

# Instruction to your bank or building society to pay your Council Tax by Direct Debit

Service User number

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Please fill in this form and send it to: The Revenues and Benefits Unit, Council Tax Service, PO Box 147, Manchester. M15 5TU.  
Name and full postal address of your bank or building society

Names of account holders

Branch sort code

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Bank / building society account number

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Council Tax account number

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### For Manchester City Council official use only

**This section is not part of the instruction to your bank or building society.**

We can collect Direct Debit payments each month from your bank or building society account on the following dates. Please tick, which you prefer. We cannot collect on any other dates.

**7th of each month**
 **15th of each month**
 **21st of each month**
 **28th of each month**

Please tell us if you would like to pay from now until January or from now until March  **January**  **March**

To help us or your bank or building society if we have a problem setting up your direct debit please give us a daytime phone number

### Instruction to your bank or building society

Please pay Manchester City Council Direct Debits from the account detailed in this instruction subject to the safeguard assured by the Direct Debit Guarantee. I understand that this information may remain with Manchester City Council and, if so, details will be passed electronically to my bank or building society.

Signatures

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account.

Tear here

This guarantee should be detached and retained by the Payer.

### 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 Manchester City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Manchester 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 Manchester City Council or your Bank or Building Society you are entitled to a full and immediate refund from your bank or building society.  
If you receive a refund you are not entitled to, you must pay it back when Manchester 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.

### Other ways to pay your Council Tax

- By Debit or Credit Card** Ring our 24 hour payment line on 0161 273 5270
- On-line** Pay by debit or credit card on our website [www.manchester.gov.uk](http://www.manchester.gov.uk) and follow the 'Do it online' link for online payments.
- By Post** Make cheques payable to Manchester City Council. Write your name, address and Council Tax account reference on the back of your cheque. We do not send receipts for cheque payments. We will not accept a cheque with a future date on it. Send your cheques to Revenues and Benefits Unit, Council Tax Service, PO Box 147, Manchester, M15 5TU.
- At the Payments Counter** Call in at the Customer Service Centre, Number One First Street, Manchester M15 4FN.
- At the Post Office** Pay at any UK Post Office free of charge by using a Council Tax payment card. To order a Council Tax payment card, contact us on 0161 234 5002. If you are paying by cheque, make your cheques payable to 'Post Office Ltd'.
- At a Paypoint or Payzone outlet** For cash payments only. Look for the Paypoint or Payzone sign in newsagents, convenience stores, supermarkets, and garages to pay by cash (free of charge). To find your local PayPoint or Payzone agent see [www.paypoint.co.uk](http://www.paypoint.co.uk) or [www.payzone.co.uk](http://www.payzone.co.uk)

**Change of circumstances** If we have given you a discount, you must tell us at once if there is a change to the number of people who are 18 or over living in your home, as this may affect the discount. If you don't tell us within 21 days you may have to pay a fine of £50 and in some cases the fine could be £250.

**Moving house** You must let us know at once if you are moving, by phoning 0161 234 5002 or writing to the address above. We will then send a new bill to your new address.

**Account and Claim Tracker** You can check the details of your Council Tax and Business Rates accounts online using our Account and Claim Tracker. You must register online first to use this free service. You can also check details of your Housing Benefit and Council Tax claims. If you are a landlord and we are paying your tenants' benefit straight to you, you can check certain details of their Housing Benefit claims. Visit [www.manchester.gov.uk/tracker](http://www.manchester.gov.uk/tracker) for more information and to register.