

**Corporate and Community Services Department**  
**Director of Corporate and Community Services: Caroline Innes**  
211 Main Street, Barrhead, Glasgow G78 1SY  
Phone: 0141 577 3002  
Fax No : 0141 577 3255  
Please ask for : Customer Services  
E-mail : ctax@eastrenfrewshire.gov.uk  
Our Ref : **Web Form**



Date :

**Name:**

**Address:**

**COUNCIL TAX**  
**COUNCIL TAX REFERENCE NO :**  
**SUBJECT :**

Please find enclosed a Direct Debit mandate for completion and return. The Council recommends Direct Debit as the most efficient means of payment both for you the payer and for the Council.

#### How You Benefit

The inconvenience of writing and posting cheques is removed plus, if your monthly instalment changes through the year, the council will contact the bank with fresh instructions for you.

#### How The Council Benefits

Direct Debit is the most cost effective method of payment and any reduction in the Council's collection costs in turn helps to reduce your Council Tax.

#### It's Safe

You are always advised in advance of any changes, you can cancel a Direct Debit at any time, and you are assured of an immediate refund from your bank if any amount is wrongly collected.

Please see overleaf for more details of the Direct Debit Guarantee.

Yours faithfully

*Caroline Innes*

Deputy Chief Executive and Director of Corporate & Community services

Our Service Standards:	> We will reply to all mail within 20 working days.
	> We will determine all requests for discounts/changes in circumstances and issue a revised bill within 20 working days.
	> We will update the customer's account within 2 working days of payment at a council office or within 2 working days of notification being received from the council's bankers or Girobank
	> We will ensure that all residents are notified within six weeks of a missed payment.

