shown on the bill overleaf), made payable to Basingstoke and Deane Borough Council sent to The Revenues Office, Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, Hants, RG21 4AH. Enclose a stamped addressed envelope for a receipt, if needed. Cheques for 25p or less and post-dated cheques will not be accepted.

**Credit or debit card**
- using the automated 24-hour telephone system on 01256 845757.
- online using a secure link 24 hours a day at www.basingstoke.gov.uk/paymyctax
- by bank transfer (please quote your council tax reference shown on the bill overleaf to make sure it reaches your account) to:
  - Account name: Basingstoke & Deane BC GEN ACC
  - Sort code: 40-09-18
  - Account number: 51521691

**To receive e-bills and SMS alerts fill out the online form at www.basingstoke.gov.uk/ebilling**

**Instalments over 10 or 12 months**
Choose your payment date (5th, 13th, 20th or 28th of the month). Pay on or before your chosen instalment date to avoid a reminder - after two reminders you will lose the right to pay by instalments. You can change your due date online.

**Need help to pay?**
If you are on a low income, or receive benefit you could be eligible for help towards your council tax and/or rent. You do NOT have to be unemployed to qualify for benefit. If you think you might qualify visit the online benefits calculator at www.basingstoke.gov.uk/claim-benefits. Basingstoke and Deane is part of the council tax arrears good practice protocol, in partnership with The Citizens Advice www.citizensadvice.org.uk

**Let us know if anything has changed**
If you have changed address or had a change in circumstances that you think may affect your council tax, council tax support or housing benefit please contact us immediately so that we can ensure our records are correct. Inform us online www.basingstoke.gov.uk/counciltax

**Useful information**

**HCC Adult Social Care Precept**
For adult social care authorities, council tax bills 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. The Adult Social Care is for the period 2016 to 2020.

**How is the council tax band set?**
Each property is placed in a property band by the Valuation Office Agency. If you think the council tax band that has been applied to your property is incorrect, you do have the right to appeal. All appeals are dealt with by the Valuation Office Agency, call 03000 501501or see www.voa.gov.uk

**How is your council tax spent?**
Find out at www.basingstoke.gov.uk/ctaxinfo or call the revenues team for the leaflet.

**Council tax discounts and exemptions**
Under council tax regulations we must assume there are at least two adults living in the property, unless advised otherwise. Some households may be entitled to a discount or exemption. For more information visit www.basingstoke.gov.uk/council-tax-reductions. You need to let us know within 21 days of this notice if you think you may be eligible. Entitlement to a reduction may be reviewed annually. Claiming single person discount fraudulently will result in a penalty of £70 added to your council tax bill payable by you.

**Privacy Notice**
Basingstoke and Deane Borough Council is the data controller for the personal information you may provide. You can contact us by phone on 01256 844844, via email to customer.service@basingstoke.gov.uk or by writing to us at Civic Offices, London Road, Basingstoke RG21 4AH. The council’s Data Protection Officer can be contacted at dpo@basingstoke.gov.uk.

Your information will be used so that we can administer your council tax account. Your personal data may be shared with other teams within the council in order to provide a service to you. We may also share it with other local authorities or debt collection agents if necessary for the collection of council tax debt. We may share the data with third parties if we are required by law to do so. For further information please see www.basingstoke.gov.uk

For more information or to contact us
Website: www.basingstoke.gov.uk/counciltax  Email: localtax@basingstoke.gov.uk
Post to: Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, Hants, RG21 4AH

Sign up for email updates on council services, news and events www.basingstoke.gov.uk/signup
This year, the Police and Crime Commissioner will allocate the additional funds raised, through the police element of council tax, to directly support local policing. The table below shows what you will pay based on the band of your property, towards policing through your council tax:

<table>
<thead>
<tr>
<th>Band</th>
<th>Total you will pay for policing this year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£134.31</td>
</tr>
<tr>
<td>B</td>
<td>£156.69</td>
</tr>
<tr>
<td>C</td>
<td>£179.08</td>
</tr>
<tr>
<td>D</td>
<td>£201.46</td>
</tr>
<tr>
<td>E</td>
<td>£246.23</td>
</tr>
<tr>
<td>F</td>
<td>£291.00</td>
</tr>
<tr>
<td>G</td>
<td>£335.77</td>
</tr>
<tr>
<td>H</td>
<td>£402.92</td>
</tr>
</tbody>
</table>

If you or anyone in your family would like this information in a different format, please email us at opcc@hampshire.pnn.police.uk or through the contact details shown above.
Policing is under significant financial pressure whilst experiencing exceptional operational demand. I have responsibility for setting the policing budget locally, and I do this based on consultation with the community and advice from the Chief Constable on what she needs to deliver effective operational policing.

This year local residents supported an increase of £2 per month (based on a Band D property) to support local policing. This gives me a real opportunity to stop the ongoing reduction in police numbers, and will enhance current capacity and protect local policing. The Chief Constable and I will work together to ensure that this additional funding delivers real improvement to our safety and allows Hampshire Constabulary to increase its offensive against crime in our communities.

Michael Lane
Police and Crime Commissioner

WHERE THE MONEY GOES 2019/20

WHERE DOES THE MONEY COME FROM?
The overall budget of £337.3m is made up of 59% funding from national Government grant and 41% council tax

Policing

The increase shown on your council tax bill, which is allocated to the Police and Crime Commissioner, will provide £16million of essential funding for policing across Hampshire, the Isle of Wight, Portsmouth and Southampton. All of this additional money will help to protect local policing and will enable the training and recruitment of:

- 200 new police officers
- 65 police staff investigators
- training for PCSOs

The nature of crime is changing. It is essential to ensure we stay ahead of criminals and those who wish us harm. There are growing demands as a result of violent crime, including knife crime, and traditional risks continue, such as anti-social behaviour and burglary. But demand is increasing also from new forms of crime, such as cyber-crime and online vulnerabilities including fraud. The Chief Constable will determine how the extra officers will tackle local crime and keep us all SAFER from new and current threats.

SUPPORTING POLICING, VICTIMS, AND THE VULNERABLE

Keeping people SAFER is not just a matter for policing, but one that must be shared. It is just as much about tackling the root causes of crime as tackling the crime itself and its consequences. Police and Crime Commissioners fulfil a vital role in fostering collaborative working to keep us all SAFER and release officers back to the front line where they are needed most.

Annually as Police and Crime Commissioner I invest in around 70 projects that help to prevent crime, reduce offending, protect the vulnerable and support victims of crime. Importantly, these projects not only help to improve the lives of individuals, but also help to reduce the demand and pressure on policing.