

## Paying this 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 by phone, or you can set one up online at [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)**



### 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 visiting a Cash Office:

You can make your payment at:  
4 Church Hill, Walthamstow, E17 3AG  
between 9am and 4.30pm Monday to Friday. You will need to give your Council Tax number to the cashier.



### At Post Offices and PayPoint Outlets:

You can pay your Council Tax at any post office or PayPoint site in the country using this bill or the pop-out card enclosed. The Council's Cash Office at Church Hill also accepts the cards.



### Through Telephone Banking:

If you have a telephone banking facility, contact your bank. You will need to give your Council Tax 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.

## How we use your data

The Council will use the data that it holds about you for the purposes of billing, collection and recovery of Council Tax. It may also be used to perform the Council's other statutory duties, to detect and prevent crime and to apprehend and prosecute offenders. The data may be disclosed to third parties for any of the purposes set out above or as provided by law. Where disclosures are necessary, the recipients are likely to be other local authorities, credit reference agencies and government agencies such as the Department for Work and Pensions and the Audit Commission's National Fraud Initiative. All processing of your data will be in accordance with the Data Protection Act 1998.

## 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 to Friday, or 9am and 3pm on Saturday.

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, 774-776 High Road, Leyton, E10 6AE
  - WFD Leytonstone, 819 High Road Leytonstone, E11 1HQ
  - WFD Walthamstow, 137 Hoe Street, Walthamstow, E17 4RT
- Our opening times are 8.30am to 6pm from Monday to Friday, and 9am to 1pm on Saturday.

### 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,  
547-551 High Road Leytonstone, E11 4PB  
Phone 020 8988 9620

### Council Tax Benefit / Discounts / Exemptions

If you have made an application for Council Tax Benefit, or any type of discount or exemption, you must still make payment as demanded on your bill whilst your application is being processed. If you receive any of these reductions on your Council Tax bill, please ensure that you notify the Council if your circumstances change as soon as the change occurs.

### Your guide to Council Tax

This guide forms part of your bill and gives important information about discounts, exemptions and reductions for people with disabilities. Please visit the Council's website [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk), email us, or telephone us for further information.

## Request for translated information

This letter has important information about your Council Tax. 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.

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|---|----------|
| <p>Kjo Letër përmban informata të rëndësishme rreth Taksës së Kantsillit. Nëse keni nevojë që të bisedoni për këtë me dikend që e flet gjuhën tuaj ju lusim të na telefononi duke e dhënë emrin, adresën, numrin e telefonit dhe gjuhën tuaj. Numri ynë i telefonit është 020 8496 3000.</p>  | Albanian |
| <p>Ce courrier contient des renseignements importants concernant vos impôts locaux. Si vous souhaitez en discuter avec quelqu'un qui parle votre langue, appelez-nous en précisant votre nom, votre adresse, votre numéro de téléphone ainsi que la langue que vous parlez. Notre numéro de téléphone est le suivant : 020 8496 3000.</p> | French   |
| <p>Waxaa waraaqdan ku qoran xog muhiim ah oo ku saabsan Canshuurta Kownsilka (Council Tax). Haddii aad u baahan tahay inaad arrintaa kala hadashid qof afkaaga ku hadla, fadlan na soo wac adigoo noo sheegaya magacaaga, cinwaankaaga, lambarka teleefoonkaaga iyo afka aad ku hadashid. Lambarka teleefoonkayagu waa 020 8496 3000.</p> | Somali   |
| <p>Bu mektupta ödeyeceğiniz Belediye Vergisi konusunda önemli bilgiler yer almaktadır. Sizin dilinizi bilen bir elemanımızla bu konuyu konuşmak istiyorsanız, lütfen bize telefon edip adınızı, soyadınızı, adresinizi, telefon numaranızı ve hangi dili konuştuğunuzu bildirin. Telefon numaramız: 020 8496 3000.</p>                    | Turkish  |
| <p>اس خط میں آپ کے کونسل ٹیکس کے بارے میں اہم معلومات دی گئی ہیں۔ اگر آپ اس کے بارے میں کسی ایسے فرد کے ساتھ بات چیت کرنا چاہتے ہیں جو آپ کی زبان بولتا ہو تو براہ کرم ہمیں ٹیلیفون کیجئے اور ہمیں اپنا نام پتہ اور ٹیلیفون نمبر بتائیں اور یہ کہ آپ کونسی زبان بولتے ہیں۔ ہمارا ٹیلیفون نمبر ہے 020 8496 3000.</p>                       | Urdu     |

## Sight disability

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