

December 2008

To help the council service its customers more efficiently, and to make best use of its resources, I am consulting with a wide range of stakeholders to try and get as broad a picture as possible.

This exercise concentrates on use of the Prestwich payment office. I am carrying out a variety of different targeted consultations on users of the service, and you have been identified as having an interest in services provided in Prestwich, although not necessarily user of this particular service.

Please answer the following questions:-

1. Do you use the payment office based in the Library in the Longfield Centre?

Yes

No

2. If no, please go to question 9

3. If yes, do you pay by:-

Cheque

Card

Cash

Other

4. Do you pay (please tick all that apply)

Council Tax

Rent to Six Town Housing

Business Rates

Sundry Debts (e.g. for home care)

More than one type of bill

5. Why do you use the council payment office?

Because I always have

Not aware of how else I can pay

Other (please give details)

6. Do you have a bank / post office account?

Yes

No

7. Do you know that you can pay any bill to the Council or to Six Town Housing

Free at any post office or shops with the PayPoint logo Yes / No

Free at your own bank Yes / No

8. Would you consider paying your bills by Direct Debit?

Yes **If yes, please ring 0161 253 5095 between 9 am and 5 pm Monday to Friday and ask for details**

No **If no, why not**

9. If you do not use the payment office, and you pay your Council Tax, rent or Business Rates to the Council, please indicate how you pay those bills

By Direct Debit

By phone

Through the bank / building society

Through the post office

Through PayPoint

By Housing / Council Tax Benefit

Other (**please state**)

Not applicable

10 Optional, however if you give your details we may be able to give you feedback on the issues raised by the consultation

Name and address / telephone number / e-mail address

--

Reference number

Date

THANKS FOR YOUR TIME

M A Owen

Director of Finance and E-Government

Please complete and e-mail this form back to k.v.berry@bury.gov.uk by no later than 19 December 2008