

We will not take action if you contact us and we can agree a payment arrangement – **and you keep to it** – or if there are exceptional circumstances which you have explained to us and we agree a recovery hold is appropriate.



You can contact us by telephoning **0208 315 2050** Monday to Friday 8.30am to 6pm (call charges will apply).



Email us at **westminster.ndr@secure.capita.co.uk**

Always quote your business rates account number when you contact us.

How to pay your Business Rates



Please visit **www.westminster.gov.uk/businesses/business-rates**



24 hour payment phone line – call **0203 7722 602**

To avoid late payment in future, we recommend that you pay Business Rates by Direct Debit by visiting **www.westminster.gov.uk/businesses/business-rates/how-pay-your-business-rates**

Help and advice

Advice Agencies offer free, confidential and independent advice.

Citizens Advice / Westminster CAB

Visit **www.citizensadvice.org.uk**

Telephone **0300 330 1191**

CAB National Adviceline **0800 144 8848**

MoneyHelper

You can get free debt advice from MoneyHelper at **www.moneyhelper.org.uk**

If you are worried about debt, speaking to a trained and experienced debt adviser about your situation can help you see what the best decision for you might be.

Age UK:

www.ageuk.org.uk/westminster



Business Rates

Important information

This leaflet explains why you have received the enclosed notice and what you should do now.

**Reminder
Final
Summons**



The leaflet is printed on paper from a sustainable source



City of Westminster

Reminder

We have sent you a reminder because you have not paid the instalments detailed on your bill. If you want to keep your instalments, you must pay the amount shown on the reminder within seven days and then pay the remaining instalments promptly when they are due.

If you do not pay the missing instalment within seven days, you will lose your right to pay by instalments and the full balance will become due immediately.

Final

If you have received a final demand notice, this is because you have failed to keep up to date with the instalments profiled and you have now lost your right to pay by instalment. If you do not pay the full balance as shown on the notice for the year you will be summonsed incurring costs payable by you.

Summons

We have sent you a summons because you have not paid your instalments even after a reminder notice has been issued.

You must pay the full balance of business rates and costs shown on the summons before the hearing date. If you do, the matter will be marked paid. Failure to make payment as required will result in the Council requesting the Court to grant a Liability Order at the set hearing, resulting in further costs being added to your account.

The liability order allows us to take the following actions against you to recover the business rates you owe:

- We can instruct Enforcement Agents (bailiffs) to collect the amount you owe by taking your goods and belongings and selling them at auction. The Enforcement Agent (bailiff) will also charge you additional fees.
- We can take action in the High Court to make you bankrupt or place a limited company into compulsory liquidation.
- If the Enforcement Agents (bailiffs) cannot collect enough money or goods to settle the debt, we can ask the court to send you to prison.

Where can I get discount or exemption information?

Information about discounts, exemptions and relief may be found at www.westminster.gov.uk/businesses/business-rates/apply-discounts-exemptions-and-relief

Help for businesses

Advice, guidance and support for businesses may be found www.westminster.gov.uk/businesses/advice-guidance-and-support-businesses

