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## Business rates - how to pay Hertsmere



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There are a number of ways you can pay your business rates.

### Instalments:

There will normally be 10 instalments - 1 April to 1 January. The number will reduce as we go through the year - for example, if your account is set up in August the total you have to pay will be divided over instalments from 1 September to 1 February. If you would like your instalments to be calculated in a different way, perhaps to pay in just two, instalments, please contact us and we will try to help.

If you would like your instalments to be calculated over the maximum number of months in the financial year, or in another way - perhaps to pay in just two instalments - please contact us on 020 8207 2277 or email

[revenues@hertsmere.gov.uk](mailto:revenues@hertsmere.gov.uk).

### Direct Debit:

We strongly recommend direct debit as it's the most efficient and cheapest way to pay.

You can choose to pay on the 1st or 15th of the month and instalments are normally due April through to January each financial year.

When instalment amounts change, for example at the start of a new financial year, the new amounts are automatically deducted and we will tell you what this is. Please download and complete a [direct debit mandate](#) (PDF, 224KB) if you wish to pay this way.

### Standing Order:

If you wish to set up a regular standing order please contact your bank or use your online banking software. You will need to quote the

council's bank details: sort code 20-05-03 and bank account number 90510726. Please remember to quote the Business Rates Account Reference as shown on the front of your bill to ensure that payments are credited to your account.

### Online:

You can pay online: [Pay here](#) using a debit card.

### PayPoint or Post Office:



You can pay at any Post Office or any shop displaying the PayPoint sign. In Hertsmere there are more than 40 PayPoint places, and more than 34,000 locations across the UK.

Find your nearest place via [PayPoint](#) or [Post Office](#).

Cash and cheque payments can be made for FREE here.

- Take your bill to any Post Office or PayPoint outlet, along with your payment.
- The assistant will scan the barcode and take your payment amount.
- You will need to ensure you know the amount you wish to pay, as staff will not have access to this information or any of your account details.
- Once your payment has been processed your bill will be returned, along with a receipt.

Many Post Offices are open on Saturday mornings, as well as Monday to Friday, while most of the PayPoint shops are open in the evenings and at weekends.

Please note:

- Cash payments are not accepted at our council offices;
- do not send cash through the post as this is not secure;
- bank giro credit instalment slips are no longer available - these have been replaced by barcoded bills.

### Telephone:

Call 0300 456 0499 for our automated telephone payment service, for payments by debit or credit

card.

Lines are closed daily between 5.15pm and 5.30pm, but are available at all other times.

Please have the following information to hand:

- Your council tax reference number
- The amount you wish to pay
- Your card number
- Your card expiry date
- Your card issue number (for debit cards).

You will be given a receipt number (for example TELE 01999999), which is confirmation that your payment has been successful.

You can use the following cards.

Debit Cards (no charge)

- Visa Delta
- Visa Electron
- UK Maestro
- Switch solo

Credit Cards:

- Visa
- Mastercard

## **Frequently Asked Questions**

### **Can I pay by Direct Debit?**

Yes, as long as you have a bank or building society current account.

We strongly recommend direct debit as it's the most efficient and cheapest way to pay.

You can choose to pay on the 1st or 15th of the month and instalments are normally due April through to January each financial year.

### **Can I pay at a PayPoint without my barcoded bill or invoice?**

Unfortunately not. All payments need the barcode to ensure your money gets to your account and outlets will be unable to process your payment without it.

If you are not sure how much you should be paying,

or have any other questions about your barcoded bill or invoice, please contact us.

### **How long should I keep my receipts for?**

If you pay by cheque keep your receipt until the cheque payment shows as paid on your bank statement. If you pay by cash we recommend you keep your receipt until you next confirm your balance, or until your next bill arrives, or for 12 months, whichever is soonest.

### **How quickly will my payment reach my account?**

Payments will usually take three working days to reach your account (i.e. excluding Saturday, Sunday and Bank Holidays), so please make sure you pay in good time, before your council tax, business rates or invoice is due.

### **How can I find out my balance?**

Contact us on 020 8207 2277 or email [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk)

### **What happens if I lose my bill or invoice or it gets damaged?**

Contact us on 020 8207 2277 and we will arrange for a replacement to be sent to you.

### **What hours are the PayPoint shops open?**

Opening times will vary. Visit PayPoint and Post Office to find information about the venue you wish to visit.

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