

# Ways to pay your non-domestic rate

## Online account

There is now an easy way to view and manage your Business rates at home, 24 hours a day!

Our self-service facility will allow you to access your information, instantly and make payments securely online.

To sign up visit [www.basingstoke.gov.uk/self-serve-rates](http://www.basingstoke.gov.uk/self-serve-rates). You will need your business rates account reference number and a mobile phone number to do this.

## Direct Debit

- automatically paid from your bank or building society
- choose your payment date (1st or 20th of the month)
- set it up by phone – call 01256 844844

## Credit or debit card

- use the automated 24-hour telephone system on 01256 845757
- online at [www.basingstoke.gov.uk](http://www.basingstoke.gov.uk)
- by bank transfer (please quote your non-domestic rates reference shown on the bill)

**Account name:**

Basingstoke & Deane BC GEN ACC

**Sort code:** 40-09-18

**Account number:** 51521691

## Cash or cheque

- at the Civic Offices (from 8.30am to 4pm Monday to Friday). (Cheques payable to Basingstoke and Deane Borough Council)

**To receive e-bills and SMS alerts fill out the online form at [www.basingstoke.gov.uk/ebilling](http://www.basingstoke.gov.uk/ebilling)**

## Instalments over 10 or 12 months

Choose your payment date (1st or 20th of the month). You will need to pay before or on the instalment date and after one reminder you will lose the right to pay by instalments.

## Let us know if anything has changed

Changes which include structural, change of address, phased vacation or phased occupation of properties, including void applications must be informed to the council as soon as the change happens, failure to do so may result in a backdated charge.

## Reliefs

You may be eligible for a relief towards your business rates.

Please go to [www.basingstoke.gov.uk/businessrates](http://www.basingstoke.gov.uk/businessrates) for further information and to apply.

**Explanatory notes** Please go to [www.basingstoke.gov.uk/NDRexplanatorynotes](http://www.basingstoke.gov.uk/NDRexplanatorynotes) for Non-Domestic rates information, a hard copy is available on request. This details information on business rates and discounts available for business's.

## For more information or to contact us

[www.basingstoke.gov.uk/businessrates](http://www.basingstoke.gov.uk/businessrates)

Email - [rates@basingstoke.gov.uk](mailto:rates@basingstoke.gov.uk)

Post to - Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, Hants, RG21 4AH

## 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](mailto: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](mailto:dpo@basingstoke.gov.uk)

Your information will be used so that we can administer your non-domestic rates 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 non-domestic rates 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](http://www.basingstoke.gov.uk)



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