

# How to pay your Council Tax



## By Direct Debit – our customers preferred method

Over 70% of Torridge households already pay by Direct Debit. It's safe, simple and secure and comes with a guarantee. Set up a Direct Debit online at [www.torridge.gov.uk/directdebit](http://www.torridge.gov.uk/directdebit) or call 01237 428900 and we will set up a Direct Debit over the phone.



## Online - internet payment facility

You can pay by credit or debit card over the internet by visiting [www.torridge.gov.uk/pay](http://www.torridge.gov.uk/pay)

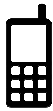
**Be fraud aware** – please only use this website address to make payments.



## Post Office & PayPoint

Please take your **bar-coded** bill with you in order to make a payment by cash, card or cheque. Please note that payments **may take up to 7 days** to show on your account. It is your responsibility to ensure that your payment reaches us by the due date of your instalment.

To find your nearest **Post Office Branch** or **PayPoint outlet** visit:  
[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)  
[www.paypoint.co.uk](http://www.paypoint.co.uk)



## By Telephone

You can pay by credit or debit card using our 24 hour automated touch tone telephone service on **0300 7900 215 (option 1)**.



## Internet banking customers.

Please note that if you wish to pay your Council Tax via online banking our bank account number is **29541760** and the sort code is **30-90-78**. Please ensure you quote your Council Tax account number with every payment.



## At the Council Office, Riverbank House, Bideford, EX39 2QG

You can pay by debit card, credit card or cheque. Please note that we are unable to accept cash payments. You can also send a cheque made payable to Torridge District Council with your name address and account reference number written on the back to the address above. Post dated cheques cannot be accepted.

You can pay your Council Tax by instalments and if you pay by Direct Debit you can choose from 5 payment dates which are 1<sup>st</sup>, 7<sup>th</sup>, 15<sup>th</sup>, 21<sup>st</sup> or 28<sup>th</sup> of each month. Bills for previous years and ceased liabilities are payable in full within 14 days. If you wish to change your current payment date please contact us at [council.tax@torridge.gov.uk](mailto:council.tax@torridge.gov.uk)

**If you choose not to pay by monthly instalments you can contact us and request to pay the whole year's bill on 1<sup>st</sup> April or pay half on 1<sup>st</sup> April and half on 1<sup>st</sup> October.**

**PLEASE NOTE: Cash payments are not accepted at any Council office however you can pay your bill in cash at any Post Office branch or Pay Point outlet.**