

HOW TO PAY YOUR BUSINESS RATES (NON DOMESTIC RATES)



PAY BY DIRECT DEBIT

To setup or change an existing Direct Debit please complete the online form found at www.west-norfolk.gov.uk/bratesdirectdebit or contact us on 01553 616200.

Pay Online

You can pay your bill through our website at www.west-norfolk.gov.uk/payments. You can use your Debit or Credit Card, but we regret we are unable to accept American Express, Solo or Electron cards.

Pay by Bacs, Standing Order and other ways to pay

Through your bank you can make a direct payment into our bank account or set up a standing order. Please visit www.west-norfolk.gov.uk/howtopaybrates for more information on this and details on other ways to pay your bill.

Pay by Telephone

You can pay by Debit or Credit Card by telephoning our 24 hour automated Direct Payment Line 01553 616671

INFORMATION

MyRevenues

You can view and manage your Business Rates account online 24/7, where you'll be able to carry out tasks such as:-

- view your balance and payment information
- view and update your contact details
- complete online forms to advise us if any changes should be applied
- track the progress of your requests

More information on this service can be found on our website at www.west-norfolk.gov.uk/myrevenues

Rateable Values

Non domestic property is included in a Rating List, prepared by the Valuation Office Agency. The Rating List is available for inspection at the Borough Council's offices at King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX or at the Valuation Office Agency's offices at Durham Customer Service Centre, Wycliffe House, Green Lane, Durham, DH1 3UW. The Rating List is also available at www.gov.uk/contact-voa.

The Valuation Officer notifies a rateable value for every property considered to be non-domestic. There are rights of appeal available in some instances against the inclusion of a property in the Rating List or in respect of the details included. For more information on appeals, please ask the Borough Council or contact the Valuation Office on 03000 501501 or visit www.gov.uk/contact-voa.

Business Rates Reliefs

Charities are entitled to relief from rates for properties which they occupy wholly or mainly for charitable purposes. Relief is given at 80% of the rates bill. The Borough Council has the discretion to remit all or part of the remaining 20% of the rates bill. We also have discretion to remit all, or part of the rates bills for a property occupied by certain bodies not established or conducted for profit.

Sole village post offices, general stores, petrol stations, pubs and food shops within settlements with a population of fewer than 3,000 people can claim 100% relief against their rates bill providing their rateable value is under a set limit. The Borough Council also has discretion to remit all or part of the rates bill to businesses in rural settlements which are of benefit to the local community.

For further information and an application form please contact us or visit our website at: www.west-norfolk.gov.uk/businessrates. The Borough Council also has a Hardship Relief scheme. You can also find out more about this on our website.

General Data Protection Regulation

The Borough Council of King's Lynn and West Norfolk ("The Council") takes the safety of your personal information very seriously and will only ever process your information in accordance with the law, this includes the General Data Protection Regulations and any other relevant legislation.

You have a right to know how the Council processes your data and the purpose of that processing.

You can find full details on our website www.west-norfolk.gov.uk/privacy. This includes information about the way in which the Council uses your data, the reasons we use your data, why we are allowed to use your data and who we can share your data with, as well as our Corporate Privacy Policy and Data Protection Policy.

Contact Us

You can email the business rates team brates_kl@west-norfolk.gov.uk quoting the word "Account" followed by your account reference number in the subject line of the email, or telephone 01553 616200.

Information on business rates and explanatory notes are also available on our website at www.west-norfolk.gov.uk/businessratesleaflet or alternatively our postal address is

Revenues Services, PO Box 26, King's Lynn PE30 1PX.