

Questions and Answers

Find below a series of questions and answers regarding the change in the Cashiers Service:

Question: When are you closing the Cashiers Service?

Answer: The Cashiers Service is not closing, we are changing the way that the service is delivered. The Cashiers Office will still be open but you will no longer be able to use the Cashiers counters from 5pm on 23 December.

Question: Why are you closing the Cashiers Service?

Answer: We are not closing the Council Cashiers Service, we are just changing the way that it serves Hackney residents.

The Cashiers Office will still be there but you will no longer be able to use the Cashiers counters to apply and pay for services. But don't worry, as an alternative there will be a number of self-service machines next to the counters that you can use to apply and pay for almost all the same services as before, like Council tax and housing rent.

There will also be a number of Council staff in the Cashiers Office to help if you have never used the self-service machines before and located in the Hackney Service Centre, there will be a number of computers that can be used to register for the Council's One Account or apply and pay for parking permits or visitor vouchers.

The only services that you will not be able to apply or pay for using the self-service machines are parking vouchers, permits and penalty charge notices. Don't worry, you can apply and pay for parking vouchers and permits online and by post. Customers can also pay for parking penalty charge notices in a number of ways, such as online, post and over the phone.

The change in how the Cashiers Service is operated follows a wider trend in the way people like paying for services they receive from the Council and other services, using the web or direct debit instalments as they are easier and more convenient to manage. More and more people are using online and card to pay for services and shop, the Council is adapting its services to meet the growing need for more convenient to use services.

The Council also needs to make savings where it can in order to fund essential services for Hackney residents. Each time a resident makes contact with the Council face-to-face, it costs over £8. This is compared to 35p each time a resident pays for a Council service online and 17p per direct debit instalment. With other work taking place to change the way the Council is operated, an estimated £30m will be saved over the next four years.

We aren't the only Council to change the way that a cashiers service is operated, all 32 London borough councils have closed their cashier counters or are running their

cashiers services in a different way while encouraging more residents to use online services.

Question: What services can't I use the Cashiers self-service machines for?

Answer: Parking permits and visitor vouchers.

Residents can apply and pay for parking vouchers and permits in a number of ways, including:

- **Online:** The quickest, easiest and fastest way to apply for permits and vouchers is online at www.hackney.gov.uk/parking. Your order will be delivered within three working days.
- **By post:** You can complete an application form, and send it – together with any supporting documents and a cheque or postal order – to Parking Services, PO Box 39054, E8 1WS. Do not send cash by post. Your order will be processed within 10 working days.

It is strongly recommended that in the future you purchase visitor vouchers in advance, or have some in stock, as you will no longer be able to purchase and receive them on the same day.

Customers can also pay for parking penalty charge notices in a number of ways, such as:

- **Online:** you can review evidence of your PCN, and pay or dispute it by visiting www.hackney.gov.uk/parking
- **By post:** Complete the payment slip attached to the PCN, enclose a cheque or postal order payable to 'London Borough of Hackney' and send to London Borough of Hackney, P.O. Box 39055, London E8 1WT
- **By phone:** Call the automated payment line: for PCNs starting QZ dial 020 8629 1232. For PCNs starting HK or HQ ring 020 8356 5050

Question: If I can't use the Cashiers Service counters, what alternatives are there?

Answer: As an alternative to the Cashiers Service counters, there will be a number of self-service machines next to the counters that you can use to apply and pay for almost all the same services as before, like Council tax and rent.

The self-service machines are secure, quick and simple to use. Hackney Council customer service staff will also be on hand to help with any questions about using the machines and will provide demonstrations to residents who request them.

There are also a number of computers available in the Hackney Service Centre, and free computer access and internet/WI-Fi across all Hackney libraries, which can be used to register for the Council's One Account online service.

Council services and the different ways that residents can pay for them includes:

- **Council tax** - Direct debit (set-up online/phone), self-service machines (cash, card), the bank and Allpay.

- **Housing rent** - Direct debit (set-up online/phone), self-service machines (cash, card), Allpay.
- **Business rates** - Direct debit (set-up online/phone), self-service machines (cash, card), the bank and Allpay.
- **Leaseholder charges** - Direct debit (set-up online/phone), self-service machines (cash, card) and the bank.
- **Housing Benefit (including overpayments)** - Direct debit (set-up online/phone), self-service machines (cash, card) and Allpay if a plastic payment card has been arranged.
- **Parking fines** – Online via the parking website, post, phone.
- **Parking permits** – Online via the parking website, post.
- **Parking visitor vouchers** - Online via the parking website, post.

The One Account is a free, quick and simple way for residents to use, pay for and manage a host of Council services online, replacing traditional paper forms or the need to phone or visit the Council in person to request a service or change personal details. Residents can find out more about the One Account and can also register for the service by visiting: www.hackney.gov.uk. Council staff in the Hackney Service Centre and across Hackney libraries can help you to register for the One Account to pay and manage a number of Council services such as Council tax via direct debit and housing rent.

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Many high street banks, Building Societies, Post Offices and other shops also have 'All Pay' where residents can pay for Council tax and other services over the counter.

Question: I need some parking visitor vouchers, what do I do?

Answer: It is strongly recommended that you purchase visitor vouchers in advance, or have some in stock, as you will no longer be able to purchase and receive them on the same day.

Residents can apply and pay for parking vouchers in a number of ways, including:

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