

Requested Information

Allocation of funds towards council tax

Please can you confirm what the council policy is when money is sent to the council for council tax are these payments allocated to the current outstanding bill.

For example if someone already had a charging order granted by the court on their home for a previous council tax bill , does the council automatically put the funds towards the current outstanding bill or would the funds be used instead to pay off the charging order first or does this only get collected when the property is sold once the charging order is enforced.

When a letter is sent after payment has been made using the council's automated payment system making the customer's intentions clear as to which year their payment is to be used, are the funds allocated to the correct year.

Please can I also have a copy of your policy .

Response

There is no written policy.

If payments are made exactly in line with any agreed instalments, be it current year or for arrears, they are allocated there automatically. Any payments that fall outside the agreed instalments are automatically allocated to the oldest debt on the account, regardless of what stage it is at.

If a customer is paying outside of the agreed instalments, it is for the customer to specify how they wish to have the payment allocated.