

Ways to pay your council tax

Online account

There is an easy way to view and manage your council tax at home, 24 hours a day.

Our self-service facility allows you to access your information, instantly make any changes to your council tax account and make payments securely online.

To sign up visit www.basingstoke.gov.uk/self-serve-counciltax

You will need your council tax account reference number and a mobile phone number to do this.

Direct Debit – the easiest way

- automatically paid from your bank or building society without any need for you to remember
- you can choose your payment date (5th, 13th, 20th or 28th of the month).
- set this up from your online account to sign up visit www.basingstoke.gov.uk/self-serve-counciltax

Please note cash payments cannot be accepted at the council offices. Cash payments can be made at any Post Office.

Instalments over 10 or 12 months

Choose your payment date (5th, 13th, 20th or 28th of the month). Pay on or before your chosen instalment date to avoid a reminder - after two reminders you will lose the right to pay by instalments. You can change your due date online.

Need help to pay?

If you are on a low income, or receive benefit you could be eligible for help towards your council tax and/or rent. You do NOT have to be unemployed to qualify for benefit. If you think you might qualify visit the online benefits

Credit or debit card

- using the automated 24-hour telephone system on 01256 845757.
- online using a secure link 24 hours a day at www.basingstoke.gov.uk/paymyctax
- by bank transfer (please quote your council tax reference shown on the bill overleaf to make sure it reaches your account) to:

Account name: Basingstoke & Deane BC GEN ACC
Sort code: 40-09-18 **Account number:** 51521691

Post Office

- at any Post Office – using the bar code above.

calculator at www.basingstoke.gov.uk/claim-benefits
Basingstoke and Deane is part of the council tax arrears good practice protocol, in partnership with The Citizens Advice www.citizensadvice.org.uk

Let us know if anything has changed

If you have changed address or had a change in circumstances that you think may affect your council tax, council tax support or housing benefit please contact us immediately so that we can ensure our records are correct. Inform us online www.basingstoke.gov.uk/self-serve-counciltax

Explanatory Notes

HCC Adult Social Care Precept

In previous years, Government legislation required the council tax for Hampshire County Council to be split up into two separate lines on council tax bills. Due to changes in legislation, these two lines have now been merged together, so there is now just one line on the bill for Hampshire County Council. Further information about Hampshire County Council's council tax is available online at www.hants.gov.uk/counciltax

Council tax valuation bands

The Valuation Office Agency (VOA) values domestic properties for council tax. This valuation is used to set your council tax band. You might need to contact the VOA if you think your council tax band is wrong. You can find out more about when you can challenge your band and what you need to do at gov.uk/challenge-council-tax-band. If you challenge your band, you must continue to pay council tax at your current band until your appeal is decided. You can contact the VOA at gov.uk/contact-voa. If you are unable to use the online service you can also contact the VOA on 03000 501 501.

Discounts and Exemptions

The full Council Tax bill assumes that two or more adults are living in the property as their main home. If only one adult is resident, the council tax bill will be reduced by 25%.

Certain people do not count towards the number of adults living in a property, for example full time students, the severely mentally impaired or carers, and a discount may apply in these circumstances.

Some properties may also be exempt from council tax, for example those occupied entirely by full time students, the severely mentally impaired, or unoccupied properties previously occupied by those in care or by deceased persons.

In certain exceptional circumstances, for example hardship, a discretionary reduction may be applied.

If you, or someone who lives with you needs a room, an additional bathroom or kitchen, or space for a wheelchair to be used indoors you may be entitled to a reduced Council Tax bill.

For full details of the various discounts and exemptions which may be available, see www.basingstoke.gov.uk/council-tax-reductions. Entitlement to a reduction may be reviewed annually. Claiming single person discount fraudulently or failing to notify of a change in circumstances which affects your entitlement to a discount may result in a penalty of £70.

Appeals

If you think you are not liable to pay the council tax, for example because someone

else should be liable, or a discount or exemption has not been applied (if you believe your bill to be incorrect), you may be able to appeal to the Valuation Tribunal. Please contact us in the first instance for further information.

How is your council tax spent?

Find out at www.basingstoke.gov.uk/ctaxinfo or call the revenues team for a hard copy of the leaflet.

Privacy Notice

Basingstoke and Deane Borough Council is the data controller for the personal information you may provide. You can contact us by phone on 01256 844844, via email to customer.service@basingstoke.gov.uk or by writing to us at Civic Offices, London Road, Basingstoke RG21 4AH. The council's Data Protection Officer can be contacted at dpo@basingstoke.gov.uk Your information will be used so that we can administer your council tax account. Your personal data may be shared with other teams within the council in order to provide a service to you. We may also share it with other local authorities or debt collection agents if necessary for the collection of council tax debt. We may share the data with third parties if we are required by law to do so. For further information please see www.basingstoke.gov.uk

If you need this information in a different format, for example large print, audio or Braille, please contact the council.