

# Make life simpler: pay by direct debit

Do it now at [bristol.gov.uk/directdebit](http://bristol.gov.uk/directdebit)

Cut down on clutter and help protect the environment by switching to paperless billing at [bristol.gov.uk/paperless](http://bristol.gov.uk/paperless)

## When your address or circumstances change

You must let us know within 21 days if you move home or if a property you own has a change of tenancy, including dates and new addresses. Failure to tell us within the required timescales may affect your entitlement to a discount or an exemption. You can do this online at [bristol.gov.uk/counciltaxchange](http://bristol.gov.uk/counciltaxchange)

If you've moved, remember you also need to register to vote at your new address. Visit [gov.uk/registertovote](http://gov.uk/registertovote)

## How to pay council tax

- 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](http://bristol.gov.uk/directdebit)
- Debit or credit card online at [bristol.gov.uk/pay](http://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".

## Contact us

**Online:** [bristol.gov.uk/LocalTaxGeneralEnquiry](http://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](http://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](http://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](http://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](http://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/ctrchanges](http://bristol.gov.uk/ctrchanges)  
Failure to report changes in circumstances could result in you being subject to penalties and/or prosecution.

## 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. You must state what decision you do not agree with and why you do not agree with this decision. There is no time limit in which to raise your initial grievance with us. Once your grievance has been sent to us we have two months in which to respond. Please see [www.valuationtribunal.gov.uk/your-appeal-type/council-tax/council-tax-reduction](http://www.valuationtribunal.gov.uk/your-appeal-type/council-tax/council-tax-reduction) which explains what you can do if you do not agree with the outcome of your grievance or we do not respond within two months.

The procedure for making an appeal is also given in Schedule 1, Part 2 of our current Council Tax Reduction Scheme. Please see <https://www.bristol.gov.uk/benefits-financial-help/bristols-local-council-tax-reduction-scheme>

## Alternative format

We may be able to offer this document to you in a more accessible format such as in large print, by email, in Braille, on audiotape/CD, as a BSL DVD, if you have a specific impairment that requires this. We can also provide it in Easy English with pictures or in community languages if English is not your first language. Please contact **0117 922 2900. (Textphone 0117 357 4444)** should you require this.

## What we do with your personal data

Your personal data will be processed lawfully, fairly and in a transparent manner. You can find the Council Tax and Council Tax Reduction privacy notices at [bristol.gov.uk/about-our-website/privacy](http://bristol.gov.uk/about-our-website/privacy). If you would like a paper copy of our privacy notices please contact us.

## Fighting Fraud

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](http://bristol.gov.uk/nfi)