You have elected to pay your Council Tax/NNDR either at the Council’s Cash Office, a Bank or Post Office. These methods are acceptable but the Council does incur additional expenses which are reflected in the amount of Council Tax payable.

A cheaper and more convenient method of payment would be by Direct Debit (see overleaf). If you would like to pay your Council Tax by this method, you should complete the attached Instruction and return it to Winchester City Council at the address shown below.

Banks may refuse to accept instructions to pay by Direct Debit from some types of account.
Direct Debiting....

Direct Debit is the cheapest and most efficient payment method for you and us, and provided you have a bank account you can pay this way; some building societies also operate the scheme. Once the Instruction is completed it is given to your bank or building society, who will ensure that the appropriate amount is transferred from your account to ours when it is due. You will be notified in advance of the payments and their due dates, and you will always be able to query a payment should you feel it is wrong, or stop it altogether. You can cancel the arrangement at any time and you can obtain a refund if ever an error is made on your account.

The Main Benefits of Direct Debiting

- No worries about remembering to pay at the right time
- No need to write out and post cheques
- No queuing at cash offices or your bank
- Possible reduction in bank charges
- Your bank or building society does all the work and you stay in control
- No need to make another agreement later
- Time saving

Simply complete and sign the Instruction overleaf and return it to the Local Tax Section.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Winchester City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Winchester City Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Winchester City Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Winchester City Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.