

## How to Pay

### If you have a bank account....



by **Direct Debit** - if you are not already paying this way, get your bank details ready, ring us on **0113 222 4404** and press Option 2. We'll then set up the Direct Debit for you. Or download the Direct Debit instruction on our website at [www.leeds.gov.uk](http://www.leeds.gov.uk)



by **Standing Order, Telephone Banking or PC Banking** - make your payments to Nat West, Head Office Collection Account No 00000000, **Sort Code 57-12-72**. Please make sure you give your Council Tax account number which is on the front of this bill (it is nine numbers long). If you wish to pay by standing order, you need to contact your bank to set one up.



by **debit card over the telephone, if you have a touch-tone phone** – please ring **(0113) 395 7100** and follow the easy, step-by-step instructions. You can ring any time – **this service is available 24 hours a day, 7 days a week.**



**over the Internet** - to pay by debit card, go to [www.leeds.gov.uk/epayments](http://www.leeds.gov.uk/epayments)



**through the Credit Union** - members of Leeds City Credit Union can pay at any of the Credit Union's branches across the city through a budget account, or by Direct Debit through a Credit Union Current Account. You can find further details in the 'Guide to your Council Tax'.

***If you pay by one of the methods above, your payment reaches your account automatically. That helps us to keep our costs down, which helps to keep your Council Tax lower too.***

### If you wish to pay in person...



**you can pay your Council Tax at any Post Office, PayPoint or Payzone outlet for free.** Make sure you have not torn or written over the bar code on the front, then just take this bill with you when you go to pay. At the Post Office you can pay by cash or cheque (made payable to Post Office Ltd), whilst PayPoint outlets are cash-only, and Payzone outlets are cash or debit card payments only.

#### Discounts

You have to pay the full Council Tax if **2 or more adults** live in your home. If only 1 adult lives there, you can get a 25% discount. (This is known as 'Single Person Discount').

When we work out the number of adults living in your home, we do not count certain groups of people. You can find a list of these groups in the 'Guide to your Council Tax'. If anybody in your home is in one of these groups, you may be able to get a discount of 25%.

If you have already got a discount, it will be shown on your bill.

#### Reductions for Disabilities

You may be able to get a reduction in your Council Tax if a disabled adult or child lives in your home **and**

- he/she uses a wheelchair inside the home, or
- your home has certain features needed by the disabled person.

#### Exempt Properties

Sometimes there is no Council Tax to pay because some properties are exempt for certain periods of time – for example, properties that have been empty less than 6 months or properties where all the people living there are students.

#### Council Tax Appeals

If you are unhappy with a decision we have made, please contact us at the Council Tax office and we will try to sort things out with you. However, if we cannot agree and you are still unhappy, you can appeal to a Tribunal if:

- you think you are **not** the person responsible for paying this bill, or
- you think you should have a discount /reduction for disabilities, or
- the period we have charged you for is wrong.

#### Council Tax Bands

The Council Tax band of your property has been set by HM Revenue and Customs and is based on the price the property might have been sold for on **1 April 1991**.

**If you have any questions about the band, please contact:**  
**The Listing Officer, Valuation Office Agency, Eastgate House,**  
**42 Eastgate, Leeds LS2 7JL Tel (0113) 3884500.**

#### Council Tax Benefit

If you or someone in your home is on a low income, you might be able to get **Council Tax Benefit** or **Second Adult Rebate**. This will reduce the amount you have to pay.

**Please note: you must still pay your Council Tax whilst you are waiting to hear about your benefit claim or appeal.**

***You can find more information about all the above in the 'Guide to your Council Tax' or on our website at [www.leeds.gov.uk](http://www.leeds.gov.uk).***

### If you need to contact us.....

- If you have a question or you need help or advice about Council Tax, Council Tax Benefit or Second Adult Rebate, please telephone us on **0113 222 4404**.  
If you are deaf and use a minicom, ring **0113 222 4410**.  
**Please have your Council Tax account number ready before ringing – it's the nine-figure number on the front of this bill.** Phone lines are open Monday to Friday 8am to 6pm. We may monitor calls for training and quality control purposes.
- If you want to send us a fax, our numbers are (0113) 247 5874 for Council Tax, or (0113) 247 7846 for Council Tax Benefit.
- Any letters about **Council Tax** should be sent to: **Revenues Service, Council Tax, PO Box 60, Leeds LS2 8JR**. Letters about **Council Tax Benefit** or **Second Adult Rebate** should be sent to: **Leeds Benefits Service, Selectapost 15, Leeds LS2 8BA**.
- Our email addresses are: [council.tax@leeds.gov.uk](mailto:council.tax@leeds.gov.uk) or [lcc.benefits@leeds.gov.uk](mailto:lcc.benefits@leeds.gov.uk)
- You can visit our One Stop Centres - these are listed in the 'Guide to your Council Tax' and on our website: [www.leeds.gov.uk](http://www.leeds.gov.uk)
- Our website also offers a number of online services – you can pay your Council Tax bill or check your balance, apply for an electronic bill, or tell us you have changed address. Go to [www.leeds.gov.uk](http://www.leeds.gov.uk) to see the range of online council services available.
- If English is not your first language, we can translate your bill and deal with phone calls in other languages. For people who are blind or partially-sighted, we can send bills in Braille, large print or on tape. Contact us if you'd like any of these **free** services.

*For information: in line with Data Protection law, we may use information you give us to prevent or detect fraud or other crimes. We may also share it with other Council services or public organisations if they need it in order to carry out their legal duties.*