

COUNCIL TAX ONLINE – SETTING UP A DIRECT DEBIT

Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to set up a Direct Debit.

Please note that that Direct Debits cannot be set up for closed accounts or those for which a summons has been issued

YOU DO NOT NEED TO REGISTER TO DO THIS

Step 1 – go the Council Tax home page at <https://www.uttlesford.gov.uk/counciltax>

Step 2 – select ‘Manage your Council Tax online’



Step 3 – select ‘View Direct Debit Services’ and ‘Set up a new Direct Debit’

Pay by Direct Debit

Setting up a direct debit is a quick and easy way to pay your council tax. You will need your council tax account number together with your bank account details. **YOU DO NOT NEED TO REGISTER OR SIGN IN TO USE THIS SERVICE**

Please note that Direct Debits cannot be set up for closed accounts or those for which a summons has been issued

- ▼ [View Direct Debit services](#)
 - [Set up a new Direct Debit](#)
 - [Amend an existing Direct Debit](#)

If already paying by Direct Debit and you wish to change the bank account and/or the date that payments are made each month select ‘Amend an existing Direct Debit’. The process is largely the same as shown below

Step 4 – enter your name and Council Tax account number.

Are you a person or are you representing an organisation?

Organisation Person

Title

Mr

First name

ALEX

Last name

JONES

Council Tax account number (a 8 digit number starting with a 4 or a 5 that can be found on your Council Tax bill)

52052262

Next

Step 5 –

Direct Debit details

You have the choice of the 1st, 8th, 15th or the 23rd of the month as instalment dates. In order to set up a direct debit on-line you will need to provide the bank account number, sort code and name of the account.

All the normal Direct Debit safeguards and guarantees apply.

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Uttlesford District Council will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Uttlesford District Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

If this is a personal account you must be an account holder and be the only person required to authorise a direct debit on the account you are going to use:

Yes No

Next

Confirm you can set up a Direct Debit and select Next. Now enter your bank details, and

select from one of four payment dates. You can pay over 10 months in a full tax year or over 12. Select 'Next'

Is this is a personal bank account and can you authorise a direct debit (some joint bank accounts require permission from all the account holders)?

Yes No

Bank/building society account number

XXXXXXXX

Branch sort code

XXXXXX

Name of account holder (Do not use '&' in the name)

ALEX JONES

2018/2019 frequency

Monthly

2018/2019 payment date

28th of the month over maximum of 12 months

Next

Step 5 – provide a contact detail and indicate if you wish to switch to paperless billing, if not already on it

Please provide at least one phone number

Home telephone number

Work telephone number

Mobile telephone number

Email address

A confirmation email of this notification will be sent to this email address

Preferred method of contact

Mobile telephone Home telephone Work telephone Email

Would you like paperless billing?

This is a free service

Yes No

Next

Step 6 – agree to the declaration and select ‘Submit Direct Debit Details’

Declaration

The information you have provided on this online application and from any supporting evidence provided will be used by Uttlesford District Council in order to update our records.

Your personal information may be shared with other departments within the council and our contractors where appropriate. We will only share the information that is necessary in order for the service to be provided to you.

Your information will also be shared where the council is under a legal obligation to do so, for example between our services and with other official organisations, such as the police and other government bodies.

Although it is not our intention to collect any other personal information and/or sensitive personal information (e.g. in respect of race or ethnic origin; political opinions; religious or similar beliefs; physical or mental health or condition; sexual history or orientation; trade union membership), you may provide information of this type inadvertently when completing any of our online forms.

Any sensitive personal information collected will be kept confidential and secure and will not be shared with any third parties unless you specifically ask us to do so.

You have the right to request access to personal information that the council holds about you and to have any inaccuracies corrected. If you wish to do this please contact the council.

I/We declare that to the best of my/our knowledge and belief, the particulars shown on this form are true, accurate and complete and authorise the council to use this information for the above purposes.

I agree with the declaration statement above

See our [privacy policy](#) to find out how we will use the information.

Submit Direct Debit Details

The following page should appear confirming your request has been submitted

New payment method direct debit

Thank you for your application

What happens next?

Your application has been passed to Uttlesford District Council to amend your details and a new bill will be issued shortly to reflect any changes. You will be contacted should we need any further information from you.

Done

[View, save or print your Direct Debit mandate](#)