

## Recovery and Appeals FAQ

### **What to do now you have received a Non-Domestic Rates summons**

Our records show that you were sent a NNDR bill requiring instalment payment on specified dates. You were then sent a reminder informing you that one or more instalments were overdue. The reminder warned you that you would lose your right to pay by instalments if a payment was not made within 7 days.

As you have not paid, this right has now been withdrawn and the summons is for the full amount outstanding for the year including costs incurred to date which are now added to the sum due.

### **What if I paid recently?**

If you have paid the full amount for the year please contact the Recovery Section on 01246 242560 to ensure that your payment has been correctly credited to your account.

If you have already paid all outstanding instalments shortly before receiving the summons, or if the summons is incorrect in any way, you should contact the Recovery Section immediately to discuss your case. If the summons is subsequently withdrawn by us, please help us by ensuring your future instalments are paid by the due date.

The best way to ensure that your instalments reach us on time is to pay by Direct Debit. If you have a bank account you can take advantage of this easy option; a direct debit can be set up over the telephone.

### **What will happen next?**

If the court decides that NNDR has been set correctly and all documents issued in accordance with legislation, and that you have not paid the full amount outstanding, it will grant us a "liability order". This order will give us power to pass your account to the Council's Enforcement Agent.

### **How can I stop this process?**

Once the summons is correctly issued, the proceedings can be stopped only by making payment in full. This payment must be received by us before the date of the court hearing. Post dated cheques will not be accepted. It is important that your case is easily identified as one to be stopped. To enable us to do this, please write your account reference and summons number on the reverse of your cheque. If paying by cash, please enclose a note showing your account reference and summons number. Payments will not be accepted at the court.

### **What if I am unable to pay immediately?**

If you are unable to pay the full amount immediately. Please contact us on 01246 242560.

### **Should I attend the court?**

It is your right to attend the court hearing to present your case if you feel that you are not liable for the amount shown on the summons. However, the only legal reasons why a liability order will not be granted are that the amount has not been legally demanded or that it has been paid. It is easier, quicker and cheaper to sort out all matters before the hearing by contacting us on 01246 242560. If you attend court, the court staff will be available to direct you to the court room where the application will be heard.

Whilst every effort will be made to ensure the application will be dealt with on the date specified in the summons sent to you, in the event that there is insufficient court time for it to be heard on that day, you will then be given details of the date and time you are next required to attend court.

A Liability Order will be obtained at court to enable us to take further action, for example:  
Enforcement Agents.