

Paying your bill



Direct Debit

This is the easiest, safest and most cost effective way to pay your Council Tax. You can choose to have your Direct Debit payment taken out on the 1st, 7th, 16th, 23rd or 30th of the month. You have the option to extend your instalments to March. You can also pay in weekly or fortnightly instalments.

To set up a Direct Debit safely and securely, visit www.burnley.gov.uk/counciltax
If you don't have access to the internet, or have additional needs, please telephone 01282 425011.



Online

You can pay safely online using your credit or debit card at www.burnley.gov.uk/counciltax



By phone

Phone **0300 456 0507** and quote the 11 digit account number on the front of this bill to pay by credit or debit card. This service is available 24 hours a day, 7 days a week.



By cash

You can use your bill to pay at any Post Office or PayPoint outlet.



By post

Post your cheque, made payable to Burnley Borough Council. Post-dated cheques are not accepted. Please do not post cash. Make sure you quote your account number on the front of this bill.



Find your nearest payment outlet at www.allpay.net/outlets

How to contact us

For more information on your Council Tax bill please visit our website www.burnley.gov.uk/counciltax You will find lots of useful information covering the questions that our customers most often ask us about Council Tax, including information about discounts and exemptions. If you can't find an answer to your question, email us on:

- localtaxation@burnley.gov.uk for general enquiries about your Council Tax
- benefits@burnley.gov.uk for general queries about Council Tax Support

If you don't have internet access, or have additional needs, please telephone us on 01282 425011 or write to us at Burnley Council, Revenues & Benefits Service, PO Box 1128, Nelson, BB9 4GF.

Alternatively, you can visit us at: Contact Burnley, 9 Parker Lane, Burnley.

Counter and phone enquiries are available Monday to Friday 9am to 5pm, but 10am to 5pm on Wednesdays.

Avoid queues by visiting www.burnley.gov.uk/counciltax

Adult Social Care

For adult social care authorities, Council Tax bills show two percentage increases: one for the part of the overall increase attributable to the adult social care precept, and one for the part attributable to general expenditure. The Secretary of State for Communities and Local Government has made an offer to adult social care authorities ("adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely Lancashire County Council). The offer is the option of an adult social care authority being able to charge an additional "precept" on its Council Tax from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this "precept" at an appropriate level in each financial year up to and including the financial year 2019-20.

Financial Information

Council Tax information from the different precepting authorities is available online at the following addresses:

Lancashire County Council http://www.lancashire.gov.uk/	Burnley Borough Council http://www.burnley.gov.uk/counciltaxexplained
Police and Crime Commissioner for Lancashire http://www.lancashire-pcc.gov.uk/our-money/budgets	Lancashire Fire and Rescue Service https://www.lancsfireandrescue.org.uk/about-us/how-we-are-funded/

Going online is now easier than you might imagine.

Why not manage your Council Tax and Benefits online. Our NEW online system is quick, easy and secure. Check your balance, set up or amend a direct debit, make a payment, apply for a discount or exemption and now you can sign up to e-billing. Help us to save money and protect services by simply switching to e-bills. It's the smart way!

www.burnley.gov.uk/counciltax

