

OUR SERVICE CHARTER FOR COUNCIL TAX & BUSINESS RATES

This is our promise of what you can expect from the Revenues Service in Tendring.

Our aim is to collect the correct tax from the right person or company and provide a timely, efficient service which strives to meet the needs of its customers.

What can you expect from us?

We aim to;

- provide a friendly service that meets your needs where possible
- reply to your letters within 10 working days
- respond to emails on the day of receipt
- answer the phone within five rings
- see you within 5 minutes if you visit us
- see you in a private interview room if you wish
- always give our names or job title if you ask for it
- send bills and letters that are clear and accurate
- make sure that the right person receives the bill
- give you a choice of how to pay
- tell you about our performance
- work within the law
- avoid making mistakes
- take prompt action to recover overdue Council Tax or Business Rates
- consider making special payment arrangements if you have a problem paying your tax
- use our resources responsibly
- employ helpful and polite staff and train them to be competent at their jobs
- respect your privacy and dignity
- keep your details confidential
- listen to any complaints you might have
- correct any errors - quickly

How can you help?

You can help by;

- telling us about any changes to your personal circumstances or your property that may affect the amount you pay. If you are not sure please contact us. Don't lose any discount or any other benefit to which you may be entitled
- ensuring your payments reach us by the due date. Late payments, as well as non-payment, means that everyone has to pay more, and also means more costs in administration
- contacting us immediately if you are having difficulty in paying or you think that your bill is wrong
- giving your account number whenever you contact us and be prepared to answer security questions to establish your identity
- making sure that if someone else contacts us on your behalf they have written authorisation from you. We cannot give details of your account to anyone unless we have this
- treating our staff politely and with respect
- paying by direct debit if possible