

TO MANAGE YOUR ACCOUNT ONLINE AND SWITCH OFF PAPER BILLING PLEASE VISIT:
www.stoke.gov.uk/onlineaccount

Enquiries – You can call us on 01782 236812, search online at www.stoke.gov.uk/counciltaxenquiries or write to us at Revenue Services, PO Box 1490, Swann House, Boothon Road, Stoke-on-Trent, ST4 4TS.

Change of Circumstances - You must tell us within 21 days of any change in your circumstances which may affect the Council Tax you have to pay. For example, if you stop being entitled to a single occupier discount or a Council Tax exemption. If you move home, we need to know where you have moved from, the date you moved and where you have moved to. Please see our contact details above.

How to pay your bill

Direct Debit - You can pay direct from your bank account by Direct Debit. To set up a Direct Debit please telephone us on **01782 234234** from 8am to 8pm Monday to Friday and 9am to 1pm Saturday. Please have your bank account details and Council Tax account number ready.

Alternatively, you can download and complete a Direct Debit instruction at: www.stoke.gov.uk/counciltax. Please complete the form in full and return it to **Stoke-on-Trent City Council, Revenue Services, PO Box 1490, Stoke-on-Trent, ST4 4TS**. **Do not return the instruction to your bank/building society.**

Customer Service – Make a payment over the telephone by contacting Customer Service. Please have your Council Tax account number and credit or debit card ready. Telephone **01782 234234** from 8am to 8pm, Monday to Friday, and 9am to 1pm, Saturday.

24 Hour Automated Payment Line - 01782 234123.

Telephone Banking - Give your bank the following details: - sort code: **30-93-83**, bank account number: **03004166** and your own Council Tax account number.

Internet - It's easy to pay on-line. Log on to www.stoke.gov.uk/payments, and follow the instructions, making sure you have your Council Tax account number and debit or credit card details ready.

Mail - Post your payment to **Stoke-on-Trent City Council, PO Box 1490, Stoke-on-Trent, ST4 4TS**. Do not send cash. Make your cheque payable to '**Stoke-on-Trent City Council**' and write your address and Council Tax account number on the back.

Payzone, Post Office, PayPoint - By using your payment card you can make payments at any Payzone, Post Office or PayPoint outlet in the country. This method of payment takes approximately 5 working days to reach your account. Your payment will need to be made **at least 7 days** before your payment due date. You will need a plastic payment card, which can be obtained by making a request in person at one of the local centres, by telephoning us on **01782 234234** or online at www.stoke.gov.uk/counciltaxenquiries.

Stoke One Stop Shop - You can pay by cash, cheque, postal order, debit or credit card at Stoke Local Centre, 61 Church Street, Stoke-on-Trent, ST4 1DQ between 8.45am and 5pm, Monday to Friday.

Local Centres – You can pay at Local Centres at Tunstall, Burslem, Norton, Chell, Hanley, Bentilee, Abbey Hulton, Blurton, Longton or Fenton between 9:00am and 4:30pm Monday to Thursday, or 9am to 4pm, Friday.

Help with your bill

What do I do if I am having problems paying my bill? - It is important that you contact us immediately, either by phoning us on 01782 236812, visiting Stoke One Stop Shop, or online at www.stoke.gov.uk/counciltaxenquiries. We may be able to offer you alternative payment methods or payment dates to make it easier and more convenient for you to pay.

Council Tax Support - You may be able to claim Council Tax Support for help towards your Council Tax bill depending on your circumstances and income. Call us on 01782 232982 for more information.

Citizens Advice Bureau - Can provide independent debt advice. Visit their office at Advice House, Cheapside, City Centre or you can contact them by telephone on 01782 408600 or log on to www.citizensadvice.org.uk.

StepChange - (formerly the Consumer Credit Counselling Service CCCS) offer expert, tailored advice and practical solutions for people with debt problems. Freephone 0800 138 1111 or log on to www.stepchange.org

National Debtline - Provides confidential advice for people with debt problems. Freephone 0808 808 4000 or log on to www.nationaldebtline.co.uk.

Money Advice Service – Helps you manage your money better. Log on to www.moneyadviceservice.org.uk.

Data Protection - We are under a duty to protect the public funds we administer, and to this end we may use the information you have provided for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes. We may also share this information with other departments of the city council or other relevant organisations for purposes which may include enforcement. For further information, log on to stoke.gov.uk/fraud.