



Customer Services  
Revenue and Benefits Section  
Town Hall, Castle Circus, Torquay, TQ1  
3DR  
[www.torbay.gov.uk/counciltax](http://www.torbay.gov.uk/counciltax)

Mr T council and Mrs T Council  
Road  
Town  
County  
Postcode

**Council Tax first reminder notice**

Liability Address For Charge:  
Road  
Town  
County  
Postcode

Date: 01/01/2017

Dear Sir/Madam

**Did you forget to pay your Council Tax?**

**Account number: 00000000**

**Payment now due: £0.00**

If payment is not made within the next 7 days your current instalment plan will be cancelled and the full balance will be due for payment.

**Council Tax is a priority bill for payment**

**Why have we sent you this letter?**

You were previously sent a Council Tax bill advising how much to pay and the date payment was due. Our records show that your payments are not up to date. View your account at <https://my.torbay.gov.uk>

**Are you having problems paying? A different payment plan may help**

It is important to have a payment plan that is best suited for you to help you pay on time. You can change your instalments to weekly, fortnightly or monthly (1<sup>st</sup> or 25) at: [www.torbay.gov.uk/change-your-payments](http://www.torbay.gov.uk/change-your-payments)

**What happens if you ignore this letter?**

If you do not pay the amount above or arrange a new payment plan, you will lose your right to pay by instalments and will receive a Final Notice for the full balance of £0.00 to be paid within 7 days.

Yours Sincerely,

John Howell  
Corporate Debt Manager

**This bar code enables you to make  
payments at the Post Office:**



## View your Council Tax account online with My Torbay

'My Torbay' is a quick and easy way to view your Council Tax account(s). Registering for an account will only take a few minutes and allows you 24 hours-a-day, seven days-a-week, access to your Council Tax information. You can register at: <https://my.torbay.gov.uk>

### Ways to pay your Council Tax

<b>Direct Debit</b>	Pay monthly by Direct Debit. Set one up at <a href="http://www.torbay.gov.uk/pay-your-bill">www.torbay.gov.uk/pay-your-bill</a>
<b>Online payments</b>	Pay with a debit or credit card. A charge of 2% is payable on credit card payments but debit cards are free. Make a payment at <a href="http://www.torbay.gov.uk/pay-your-bill">www.torbay.gov.uk/pay-your-bill</a>
<b>Telephone Payment</b>	Please call our 24 hour payment line on <b>0300 456 0506</b>
<b>Standing Order or Internet Banking</b>	You can pay, weekly, fortnightly or monthly. You need to set this up directly with your bank. The details you will need are: Sort Code: <b>55-70-01</b> Name: <b>Torbay Council</b> Account Number: <b>06040411</b> Reference: <b>Use your 10 digit A/c number</b>
<b>Post Office</b>	<b>For cash, card or cheque payments.</b> Please take this bill with you. Cheques should be made payable to Post Offices Ltd. Not all post office branches accept cheque payments.

### Do you have an enquiry about your bill?

You can do this online at <https://forms.torbay.gov.uk/ContactCTax> and you will receive a written response within two working days.

### Have you told us about any changes in your household circumstances?

You must tell us about changes that may affect the amount of Council Tax you have to pay. We may issue a financial penalty or take recovery action if you do not inform us of any change in your circumstances within one calendar month of the change occurring. The provision of false or inaccurate information may result in action being taken against you, including legal action.

- Tell us about any changes, including people moving in or out, or becoming 18 years of age.
- Tell us if you are moving

You can do this online at [www.torbay.gov.uk/counciltax](http://www.torbay.gov.uk/counciltax)

### Can you reduce your bill?

There are different ways you may be able to reduce the amount of Council Tax you pay. It could be that you live alone or are the only person over 18 living in your home, you have a full time student living with you or your income, savings and investments may be below a set level.

Find out all the ways to reduce your bill and how to apply at [www.torbay.gov.uk/reducing-your-bill](http://www.torbay.gov.uk/reducing-your-bill)

### If you think your bill is wrong?

It could be that the bill is in the wrong name, you should be receiving a Council Tax reduction, you don't agree with a decision we've made or you think your Council Tax banding is wrong.

You can tell us what you think is wrong and find out how to appeal at [www.torbay.gov.uk/bill-is-wrong](http://www.torbay.gov.uk/bill-is-wrong)

### It is important to continue paying your Council Tax while you are waiting for the result of an appeal.

This notice has been issued in accordance with Regulation 23 of the Council Tax (Administration and Enforcement) Regulations 1992, as amended.

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To request a copy of this bill in another format or language please phone 01803 207201.

Any personal information you provide will be processed in accordance with the Data Protection Act 1998. Torbay Council and our partners will use it to deliver, improve services and fulfil statutory duties. We will not disclose any personal information to any third parties unless required to do so by law. You can read more about how we use personal data in our Fair Processing/Privacy Notice at [www.torbay.gov.uk/privacy-notice](http://www.torbay.gov.uk/privacy-notice).