




 <p>Direct Debit</p> <p>This is the easiest and quickest way to pay your Council Tax.</p> <p>Sign up to pay by Direct Debit at www.stoke.gov.uk/counciltaxdirectdebit or call us on 01782 233777.</p> <p>It's automatic so you won't miss a payment and you can keep on top of your household bills by spreading the cost to suit you.</p> <p>Direct Debits can be weekly on Mondays, fortnightly on Fridays, monthly (10 or 12 payments on 1st, 5th, 10th, 15th, 20th, 25th or 28th), six monthly or annually.</p>	  <p>Online</p> <p>Pay your bill online at www.stoke.gov.uk/makeapayment</p> <p>Online Banking Give your bank your 13-digit Council Tax account number including the letter without any spaces and the following details:</p> <p>Sort code: 30-93-83 Account number: 03004166</p>	 <p>Automated 24-hour Line</p> <p>Call 01782 234123 anytime to pay using your debit or credit card.</p> <p>Telephone Banking Give your bank your 13-digit Council Tax account number including the letter without any spaces and the following details:</p> <p>Sort code: 30-93-83 Account number: 03004166</p>	  <p>PayPoint or Post Office</p> <p>Use your Stoke-on-Trent Payment Card at any Post Office or PayPoint outlet.</p> <p>Payment must be made at least seven days before the due date.</p>
<p>All other payments (cash, card, online) can be made weekly, fortnightly, monthly (10 or 12 payments on 1st, 15th, 20th, or 28th), six monthly or annually.</p>			



Sign up and manage your council tax online

Register for an account at www.stoke.gov.uk/myaccount. This allows you to view your bill, balance and payments online, tell us if you've moved home, apply for discounts/exemptions, inform us of changes in circumstance and much more. You can also sign up to paperless billing.



Need help paying your bill?

If you're struggling to pay your bill, please contact us as soon as possible. You may be able to get help towards your bill or identify an easier way to pay. For more information on support available and to apply online, visit www.stoke.gov.uk/benefits



Have your circumstances changed?

You must tell us within 21 days of any change in your circumstances that may affect the amount of Council Tax you have to pay. For example, if someone comes to live with you or there is a change in your income if you are in receipt of Council Tax Support.

If you move home, we need to know where you've moved from, the date you moved and where you've moved to.

You can notify us of any changes in your circumstances at www.stoke.gov.uk/counciltax. Failure to inform us of a change in circumstances could result in a backdated charge and you may also incur a penalty fee.

Landlords can also tell us about a change in tenant by going to www.stoke.gov.uk/counciltax and selecting 'Tell us about a change in tenant'



Contact us

For information on how your money is spent, please visit www.stoke.gov.uk/counciltaxbook. A paper copy of the booklet is also available free of charge on request. Further information regarding your Council Tax bill and FAQ's are available at www.stoke.gov.uk/yourbill

If you can't find the information you're looking for, or still need to speak to us about your bill, you can contact us by:

- Visiting www.stoke.gov.uk/contact
- Calling 01782 233777 Monday to Thursday, 9am - 5pm and 9am - 4.30pm on Fridays. Please note, there might be long queues on the phone line.
- Writing to us at Revenues, PO BOX 1490, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH

Data Protection - At Stoke-on-Trent City Council we take your privacy seriously and will only use your personal information to administer your account and for purposes required or allowed by the law. You can find information about how we use your personal information and your rights by visiting www.stoke.gov.uk/dataprotection. We may also share this information with other departments of the council or other relevant organisations for purposes, which may include enforcement.

About your bill

Council Tax valuation banding			Appealing your bill		
Each property is placed in one of eight bands by the Valuation Office Agency according to its open market capital value at 1 April 1991.			If you don't think you should have been billed for Council Tax or a mistake has been made on your bill, please contact us. Contact details are shown above. More details are available at www.stoke.gov.uk/counciltax		
Band	Range of Values		If the matter is not resolved, you can appeal to the Valuation Tribunal Service at www.valuationtribunal.gov.uk . You must continue to pay while you appeal.		
A	Up to and including	£40,000			
B	£40,001 to	£52,000			
C	£52,001 to	£68,000			
D	£68,001 to	£88,000			
E	£88,001 to	£120,000			
F	£120,001 to	£160,000			
G	£160,001 to	£320,000			
H	More than	£320,000			
Your bill shows the band your property is in and how much you have to pay. If you think your band is incorrect, you can appeal this directly with the Valuation Office. For more information, call 03000 501501 or visit www.gov.uk/contact-voa . You must continue to pay your Council Tax whilst you have an ongoing appeal.			Discretionary / Hardship Relief		
			This is a special payment for those that need extra help with their housing costs, such as rent and Council Tax. To apply, you must be able to prove you are in extreme financial hardship and need extra support. For more information and to apply online, visit www.stoke.gov.uk/claimdhp		
Exempt properties			Discounts and reductions		
Some properties are exempt from paying Council Tax, including those that are: <ul style="list-style-type: none">• empty because...<ul style="list-style-type: none">- the resident is in prison- the resident is permanently in a care home or hospital- occupation is prevented by law- the resident is living elsewhere to receive / provide personal care- it's being held for a minister of religion- the resident is a charity (up to 6 months)• waiting for probate or administration letters (up to 6 months once probate has been granted)• repossessed or held by a trustee in bankruptcy• unoccupied caravan pitches or boat moorings• 'granny flats' where a dependent relative lives or is unoccupied• occupied by...<ul style="list-style-type: none">- people under 18 years of age- armed forces accommodation or visiting forces- students (also properties left empty that are owned and previously occupied by the student)- severely mentally impaired people- diplomats To apply for an exemption, visit www.stoke.gov.uk/counciltax			Council Tax is based on two or more adults living in a property. A 25% discount can be applied if only one adult lives in the house. Some resident(s) may be disregarded for Council Tax purposes if they are: <ul style="list-style-type: none">• A full-time student / apprentice• living in a care home or hospital• 18 or 19 years old still at or just left school / college• severely mentally impaired• detained in prison• a carer or resident care worker (but not a spouse or child under 18) If anyone in the property has a disability, uses a wheelchair in the home and has an extra specially adapted room/s to meet their needs, they may also be entitled to a reduction. For full details, and to apply for a discount, go to www.stoke.gov.uk/counciltax		
			Council Tax Support		
			Depending on your circumstances, Council Tax Support could help to pay towards some, or all, of your Council Tax bill. Use our online calculator at www.stoke.gov.uk/benefitscalculator to see how much you might be entitled to.		
			If you claim Council Tax Support, your bill will show the amount you've been awarded. You should check this carefully to make sure it's correct. If you want to know more about the decision, or if you think it's wrong, please contact us within one month .		
			If you want to appeal against our decision, you need to write to the Valuation Tribunal Service. Go to: www.valuationtribunal.gov.uk		
			For more information and to apply online, visit www.stoke.gov.uk/benefits		