

Bill
issued



Account
overdue



Court summons
issued



How to pay your bill

Date of issue:

Council Tax account number:



9826 13 0721 61 475



Pay online

Visit www.telford.gov.uk/counciltax

24hr payment line

Call **01952 383977**. Please ensure you pay the amount due as shown on the front of this notice.

Direct Debit

Sign up today at www.telford.gov.uk/counciltaxdirectdebit

Via your bank

The Council's bank account number is **55445668**, sort code **30 18 55**. Please quote your council tax account number.

Changes in circumstances

Tell us of a change in circumstances at www.telford.gov.uk/mycounciltax

We may add a £70 penalty charge to your bill if you don't tell us within 21 days of a change in your circumstances. If we find that you have deliberately failed to inform us then you may also receive a fine up to £1,000 or be prosecuted.

Struggling to pay?

If you are having difficulties making payments please contact us as soon as possible to let us know as we may be able to help you. Please call on **01952 383838** to discuss your account.

The majority of Council Tax payers pay their instalments on time each month. It is therefore important to them and the Council that anyone who does not pay is pursued for payment quickly. This ensures arrears are kept to a minimum and that the Council Tax charge is kept as low as possible for everyone.

We don't want to take action against you for non-payment of Council Tax unless we really have to - but if you don't pay and you don't contact us then recovery action will follow.

Please let us know if you want to pay your Council Tax over 12 instalments by emailing council.tax@telford.gov.uk

Discounts and exemptions

You might be able to reduce your bill with a discount or exemption. Check eligibility and apply for any Council Tax discount or exemption at www.telford.gov.uk/counciltax

My Council Tax Account

Want to view your Council Tax account, apply for a discount, register for eBilling or set up a Direct Debit?



Register for My Council Tax at www.telford.gov.uk/mycounciltax

Visit www.telford.gov.uk/yourbillexplained for an easy to read guide to your Council Tax bill.

Independent debt advice

Worried about debt, having difficulty paying your bills or just need some advice? Talk to an independent FREE debt advice agency by contacting Citizens Advice on **0300 330 1165** or www.citizensadvice.org.uk or National Debt Helpline on **0808 808 4000** or www.nationaldebtline.org

Council Tax Reduction

If you are on a low income, you may be entitled to Council Tax Reduction (CTR) or CTR hardship. Visit www.telford.gov.uk/counciltaxreduction for information and to make an application. To request a statement of reasons or appeal against your Council Tax Reduction award visit www.telford.gov.uk/benefits

How we use your data

We collect and store information about you for the purposes of collecting the council tax you are liable to pay. We have a duty to protect public funds and may use the information held for the prevention and detection of fraud or use the information to fulfil other statutory duties. The information may be shared within the Council, but will not be given or sold to anyone else. Some of the information you provide may be used for automated decision making in relation to council tax liability. For more information on our privacy arrangements please view our website - www.telford.gov.uk/terms

Please note we may use the contact information you have provided to obtain feedback on the Council Tax service you have received.

Make easy and safe regular payments

It only takes five minutes to set up a Direct Debit...

Why don't you join the 75% of Council Tax payers in your area who never have to worry about missing another payment. This is the cheapest and most efficient way to pay your Council Tax.



Sign up today at www.telford.gov.uk/counciltaxdirectdebit