

## London Borough of Waltham Forest

### Paying this Business Rates bill

Your payments should reach us on or before the payment date shown on your bill.



#### By Direct Debit:

This is the easiest way for you to make regular payments. If you have a bank account, please use this method to pay. **We can set up a Direct Debit over the phone or a new [online form](#) is available on our website for you to complete and submit to us.**



#### ONline Payments:

You can make your payment ONline using your Debit Card or Credit Card at: [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)



#### Bankers standing order:

If you currently pay by standing order please consider changing to Direct Debit. If you want to carry on paying by standing order, fill in the form on the last page of your bill and **send it to your bank.**



#### By Post:

Make your cheque or postal order **payable to the "London Borough of Waltham Forest"** and **send it to:- Revenues and Benefits Service, PO Box 6938, London E17 3SD.** Please enclose your tear-off slip when you send payments by post. Please write your Business Rates account number in the top left-hand corner on the front of your cheque, and also write your name, address and Business Rates account number on the back. The date on your cheque must not be later than the date you send it to us. If you want a receipt, please also enclose a stamped self-addressed envelope. **Do not send cash through the post. Please allow at least 5 working days for your payment to reach us.**



#### By visiting a Cash Office:

You can make your payment at:  
4 Church Hill, Walthamstow, E17 3AG  
between 9.00am and 4.30pm Monday to Friday. You will need to give your Business Rates number to the cashier.



#### Through the bank:

Fill in the payment slip and take it with your cash or cheque to any bank. Banks may make a charge for this service. Please allow at least 8 working days for your payment to reach us. If you have a telephone banking facility, contact your bank. You will need to give your Business Rates account number and the following details: sort code 08-90-30 bank account no. 61230165



#### Through a Handitill:

If you would like more information about paying at a Handitill, please phone us.

# General Information

## Enquiries

If you have any questions about this bill, you can contact us in the following ways:

- **By Email:** [revenue.services@walthamforest.gov.uk](mailto:revenue.services@walthamforest.gov.uk)
- **By Post:** Revenues and Benefits Service, London Borough of Waltham Forest, PO Box 856, London, E17 9PN
- **By Telephone: 020 8496 3000.** Our staff are available 24 hours a day, 7 days a week to take calls. Out of normal office hours, we can only deal with general enquiries such as on-line payments. For more complex enquiries, leave your contact details and an advisor will contact you between 8am and 8pm Monday - Friday, or 9am and 3pm on Saturdays.
- **By minicom:** Our minicom number is 020 8496 3010.
- **By Fax:** 020 8496 8434
- **Visit us** at one of our Waltham Forest Direct (WFD) shops:
  - WFD Leyton, 772-776 High Road, Leyton, E10 6AE
  - WFD Leytonstone, 819 High Road Leytonstone, E11 1HQ
  - WFD Walthamstow, 137 Hoe Street, Walthamstow, E17 4RTOur opening times are 8.30am to 6pm from Monday to Friday, and 9am to 1pm on Saturdays.

We hope you will be satisfied with our service, but if you have cause to complain, please tell us by e-mailing:

[complaint@walthamforest.gov.uk](mailto:complaint@walthamforest.gov.uk)

## Problems Paying?

If you have other debts or financial problems, you may want to contact one of the following agencies. They will give you free and confidential advice. It is always best to telephone first as an appointment may be necessary and opening times do vary:

- Citizen's Advice Bureau  
167 Hoe Street, Walthamstow, E17 3AL  
Phone 08701 264 026 (National rate)
- Citizen's Advice Bureau  
547 High Road, Leytonstone, E11 4BP  
Phone 020 8988 9620

## Your guide to Business Rates (Non-Domestic Rates)

This guide forms part of your bill and gives important information about transitional relief & premium calculations, reductions for empty properties, and reliefs that you may be eligible for. Please notify the Council if your circumstances change as soon as the change occurs. Please visit the council's website [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk) email us, or telephone us for further information.

### How we use information

Any information we hold about you will be used for the purposes of billing, collection and recovery of Business Rates and for the council to carry out and perform its statutory duties. It may also be used for the prevention and detection of crime.

### Rateable Value Appeals

All business properties are revalued every 5 years. The last revaluation was carried out in 2005. Your current rateable value is shown on the front of your bill. If you think this rateable value is wrong, please contact the District Valuer and Valuation Officer (not the Revenues and Benefits service) at:

- Valuation Office, 10th Floor, Crown House, Linton Road, Barking, Essex, IG11 8HJ.  
Telephone: 020 8496 0100

Please note, you must still make payments as demanded whilst your appeal is being considered. If your appeal is successful, any overpayment will be refunded to you including interest, if applicable.

### Request for translated information

This letter has important information about your Business Rates. If you need to discuss it with someone who speaks your language please phone us telling us your name, address, telephone number and which language you speak. Our telephone number is 020 8496 3000.

### Sight disability

If you have a sight disability, and would like this letter in large print or audio-tape, please let us know.