

What Revenues and Benefits will aim to do

- 1 All our forms will be in plain English with clear instructions on the form.
- 2 We aim to answer council tax enquiries within five working days of receiving them.
- 3 We aim to send out correct bills within five working days of receiving information from you. Any benefit or discount will be taken off your council tax bill, and the bill will show clearly how much you have to pay.
- 4 We aim to send reminders for overdue amounts within 14 days.
- 5 If you claim benefit and have sent us all the information and proofs that we need, we aim to process your claim within three working days of receiving all the necessary information.
- 6 If you appeal against a benefit decision, we aim to deal with your appeal within 20 working days and notify you in full of the reason for our decisions.
- 7 We operate a telephone call system for customer enquiries. This will notify you of the waiting time.

Difficulty paying your bill?

If you are experiencing problems we will do our best to help you if you contact us. If you live on your own or are on a low income you may be able to get a reduction in your bill.

This leaflet explains how to pay your Council Tax and where to receive assistance. If you would like a copy in another language please complete and return to the address shown below.

PLEASE TICK



09/07 BDUS566

يوضح هذا المنشور كيفية تسديد ضريبة البلدية ومن أين يمكنك الحصول على المساعدة. وإذا رغبت في الحصول على نسخة منه بلغة أخرى فيرجى تعبئة القسيمة وإعادتها إلى العنوان المذكور أسفله.

ARABIC

این لیفلٹ توضیح میدہد چگونہ کانسل ٹیکس خود را بہرہ دازید و از کجا کمک دریافت کنید. اگر مایلید یک نسخه آنرا ترجمہ شدہ ہزبان دیگر ی داشتہ باشید لطفاً آنرا پر کردہ و بآدرسی کہ در زیر دادہ شدہ پفرستید.

FARSI

આ પત્રિકા સમજાવે છે કે તમારો કાઉન્સિલ ટેક્સ કેવી રીતે ચૂકવવો અને મદદ ક્યાંથી મેળવવી. જો તમને બીજી કોઈ ભાષામાં તેની નકલ જોઈતી હોય, તો કૃપા કરીને આ ભરીને નીચે જણાવેલા સરનામે પાહું મોકલી આપો.

GUJARATI

Ulotka wyjaśniająca sposób opłacenia podatku komunalnego (Council Tax) oraz miejsce, gdzie można uzyskać pomoc w tej sprawie. Jeśli potrzebujesz wersji w innym języku, wypełnij i wyślij pod podany adres.

POLISH

Este folheto explica como pagar o seu Imposto Municipal (Council Tax) e onde receber assistência. Se necessitar de uma cópia num outro idioma, por favor preencher e retornar o pedido para o endereço citado abaixo.

PORTUGUESE

ਇਸ ਪਰਚੇ ਵਿਚ ਕਾਉਂਸਿਲ ਟੈਕਸ ਦੇਣ ਬਾਰੇ ਅਤੇ ਇਹ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ ਕਿ ਤੁਹਾਨੂੰ ਮਦਦ ਕਿੱਥੋਂ ਮਿਲ ਸਕਦੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹਦੀ ਕਾਪੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਹਨੂੰ ਭਰ ਕੇ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਓ।

PUNJABI

Warqaddani waxay sharxaysaa sida loo bixiyo cashuurtaada degmada iyo meesha laga helo taageero. Haddii aad rabto koobbi ku qoran luqad kale, fadlan buuxi oo ku soo celi cinwaanka hoos ku qoran.

SOMALI

உங்கள் கவுன்சில் வரியை எவ்வாறு செலுத்துவது, எங்கே உதவி பெறுவது என இத் துண்டுப்பதிவு விளக்கும். இதன் பிரதியை இன்னொரு மொழியில் நீங்கள் விரும்பினால், தயவுசெய்து நிரப்பிக் கீழுள்ள முகவரிக்குத் திருப்பியனுப்பவும்.

TAMIL

اس کتابچے میں بتایا گیا ہے کہ کونسل ٹیکس کس طرح ادا کیا جا سکتا ہے، اور مدد کہاں سے مل سکتی ہے۔ اپنی زبان میں کتابچہ حاصل کرنے کے لیے برائے مہربانی فارم بھر کر مندرجہ ذیل پتے پر بھیجیں۔

URDU

If you would like this leaflet in large print please call 020 8937 1790.

Please return to: London Borough of Brent
PO Box 425, Wembley HA9 6SU

NAME _____
ADDRESS _____



Revenues & Benefits

Customer Charter for Council Taxpayers



How to pay council tax



Direct Debit

This is the easiest way to pay. Either call **020 8937 1790** with your bank details or complete and return the form enclosed with your bill.



Debit and credit card

Call our hotline on **020 8937 1717**, available 24 hours.

Online

You can pay online through our website at www.brent.gov.uk/revben

By PC or telephone banking

You can pay by internet or telephone banking by contacting your bank. Please quote our sort code 60-23-09, our bank account number 95711317 and your council tax reference number.



By PayPoint

Take your bill with you to any shop showing the PayPoint symbol. The bill has the bar code on it that is used to process your payment. Payments must be in cash and you will not be charged.

To find your nearest PayPoint go to www.paypoint.com/locator

By post

Send your payment slip with a crossed cheque made payable to **London Borough of Brent, Revenues and Benefits, PO Box 421, Brent Town Hall, Forty Lane, Wembley, Middlesex HA9 6SP**. Please write your council tax reference number and address on the reverse of your cheque.

Bank

Use the payment slips to pay at any branch of the NatWest bank. You can also pay at your own bank or any other bank of your choice, but there may be a charge.



Complaints and improvements

The council has a three stage complaints procedure to deal with any dissatisfaction you may have with any part of the service. Details of our complaints procedure are provided in our Complaints Customer Charter available at all reception points, libraries and on the internet at www.brent.gov.uk/complain.nsf

Revenues and Benefits has its own Complaints Unit, which you can contact by writing to:

The Complaints Officer
8th Floor, Brent House
349-357 High Road
Wembley, Middlesex HA9 6BZ
TEL 020 8937 1545

How to contact us

- 1 Go to www.brent.gov.uk/revben for the answers to your questions
- 2 You can email us at benefits@brent.gov.uk or counciltax@brent.gov.uk
- 3 Please call:
Council Tax enquiries: **020 8937 1790**
Benefit enquiries: **020 8937 1800**
These lines are open Monday to Friday, 8am to 8pm and Saturday, 9am to 1pm.
- 4 You can visit us at any of the following One Stop Service local offices:

Brent Town Hall
Forty Lane, Wembley, Middlesex HA9 9HD
(Open 9am to 5pm Monday to Friday)

Brent House
349-357 High Road
Wembley, Middlesex HA9 6BZ
*(Open 9am to 5pm Monday to Friday,
9am to 1pm Saturday)*

Harlesden
1-2 Bank Buildings
High Street, London NW10 4LX
*(Open Monday to Thursday 9am to 5pm,
Friday 9am to 1pm)*

Willesden Green Library Centre
95 High Road, Willesden, London NW10 2SF
*(Open Monday, Tuesday, Thursday, Friday
9am to 5pm, Wednesday 9am to 1pm)*