



Land &
Property
Services®

Take control of your rates bills and save time with Direct Debit

Direct Debit is an easy, convenient way of paying regular bills with numerous benefits.

Easy to Arrange

All you have to do is phone us on 0845 300 6360, minicom 0845 300 6361 with your bank or building society details and we will do the rest.

Please Note:

1. We now offer 3 collection dates for Direct Debit Instalments for Rates. Payments will normally be requested from your account on the 7th, 15th or the last banking day of the month.
2. Please note some banks or building societies may charge a fee to set up or cancel direct debits.

Peace of mind

The bill will be paid automatically. You do not need to worry about remembering to pay.

Safe and secure

You are protected by the terms and conditions of the banks and building societies.

More free time

No stamps, no queues, no envelopes, no cheques and no fuss.

Better budgeting

Pay in one lump sum, or spread your bills evenly over the year by paying monthly instalments.

Complete control

If your payment needs to be adjusted any changes will be notified to you at least 10 days in advance. A check of your bank or building society statement will reassure you that payments have been made correctly. You can cancel your direct debit at any time.

Frequently asked questions

Q How do I arrange for a Direct Debit to be cancelled?

A Please contact your Bank or Building Society as some may charge a fee for cancellation.

Q Are Direct Debit payments still requested if I make an application for Housing Benefit (Rates Rebate)?

A Yes. Payments are still requested from ratepayers who have applied for Housing Benefit. If Housing Benefit is awarded, a recalculation is carried out and a revised rates account, or if applicable a refund, will issue.

Q If I move do I need to set up a new Direct Debit?

A Yes. If you move house you should contact your Regional rates office to advise us of the move. It will be necessary to cancel the Direct Debit on your old property and set up another for your new property.

Q How do I set up Direct Debit to pay my rates?

A Setting up a Direct Debit can be done in a number of different ways:

1. Complete the Direct Debit mandate on your rate account and return it to the address supplied.
2. Telephone the Agency and quote your ratepayer number, your property number and your Bank or Building Society account number and sort code.
3. Go to our Website and download a form for printing which when completed will need to be returned to the address supplied.
4. Go to our Web site and fill in your name and address to have an application form posted to you.
5. Call into any LPS Rates office and speak to a member of staff in the enquiry area.

Q Can I pay my rates in full by Direct Debit to qualify for discount?

A Yes, if you are paying rates on a domestic property a Direct Debit can be set up to lift the full amount of rates due and allow discount.

Q If I arrange to pay rates by Direct Debit in monthly instalments, when will this be requested from my bank account?

A You can choose one of three payment dates; the 7th, 15th and the last banking day of the month, but not before the 28th of any month. You will be given at least 10 working day's notice of the Agency's intention to request the first payment from your bank account.

Q If I set up a Direct Debit do I need to renew this each year and pay another bank charge?

A No, Banks or Building Societies may make an initial, one-off charge to set up Direct Debit, but this does not need to be renewed each year unless you cancel it.

Q If I have received a Final Notice can I still pay by Direct Debit?

A Yes, simply telephone or call into your Regional LPS rates office and ask for your payment to be made by Direct Debit.

Q What happens if a mistake is made with the Direct Debit?

A The Agency is committed to providing a high quality service, however if a mistake is made by the Agency or your Bank or Building Society, you are guaranteed a full and immediate refund of the amount paid. If Bank charges were incurred, these will be refunded if the Agency was solely to blame.

Q What happens if I change my Bank or Building Society?

A You should contact your Bank or Building Society to cancel your existing Direct Debit as there may be a charge for this. If you wish to continue to pay by Direct Debit, please provide us with your new Bank/Building Society details and a new arrangement will be set up.

Q If I have rate arrears can I still pay by Direct Debit?

A Rate arrears may have to be cleared before you can join the Direct Debit scheme. You should contact your Regional LPS rates office for advice on the matter.