

Additional Billing Information

Paying Your Bill

Your bill is payable over 10 or 12 monthly instalments starting in April each year and unless you pay by direct debit is due on the 1st of each month. For yearly or half-yearly payments, you must either pay the full bill by 1st April or half by 1st April and the rest by 1st September. If you experience difficulty in paying your monthly instalments, it is important that you contact us quickly so we can help you. Failure to pay your bill on the date due could mean that you lose your right to pay by instalments, and may result in recovery action being taken.

Direct Debit: Please ring us on 01453 766321 with your bank details to set this up. You can choose a monthly payment date of 1st, 8th, 15th, 22nd or 28th of the month.

Telephone: Call our 24 hour automated payment line service on 0300 456 0510. Calls cost no more than calls to geographic (01 and 02) numbers and must be included in inclusive minutes and discount schemes in the same way. Please make sure you have your account number to hand.

Telephone Banking: To pay through your bank telephone payment service or to set up a standing order you will need the following information. Destination sort Code: 55-61-08. Destination Account Number: 10313893. Destination account: Stroud District Council. You must quote your account number with each transaction.

Council Financial Information

Go online at www.stroud.gov.uk to find out all about the Council's spending plans and budgets, along with that of Gloucestershire County Council, Police and Crime Commissioner, and Parish and Town Councils. If you are unable to access the internet please call us on 01453 766321 and we can post the information to you.

Fair Processing Notice

The Council is required by law to protect the public funds it administers. We may share information provided to us with other bodies responsible for auditing or administering public funds or where we are undertaking a public function in order to prevent and detect fraud. The Cabinet Office is responsible for carrying out data matching exercises. The Council participates in the Cabinet Office National Fraud Initiative which is a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise, as detailed at www.gov.uk/government/collections/national-fraud-initiative. The use of data by the Cabinet Office in a data matching exercise is carried out with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. It does not require the data subject's consent under data protection legislation. Data matching by the Cabinet Office is subject to a Code of Practice. For further information about the Cabinet Office's legal powers and the reasons why it matches particular information, please refer to their privacy notice. In addition to this the Council will use information provided to all council departments in local data matching exercises to assist in the prevention and detection of fraud.

Your Rateable Value

Each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. To appeal your rateable value please contact the valuation office at www.voa.gov.uk or telephone 03000 501 501.

For more detailed explanatory notes please go to www.stroud.gov.uk/business/business-rates

Non-Domestic Rates or Business Rates

The rates that are collected by local authorities are the way that those who occupy non-domestic properties contribute towards the cost of local services. Further information about the business rates system, including transitional and other reliefs may be obtained at www.stroud.gov.uk/businessrates.

Unoccupied Property Rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. Empty properties with rateable value less than £2,900 and empty listed buildings subject to building preservation notice are exempt from charge.

Relief and Exemption

Commencing on the 1st April 2019 there was a 2-year relief scheme to aid the retail sector. Businesses who are eligible will receive a third off their bill. From the 1st April 2020, this was increased to a 100% discount and has been extended to include music venues and cinemas. Properties that will benefit from the relief will be occupied hereditaments that are wholly or mainly being used as shops, restaurants, cafes or drinking establishments. State Aid limits will apply. From the 1st April 2020, the retail scheme was expanded to include hospitality and leisure premises, premises providing certain services to visiting members of the public and some entertainment venues.

From the 1st April 2021 new discount levels are applicable. A 100% discount will apply from the 1st April to 30th June 2021 and from the 1st July 2021 retail relief will be reduced to a 66.6% discount. Certain cap levels apply to the 2021/22 scheme.

Small business rate relief may be applicable. Generally if the sole property is shown on the rating list with a rateable value which does not exceed £15,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 100%. For a property with a rateable value of not more than £12,000, the ratepayer will receive 100% reduction in their rates bill.

Registered charities and registered community amateur sports clubs are entitled to 80% relief where the property is occupied by the charity or the club, and is wholly or mainly used for the charitable purposes of the charity.

Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part.

Not for profit organisations providing a service that is beneficial to the local community may be eligible to claim discretionary rate relief.

Certain types of business in rural areas, where the population is below 3,000, may qualify for mandatory rate relief of 100%. To qualify a property must be situated with a rural settlement area named on the Council's rural settlement list and must be: a food shop or sole general store or sole post office with a rateable value less than £8,500, a public house or petrol filling station with a rateable value less than £12,500.

The Council has discretionary power under Section 49 of the Local Government Finance Act 1988 in exceptional circumstances to reduce all or part of a business rates bill. The legislation stipulates that a local authority considering hardship must be satisfied that the ratepayer will suffer hardship if relief is not granted, there is a direct benefit to the ratepayer or the community, and there are no adverse impact to other ratepayers or the community as a result of awarding relief.

Contact Us

Telephone 01453 766321

Email: business.rates@stroud.gov.uk Website: www.stroud.gov.uk

The Council is open 8:45am to 5:00pm Monday to Thursday and 8:45am to 4:30pm on Friday

For more guidance on all business rate reliefs and exemptions go to

www.stroud.gov.uk/business/business-rates/business-rates-reductions-exemptions-and-discounts.