Direct debit is the easiest way to pay your council tax. You are protected by the direct debit guarantee. You can set up your direct debit, over 10 or 12 instalments, online with a choice of payment dates at bristol.gov.uk/directdebit.

Debit or credit card online at bristol.gov.uk/pay or on automated phone line on 0870 707 7776 available 24 hours. The call will cost you up to 13p per minute plus any charges from your phone company.

At the Post Office. Present your bar coded bill and payment. Cheques should be made payable to "Post Office Ltd".

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Contact us

Online: bristol.gov.uk/LocalTaxGeneralEnquiry
Textphone: 0117 357 4444

Write to: Local Taxation, (100TS) PO BOX 3176, Bristol, BS3 9FS
Phone: 0117 922 2900 8.30am to 6.00pm Monday to Friday.
Closed Wednesday 12:00 to 1:30 pm for staff training.

For an explanation of this bill visit: bristol.gov.uk/yourcounciltaxbill

To pay in 12 instalments contact us by 28th March 2019. The first instalment will be due on 18th April 2019 followed by 11 instalments each month, starting 1st May 2019. Contact us online at bristol.gov.uk/LocalTaxGeneralEnquiry

For adult social care authorities, council tax bills show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure. For more information on council tax, like adult social care precept and what we spend council tax money on, visit bristol.gov.uk/counciltaxexplained

Help with paying your council tax

Council tax reduction provides help towards meeting council tax bills for people on low incomes. To find out whether you're entitled to any help and make a claim, go to: bristol.gov.uk/counciltaxreduction

If you are claiming council tax reduction (CTR)

Your council tax reduction award is shown on the front of this bill, reducing the total amount payable. No further council tax reduction award letter will be sent to you.

Change in circumstances

If you are claiming council tax reduction it is important that you notify us of any changes in your circumstances such as moving house, changes in your household income, capital, savings or who lives with you, as this may alter the amount of council tax that you need to pay. These changes must be reported promptly, in writing, by telephone or online at bristol.gov.uk/countrchanges

Appeals

If you do not agree with the decision we have made on your CTR claim you must write to us asking us to look at the decision again.

We are under duty to protect the public funds we administer. We may use the information you have provided for council tax purposes for the prevention and detection of fraud. We may also share this information with bodies responsible for auditing or administering public funds for these purposes. For further information visit bristol.gov.uk/nfi