


How to pay

Please consider paying by Direct Debit as this is the cheapest method for the council and helps keep bills lower and maximises our investments in essential services.

By Direct Debit	Visit www.walsall.gov.uk/business/business-rates and click 'How to pay your business rates'. Then follow the on screen instructions to set up your direct debit.	
By telephone	Using our 24 hour automated debit/credit card payment line call 0300 555 2854.	
Via the internet	www.walsall.gov.uk/epayments – available 24 hours a day, 7 days a week.	
Via bank transfer	If you are paying by internet banking, telephone banking or via an app our bank details are: Barclays Bank, sort code 20-90-73, account number 00075795. Please remember to quote your eight digit business rates account number (starts with a 5 and shown overleaf) otherwise the payment may not reach your account.	
By cash at PayPoint outlets	Please present this bill to the retailer to process your payment. Allow 3 working days for your payment to reach us. Please keep your receipt(s). This facility is free using the barcode overleaf.	
At any Post Office	By cash, cheque or debit card. Present this bill to the Post Office cashier to process your payment. Allow 2 working days for your payment to reach us. Cheques payable to Post Office Ltd. This facility is free, provided the bar code overleaf is used.	
Walsave customers	If you are a Walsave customer you can pay by cash, cheque or debit/credit card at their office at 181 High Street, Bloxwich.	

If you prefer to pay this bill by 11 or 12 instalments each year, please contact us before 15 April 2025 on 0300 555 2853.

The rules regarding payment of business rates are decided by the Government. If you cannot meet the payment dates shown, please tell us immediately so we can help. If you fail to pay as requested, you will lose the right to pay by instalments, and the full balance outstanding will become payable. Additional costs may be incurred.

How we may use your information to help you

Walsall Council will only ever create, use, store and or share your data in accordance with the data protection regulations and conditions for processing as set out in our privacy statement(s) which are available online via www.walsall.gov.uk. We will share your data with other council teams and with external organisations when required to do so by law. e.g. the prevention or detection of fraud/administration of public funds. Should there be a requirement to share your information for any other purposes outside of our public functions, tasks and statutory requirements, Walsall Council will always ensure consent is appropriate wherever necessary.

Secondary Use of Personal Data - Sometimes the Council or its agents uses your Personal Information for the purpose of performance monitoring, service improvement or market research; but you will not be identifiable

Further details of how we use/share and keep your Personal data secure can be found at: www.walsall.gov.uk/your-council/data-protection. For information on what rights you have in respect of your data or how to access your records please see the guidance available on our website at:

www.walsall.gov.uk/your-council/data-protection.

Understanding your rateable value

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 and search: 'how business rates are calculated'. Please note there is no right to withhold all or part of the rates payable whilst any appeal against the valuation of the property is under consideration.

How to contact us

You can use our on-line service to view your account, switch to paperless billing, update your details, set up a Direct Debit, and find the rateable value of your property.

By email

businessrates@walsall.gov.uk for enquiries relating to this bill.

By telephone (calls may be recorded)

Call 0300 555 2853 for enquiries relating to this bill.
Monday to Thursday 8.45am – 5.15pm, Friday 8.45am – 4.45pm.

By post

Write to Walsall Council, PO Box 23, Walsall, WS1 1TW.

For the security of your data whenever you contact us, please provide your account number.