



Revenues and Benefits

For all enquiries

Tel: 03453 022 316
Fax: 01793 537262
swindon.counciltax@secure.capita.co.uk

Mr Robert Holmes & Mrs Sarah Holmes
17 Beranburh Field
Wroughton
Swindon
Wiltshire
SN4 0QL



398
055435/197

ACCOUNT NUMBER 770789469981

DATE OF ISSUE 12-MAR-2014

PROPERTY WHICH THIS BILL RELATES TO:

17 BERANBURH FIELD
WROUGHTON
SWINDON
WILTSHIRE
SN4 0QL

COUNCIL TAX ANNUAL BILL 2014/15

How the tax is arrived at for your Band F property
Swindon Borough Council
Wroughton Parish
Wiltshire Police And Crime Commissioner
Combined Fire Authority

TOTAL

Charge For Period

Band F

01-APR-2014 31-MAR-2015

£ % increase
this year

1633.55	0.0
145.33	0.0
232.44	2.0
91.90	2.0

2103.22	0.3
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2103.22

Amount Due 2103.22

I certify this is a true copy
of the original.

[Signature]

Nick Butler

FCCA (1433309 - Cash no)

MEMORANDUM NOTE

7 October 2014

YOUR INSTALMENTS FOR 2014/15 DO NOT INCLUDE YOUR 2013/14 ACCOUNT BALANCE.
AS AT 28-FEB-2014 YOUR 2013/14 COUNCIL TAX ACCOUNT BALANCE IS 105.00.

You must tell us if there is a discount or other reduction showing on the bill to which you may not be entitled

THE METHOD OF PAYMENT SELECTED FOR YOUR ACCOUNT IS CASH/CHEQUE MONTHLY

FIRST INSTALMENT DUE ON 01/04/2014

£178.22

11 OTHER INSTALMENTS DUE FROM 01/05/2014 TO 01/03/2015

£175.00

More information about Council Tax can be found in the Explanatory Notes which accompany this bill and online at www.swindon.gov.uk/counciltax

PLEASE TURN OVER FOR FURTHER INFORMATION ABOUT YOUR COUNCIL TAX

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HOW TO PAY YOUR COUNCIL TAX

Your Council Tax can be paid by the following methods. The Council's preferred payment method is Direct Debit - it saves time and money and helps us to reduce our administrative costs.

BY DIRECT DEBIT - If your method of payment is shown as 'Direct Debit' on the front of this bill, the instalments shown will be collected on the dates indicated, under your existing Direct Debit mandate. If your method of payment is not shown as 'Direct Debit' and you wish to pay in this way, please download a Direct Debit mandate for completion from the Council's website at www.swindon.gov.uk/counciltax.

ONLINE - Payments can be made online by debit card using the Council's website. Go to www.swindon.gov.uk and follow the link to Online Payments.

BY PHONE - You can call the Council's automated payments line on 0845 603 5058. It is available 24 hours a day, 7 days a week. Payments can only be made by debit card.

BY POST - By sending a cheque to Swindon Borough Council, Civic Offices, Euclid Street, Swindon, SN1 2JH. Your cheque should be made payable to "Swindon Borough Council" and **your Council Tax account number should be written on the back of the cheque**. Receipts will only be issued if requested. Post-dated cheques will not be accepted. Please remember that your instalments are due on the 1st of the month and please ensure that you send your cheque early enough to allow for delivery and to meet the due date.

MOVING TO A NEW ADDRESS?

If you are moving to a new address or are leaving your property, we need to know so we can adjust your Council Tax account. Please advise us by:

1. Using the online form on our website at www.swindon.gov.uk or
2. E-mail - see the first item in the section below for details about our e-mail address, or
3. Telephone 03453 022 316 - please have this bill available when you call.

TIME-LIMITED DISCOUNTS FOR EMPTY PROPERTIES

If this bill has been issued for an empty property where a time-limited discount applies (for up to 3 months or 12 months), a revised bill will be sent to you around the time that the discount is due to expire. It will give details of the Council Tax and instalments due for the remainder of the financial year after the discount ends. If you are unsure of how long your property is entitled to an empty property discount for, please contact us on 03453 022 316.

CONTACTING US ABOUT YOUR COUNCIL TAX

1. You can e-mail us about your Council Tax; our e-mail address is swindon.counciltax@secure.capita.co.uk. Please make sure that you quote your account number in your e-mail and make sure you tell us your address. It is also useful to include a day time telephone number in case we need to speak to you about your e-mail.
2. Telephone 03453 022 316. Our lines are open from 9.00 am to 5.00 pm Monday to Friday. Our lines are often busy at certain times of the week, especially around mid-morning and on Mondays
3. You can also write to us at Swindon Borough Council (Council Tax), ADMAIL 4143, Swindon, SN3 5ZS. **Please do not send payments to this address.** Instead, please use the address in the section "BY POST" shown above.
4. If you need to come into Swindon Direct, Wat Tyler House, Civic Offices, Swindon, to see someone about your Council Tax, please telephone 03453 022 316 to book an appointment. Appointments are available on a limited basis and you will not be seen unless you have pre-booked.

FINDING IT DIFFICULT TO PAY OR NEED ADVICE ABOUT COUNCIL TAX SUPPORT?

If you are finding it difficult to pay your Council Tax instalments or need advice about claiming Council Tax Support, please contact us on 03453 022 316 and we will try to help you.

We now have an online application form for Housing Benefit and Council Tax Support. The form is available at www.swindon.gov.uk

Council Tax Explanatory Notes 2014/15

Council Tax - The basic amount of Council Tax payable (before any discount or Support) is based on two things: the valuation band that your property falls into and the part of the Borough in which you live. The amount due is set by Swindon Borough Council, Wiltshire Police Authority, Wiltshire & Swindon Fire Authority and your Parish Council (if applicable).

Property Bands - The Valuation Office Agency (VOA), which is part of HM Revenue and Customs, has placed each property into one of the eight bands according to its open market Capital Value on 1 April 1991 or an estimate of this for newer properties. This means that recent purchase prices are not necessarily the best evidence against which to compare the band of your property.

Appeals against the band of your property - Detailed information is available from Council Tax West, Valuation Office Agency, Overline House, Blechynden Terrace, Southampton, SO15 1GW, telephone 03000 501 501, email ctwest@voa.gsi.gov.uk or at www.voa.gov.uk All appeals against the valuation band must be made in writing to the Valuation Office Listing Officer at the address shown above.

Council Tax liability - Normally the occupier(s) of a property is(are) responsible for the payment of Council Tax at their address. However, there are some exceptions to this. If you have any queries over your responsibility for Council Tax, please contact the Council for advice or look online at www.swindon.gov.uk/counciltax. Further independent information can also be found by visiting the Council Tax pages on www.direct.gov.uk

Appeals against being liable for Council Tax - You can appeal to the Council if you consider that you are not liable to pay the bill issued to you because you are not the resident or owner, or because you believe the property is exempt, or that the Council has made a mistake in calculating your bill. If you wish to appeal on these grounds you must let the Council know in writing so that they have the opportunity to reconsider the case. Further details of the appeal procedures (including the role of the Valuation Tribunals) may be obtained from the Council and is available online on the Council's website. In all of the above cases **you will still have to pay your Council Tax as billed until the valuation or liability appeal has been heard**. You will then be notified of the outcome, and we will make any necessary adjustments to your account.

Reduction for Disabilities - A reduction is available for properties that have been adapted in certain ways to meet the needs of a disabled resident. The reduction is equivalent to the difference between the charge for your property's band and the band immediately below it. Since 1st April 2000, reductions for disabilities have been allowed for Band 'A' properties. If you think you may qualify and have not already been granted a reduction please contact the Council Tax Office for an application form or visit www.swindon.gov.uk/counciltax and complete the online application form.

Discounts and Exemptions - There are various types of discounts and exemptions that you may be entitled to, depending on your circumstances. These are described below. If you have been granted a discount or exemption, the amount will be shown on your bill. If you wish to apply for a discount or exemption **you must apply at the time that the circumstances apply**. It may not be possible to award a discount or exemption retrospectively and you could lose out by not applying promptly.

Discounts - A discount can be granted if:

- The property is only occupied by one adult (25% discount), or
- If the property is no-one's main home and is unfurnished (50% discount for up to 3 months), or
- The property is undergoing major structural alterations or major repairs (50% discount). This discount is awarded for a maximum period of 12 months, whether structural alterations/repairs have been completed or not. More information regarding types of work required to qualify can be obtained by contacting the Council, or
- If all, or all but one, of the adults resident in the property can be disregarded because of their circumstances (50% or 25% discount). For example, the following are disregarded when deciding the number of adults living in a property:
 - Full time students and certain of their non-British spouses.
 - Student nurses apprentices and youth trainees.
 - 18 and 19 year olds who are at or have just left school.
 - Careworkers working for low pay, usually for charities.
 - People caring for someone with a disability who is not a spouse or partner nor a child under 18.
 - The severely mentally impaired, where certain criteria are met.
 - Diplomats and members of visiting forces and their non-British dependants.
 - Members of religious communities (e.g. Monks and Nuns)



- People who are being looked after in care homes or have their main residence in hospital.
- People staying in certain hostels.
- People in prison (except those in prison for non-payment of Council Tax or a fine).

Exemptions - Some examples of properties that are exempt from Council Tax include those occupied:

- Only by students
- By visiting forces personnel
- As UK forces barracks and married quarters
- Only by severely mentally impaired people

And unoccupied properties which

- Are waiting for probate or letters of administration to be granted (and for up to six months after)

**** If you are no longer entitled to a Council Tax discount, exemption or reduction it is your responsibility to advise us. Failure to do so could result in a large bill being due all at once and financial penalties being applied for failing to disclose information ****

Data Protection - Council Tax information that has been collected may be used for the delivery of Council services and may be shared with other Council departments in order to improve services to customers. The Council will process, that means collect, store and use the information you provide in a manner that is compatible with the Data Protection Act 1998. The Council will keep your information accurate and up to date based on the information you provide us. It will be held securely and will not be kept for any longer than is necessary. The Council will not pass your information on to third parties for marketing purposes, or any other parties other than those with a legal entitlement to the information. The Council is under a duty to protect the public funds it administers, and to this end may use the information collected for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. The Council may use information it has obtained from Credit Referencing Agencies for the purposes of detecting fraud. For further information, see the Council's website (www.swindon.gov.uk/nfi) or contact the Council's Internal Audit section at: Swindon Borough Council, Civic Offices, Euclid Street, Swindon SN1 2JH.

Paying by 12 instalments - From April 2013, Council Tax payers have been able to opt to pay by 12 monthly instalments instead of 10. Applications to pay by 12 instalments for the year in question need to be made by 15th April of that year. For more information please email the Council Tax team at swindon.counciltax@secure.capita.co.uk stating your address and Council Tax account number. It would be useful if you could provide a daytime telephone number (ideally a mobile number) in case there is a need to speak to you about your email. Alternatively, you can telephone 0345 302 2316 find out more about paying by 12 instalments.

Direct Debit - If you don't currently pay your Council Tax by Direct Debit and want to switch to this method of payment, a Direct Debit mandate can be downloaded from the Council's website for printing and completion. The mandate can be found online at www.swindon.gov.uk/counciltaxddm

Change of Address - Please tell the Council if you change address by completing the online form on the Council's website, providing details of your old and new address together with the date of your move and date of completion if different. Alternatively, you can write or email us with all this information at swindon.counciltax@secure.capita.co.uk, or call us on 0345 302 2316. Please ensure you state both your Council Tax reference number and telephone number when using any of the above methods of communication.

Council Tax website (www.swindon.gov.uk/counciltax) - You can pay securely and complete discount and exemption forms online by visiting our website.

Council Tax Support - From April 2013, Council Tax Benefit was replaced with Council Tax Support. If you think you will have difficulty in paying your Council Tax you may be entitled to Council Tax Support. More details are available on the Council's website (www.swindon.gov.uk).

More information about Council Tax can be found online at www.swindon.gov.uk/counciltax. This includes details on the budgets of the Council, Fire and Police Authorities and any Parish Council. If you wish to receive this information in hard copy or other format, please telephone us on 0345 302 2316.