

IMPORTANT INFORMATION

Due to the Coronavirus (Covid-19) outbreak in the UK, the Council Offices are not currently open to walk-in visitors.

We can be contacted via the following methods:



The quickest way to contact us during the outbreak is **online** by emailing customer.services@spelthorne.gov.uk



You can **phone** us on 01784 451 499 Monday to Thursday 8.30am to 5pm and to 4.45pm on Friday. Our busiest time is between 9am and 11am and our busiest day is typically Monday. Please note: this service will be reduced during the outbreak and you may experience longer than usual wait times



If you want to **write** to us our address is:
Customer Services, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB.
Or hand deliver your post to the Council Office and drop in the post box to the left of the main entrance.

As we are closed we are unable to take payments at our counter. Alternative payment methods are listed below

How to Pay



Direct Debit – The **quickest and easiest way to pay** your Council Tax bill is by Direct Debit. You can sign up online at www.spelthorne.gov.uk/dd. You will need your Council Tax account reference number, your bank sort code and your bank account number.



Online - You can pay online at any time at www.spelthorne.gov.uk/pay-online. You will need your invoice or account reference number and your debit or credit card details.



24 hour automated phone line – You can pay anytime by calling 01784 444 220. You will need your invoice or account reference number and your debit or credit card details.



Internet or telephone banking - You can pay using your own bank's website, app or telephone system. You will need your invoice or account reference number, our sort code (30-80-12) and our account number (11441960)



By Post– Make cheques payable to Spelthorne Borough Council and write your invoice or account reference number, name and address on the back. Post to Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB.



Pay Point & Post Office – You can pay Business Rate and Council Tax bills at your local Convenience Store, Petrol Station, Post Office or Supermarket. Just ask them to scan the barcode on the front of your bill.

We are sorry for any inconvenience caused