

Royal Borough of Windsor and Maidenhead: Council tax text, email and voice messaging

If you fall behind on your Council Tax payments, and we hold contact information for you, we may contact you by text message, e-mail and/or a phone call with a pre-recorded message.

Please see screenshots below of what these messages may look like.

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Text message

If we send you a text message, it will be sent from RBWM. It will include your name, as it appears on your Council Tax bill, and ask you to click on a link to verify your identity:

Please see the screenshots below of example messaging.



Dear Joe Bloggs,

Council Tax reference number: 224466
Property address: Royal Borough of Windsor & Maidenhead Town Hall St Ives Road Maidenhead SL6 1RF

You currently have an instalment of £87.54 outstanding on your Council Tax account which could be subject to recovery action if you ignore this message. It is important that you act now and make a payment today to bring your account up to date.

Online Payment

Automated Payment Line

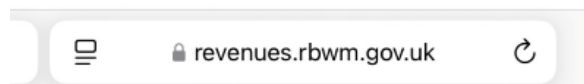
To make sure you don't miss payments in the future, why not set up a Direct Debit.

Set up a Direct Debit

Call to set up a Direct Debit

You can find about how to access debt advice on our website.

Debt Advice and Help



The link will always contain 'revenues.rbwm.gov.uk' and once clicked, will present you with a verification page to confirm your postcode:

Screenshot of example message:



This is an important message from Royal Borough of Windsor & Maidenhead about your Council Tax payments.

We're keeping your information safe with industry standard protection.

Please enter your postcode below and click Proceed.

Thank you,
Royal Borough of Windsor & Maidenhead

Your personal data is very important to us. Please refer to our [privacy notice](#) on our website for further information.

Council Tax



revenues.rbwm.gov.uk



SMS webform

Once your identity has been confirmed, you will be redirected to a new page which will detail your outstanding Council Tax payment(s) and provide you with further links to be able to make payment, via both our automated payment line, and our website. It will also provide you contact details should you wish to discuss your outstanding payment(s):



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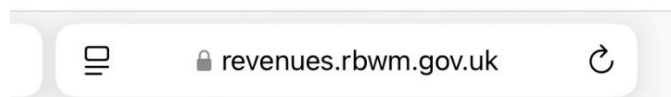
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Set up a Direct Debit

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Email

If we send you an email, it will be sent from 'email@revenues.rbwm.gov.uk'.

It will include your name, as it appears on your Council Tax bill, and will detail your outstanding Council Tax payment(s).

The email will provide you with links to be able to make payment, via both our automated payment line, and our website.

It will also provide you contact details should you wish to discuss your outstanding payment(s):

FAO: Joe Bloggs Your 224466 Council Tax Reminder Do Not Ignore

Royal Borough of Windsor and Maidenhead <email@revenues.rbwm.gov.uk>
To: Grace Smith

[Click here to view in browser](#)



Dear Joe Bloggs,

Council Tax Reference Number: 224466

You currently have £87.54 outstanding on your Council Tax account which could be subject to recovery action if you ignore this email. It is important that you act now and make a payment today to bring your account up to date. You can pay online by clicking the below button.

[Pay Online](#)

Payment can also be made by debit or credit card. Alternatively, you can call our automated payment line by selecting the automated payment line button below.

[Automated Payment Line](#)

To make sure you don't miss payments in the future, why not set up a direct debit by going online or by calling us?

[Direct Debit](#)

[Call To Setup Direct Debit](#)

You can find out about debt advice on our website.

[Debt Advice and Help](#)

Please ignore this message if you have paid this balance within the last 72 hours.

Sincerely,

Royal Borough of Windsor & Maidenhead

Phone call (with pre-recorded message):

If we call you, it will be from 01628 683850, and appear as 'RBWM'.

When answered, the pre-recorded message will ask you to confirm your identity, and then go on to provide details of your outstanding Council Tax payment(s) and options on how to make payment.