

Guidance and information

How to Pay

PLEASE ENSURE THAT YOUR INVOICE NUMBER IS QUOTED WITH ALL TRANSACTIONS

Direct Debit	
Direct Debit Is the easiest way to pay. Contact Income Recovery Team on 0151 511 8811 for more details.	
Debit or credit card – by phone	Debit or credit card - On line
Ring 0303 333 4300 (open 24hrs) Select Option 1 for payments, then Option 2 for 'Invoices for Council Services'. Enter your 8 digit invoice number when prompted. Alternatively, during office hours, ring Income Recovery Team on 0151 511 8811	Payments can be made at www.halton.gov.uk . Select 'Do It Online' then 'Pay for it', then 'Council invoices' twice. Enter the invoice number and requested details.
Cash at Pay Point	Bank Transfer
Find your nearest PayPoint location at www.consumer.paypoint.com There is a minimum transaction of £5.00 and a maximum transaction of £300.00. Make sure you have this invoice with you.	Account details are: Account name: Halton Borough Council Receipts Account Account number: 98682164 Sort Code: 60-19-24 Remittance to be e-mailed to HBCincome@halton.gov.uk

Payment Terms: Invoices are usually payable immediately unless otherwise stated on the front of this invoice. Halton Borough Council will exercise its statutory right to claim interest and compensation for debt recovery costs if it is not paid in line with the agreed payment terms.

Contact us: If are unable to pay the full amount due, have any queries about this invoice or would prefer to receive future invoices by email, please contact the Income Recovery Team.

Telephone: 0151 511 881; **Email:** incomerecovery@halton.gov.uk; **Post to:** Income Recovery Team, Halton Borough Council, PO Box 10892, Unit 1 26 Charles Way, Nottingham, NG6 6EL.

It is very important you contact us immediately if you cannot pay the amount due. Failure to make payment could result in the debt being passed to a debt recovery agency or, the debt being pursued through County Court which will incur costs added to the amount owed.

Organisations offering free, impartial and non-judgemental advice		
Citizens Advice	03444 111 444	www.citizensadvice.org.uk
Step Change Debt Charity	0800 138 1111 (Freephone)	www.stepchange.org
National Debt Line	0808 808 4000 (Freephone)	www.nationaldebtline.org
Christians Against Poverty	0800 328 0006 (Freephone)	www.capuk.org

Commercial Debts: Under the provisions of the [Late Payment of Commercial Debts \(Interest\) Act 1998](#), Halton Borough Council has a statutory right to claim interest, compensation and reasonable debt recovery costs where an invoice becomes overdue. Contact us for more information.