



Council Tax Explained

Why we have Council Tax?

Council Tax helps pay for important local services, such as:

The Police service.

Fire and Rescue service.

Adult social care.

Waste and Recycling.



Who pays Council Tax?

You have to pay Council Tax if you own your home.

You have to pay Council Tax if you rent your home.





Your yearly Council Tax Bill

Every March we will send you a Council Tax bill.

The bill will say how much to pay over the next year.



How much Council Tax do you pay?

How much you pay depends on the size of your home.

Generally larger homes have to pay more than smaller ones.



Discounts

A discount is money that we take off your bill so that you pay less.

Everyone gets a discount if they live alone. We reduce the bill by one quarter. For every £100 that you owe, we reduce the bill by £25.

You may be able to get other discounts, such as:

Council Tax Reduction, please ask us.



How to pay your Council Tax

The easiest way to pay your Council Tax is to set up a direct debit.

Your bank will pay the council the same amount every month.



Choose a date when you will have money in your bank account.

The payment dates are on day 1 or 8 or 17 or 25 of each month.

You can pay by direct debit over 10 months or over 12 months.



Other people like to pay a bit more over 10 months but have 2 months with no payment.

Some people like to pay all the bill once a year and not set up a direct debit.

It is your choice.



What happens if I move home?

You will need to contact us if you move home.



What happens if someone moves in or out of my home?

If someone moves into your home, please let us know.

If someone moves out of your home, please let us know.



The amount you pay may change

The bill may change if you move home.

It may change if people move into your home or move out of your home.

There may be a change in how much we reduce your Council Tax.



What do I do if I can't pay my Council Tax?

We can help if you can't pay your bill.
We can talk about other ways to pay.
Please let us know as soon as you can.



Challenge your Council Tax bill

Tell us if you are unsure what to pay.
We can help.



Easy Read Council Tax bill

Please tell us if you want your bill in Easy Read.

Contacting us



Please tell us straight away if you don't understand your bill.

Please tell us if you need help to pay your bill.

Please tell us if you think your bill is wrong.

Call us:

01424 787000



Telephone lines are open on weekdays from
9:30 to 4:30 on Monday, Tuesday and Thursday
10 to 4:30 on Wednesday
9:30 to 4:00 on Friday

Email us:

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