

## How to pay your business rates

**Direct Debit** is the easiest way to pay your business rates. You are protected by the direct debit guarantee. You can set up your direct debit online with a choice of payment dates at [bristol.gov.uk/directdebit](http://bristol.gov.uk/directdebit).

**BACS** you will need to quote: Bank A/C no 41322266 Sort Code 56-00-05 and your account number as shown on the front of the bill. Email a remittance advice to [BACSremittance@bristol.gov.uk](mailto:BACSremittance@bristol.gov.uk). Please allow 7 days for payment to reach your account.

**Debit or credit card** online at [bristol.gov.uk/pay](http://bristol.gov.uk/pay) or on our automated phone line on 0870 707 7776 available 24 hours.

**At the Post Office** present this bill and payment to the cashier. Cheques should be made payable to "Post Office Ltd".

**By Post** make cheques payable to "Bristol City Council". Write your business rate account number on the top right hand corner.

For extra information on business rates and "How we Spend the Money", please visit [bristol.gov.uk/business-rates/business-rates-explained](http://bristol.gov.uk/business-rates/business-rates-explained).

## How to contact us

**Email:** [business.rates@bristol.gov.uk](mailto:business.rates@bristol.gov.uk) **Phone:** 0117 922 3300 between 8.30am and 6pm  
Closed Wednesday 12:00 to 1:30 pm for staff training.

**Write to us:** Local Taxation (100TS), PO Box 3176, Bristol, BS3 9FS

**Further information about business rates, transition etc can be found at [bristol.gov.uk/rates](http://bristol.gov.uk/rates).**

## Change of address or circumstances

It is a criminal offence to knowingly provide false information which results in a reduction to your rates liability, to do so may result in prosecution and in all cases the reduction will be removed immediately from the date it was applied and a revised bill will be issued. You must advise the council immediately if circumstance change which will affect the relief.

## Small Business Rate Relief

For the financial year commencing 1st April 2019, this relief is available at 100% for ratepayers occupying single properties with a rateable value up to £12,000, with relief declining in percentage terms on a sliding scale until it is 0% at £15,000. Relief is available to ratepayers with either: a) one property in England, or b) one main property and other additional properties providing those additional properties have rateable values less than £2,900. The rateable value of the property in a), or the aggregate rateable value of all properties mentioned in b) must be under £20,000. The scheme is funded through a supplement on the rate bills of those not eligible for the relief. The supplement is built into the standard non-domestic multiplier. However, ratepayers of eligible business properties with rateable values between £15,001 and £50,999 will automatically have their bills calculated using the small business multiplier. For further information please visit [bristol.gov.uk/rates](http://bristol.gov.uk/rates). From April 2013, to remove a disincentive to growth, ratepayers will continue to receive their existing Small Business Rate Relief for 12 months where they occupy additional property which would usually disqualify them from receiving relief.

## What we do with your personal data

Your personal data will be processed lawfully, fairly and in a transparent manner. The council's corporate privacy notice is available at [bristol.gov.uk/about-our-website/privacy](http://bristol.gov.uk/about-our-website/privacy). If you would like a paper copy of our privacy notice please contact us.

## Fighting fraud

Bristol City Council is under duty to protect the public funds it administers. We may use the information you have provided for business rate purposes for the prevention and detection of fraud. We may also share this information with bodies responsible for auditing or administering public funds for these purposes. For further information visit [bristol.gov.uk/nfi](http://bristol.gov.uk/nfi).

## Paperless billing

You can switch off paper billing by signing up to your account online. You can see your previous bills and payments, as well as your current and future bills. Go to [bristol.gov.uk/businessratesregister](http://bristol.gov.uk/businessratesregister).

## Instalments

To choose to pay in 12 instalments contact us by 28th March 2019. The first instalment will be due on 18th April 2019 followed by 11 instalments each month, starting 1st May 2019. Contact us by email: [business.rates@bristol.gov.uk](mailto:business.rates@bristol.gov.uk)

## IMPORTANT

If your bill includes a reduction for discretionary or reoccupation relief, you should keep this bill as a record of the assistance you have been provided with under the State Aid De Minimis exemption. You will need to provide a copy of this bill if your organisation subsequently applies for or is offered other De Minimis aid. You will also need to refer to this bill for any subsequent applications for relief or discount from business rates. For a detailed breakdown of the relief and the European conversion rate used please email [business.rates@bristol.gov.uk](mailto:business.rates@bristol.gov.uk). Please retain this bill for a minimum period of 3 years as documentary evidence. You may need to keep this bill for a longer period for other purposes.

## Appeals against assessment

You can check, find and review your rateable value on the VOA's website, [gov.uk/voa](http://gov.uk/voa). If you have reason to believe that your 2017 rateable value is not correct, follow the instructions provided on the site. You will need to do the following:

- CHECK - review and confirm the facts about your property held by the VOA
- CHALLENGE – once the facts are established, explain why you believe your valuation is wrong.

An appeal on your 2017 rateable value is not possible, and may not be necessary, until you have completed CHECK and CHALLENGE.

You cannot withhold payment of your business rates pending an appeal or anticipated reduction. A revised bill will be issued and any overpayment refunded once this authority is notified of any reduction by the Valuation Office Agency.