

## Online

Our online service is simple to use, will save you time and gives you greater control of your bills and payments. Go to [www.birmingham.gov.uk/businessratesonline](http://www.birmingham.gov.uk/businessratesonline) to set up and manage your direct debit payments. You can also sign up for e-billing at [www.birmingham.gov.uk/ebilling](http://www.birmingham.gov.uk/ebilling) Once you have verified your account, you can check your balance and payments, bills and recovery notices, manage your e-billing options and update your contact details at [the Business Rates online page](#)

## Other ways to Contact Us

By Internet - To register or pay business rates, tell us of a change of address, apply for business rates reductions and advice about valuation/appeals please visit [www.birmingham.gov.uk/business-rates](http://www.birmingham.gov.uk/business-rates) for further information. By Telephone - You can call our office on 0121 303 5509, please note that for quality and training purposes your call may be monitored and recorded. For customers with hearing difficulties you can visit <https://birminghamcc.signvideo.net/> If you communicate with sign language you can call the Council using an advocate to translate for you when discussing your account. Prior written notice is not required. To arrange an advocate, go to [the Brasshouse web site](#).

## Valuation

Business rates are based on your property's rateable value, The Valuation Office Agency (VOA) maintains the Non-Domestic Rating List. This includes setting the rateable values of business properties. To understand why your property has a certain rateable value, please go to [GOV.UK](http://GOV.UK) and search: 'How business rates are calculated'.

## How to Pay Your Non-Domestic Rates

Please note payments may take up to 5 days to process.



By Internet - Visit [www.birmingham.gov.uk/business-rates](http://www.birmingham.gov.uk/business-rates) where you can make payment by debit or credit card.



By Direct Debit - This is the most convenient and easy way to pay, and you are fully protected by the Direct Debit Guarantee. Please note payment of Non-Domestic Rates is due on the 1st of each month.



By Telephone using Debit /Credit Card - Call 0121 464 2001 to make payment on the 24 hour Automated Payment System.



Post Office/PayPoint/PayZone - You can use any bill or letter with a barcode on to pay at any Post Office, PayPoint or PayZone outlet. If you pay by cheque at the Post Office, you must make it payable to 'Post Office Counters Ltd'. Details of your nearest PayPoint and PayZone outlets can be found at [www.paypoint.co.uk](http://www.paypoint.co.uk) and [www.payzone.co.uk](http://www.payzone.co.uk). Only cash is accepted at these outlets. No fee will be payable.

If you pay by standing order or online via your bank our sort code is 20-07-90 and account number 13545660.

If you are paying by any method other than direct debit please send a copy of your remittance to [Cashiers.Income.Control.Bacs.Remittances@birmingham.gov.uk](mailto:Cashiers.Income.Control.Bacs.Remittances@birmingham.gov.uk)

## Budget booklet and precepting information

The Budget for Birmingham leaflet, which includes the Demand Notice Explanatory Notes, along with the precepting information for the West Midlands Police and Crime Commissioner, West Midlands Fire Service and TfWM can be found on [www.birmingham.gov.uk/business-rates](http://www.birmingham.gov.uk/business-rates). For further information on West Midlands Police and Crime Commission visit [www.westmidlands-pcc.gov.uk](http://www.westmidlands-pcc.gov.uk). Should you require a paper copy of the booklet please write to Birmingham City Council, Revenues, P.O. Box 5, Birmingham B4 7AB.