

## If you are claiming Council Tax Support

Your Council Tax Support award is shown on the front of this bill, reducing the total amount payable. No further award letter will be sent to you. [You can view your Council Tax Support claim summary online](#)

**Change in Circumstances** - It is important that you notify us of any changes in your circumstances such as moving house, changes in your household income, capital, savings, or who lives with you, as this may alter the amount of Council Tax that you need to pay. These [changes must be reported promptly online](#).

**Appeals** - If you do not understand a decision made on your claim, you may write to us within one month of the date on your bill to ask for a detailed explanation. If you think a decision is wrong, you can write to us at any time explaining your reasons why and we will look at it again. If we agree the decision is wrong, we will send you a new bill. If we decide it is correct, we will contact you giving a full written explanation. If you still disagree with our decision, or you have not received a response within two months, you can appeal to an independent body called the Valuation Tribunal. For further information please visit the [Valuation Tribunal Service website](#). Even if you have made an appeal you MUST continue to pay your Council Tax until a decision is made. Council Tax Support Appeals regulations can be found online in [Schedule 1 Part 2](#).

**Are you receiving Universal Credit?** If you are in receipt of Universal Credit, then you will need to make a separate claim for Council Tax Support - you just need to go to the [Who can get Council Tax Support section of our web site](#).

## Adult Social Care

The Council Tax charge includes an adult social care precept. The income generated from this charge is ring-fenced, meaning it can only be used for adult social care services.

## Our Website Services

Our online service is simple to use, will save you time, and gives you greater control of your bills and payments. Visit the [Council Tax section](#) of our web site to set up and manage your direct debit payments, and for Council Tax, you can also tell us you have moved home and apply for and manage certain discounts and sign up for e-billing. Once you have verified your account, you can also check your balance and payments, bills, and recovery notices, manage your e-billing options and update your contact details at [Council Tax online](#).

## How to Contact Us

**Moving House?** - Remember to tell us if you are about to or have recently changed address, so that we can keep your records up to date. You can do this on our [change in circumstances](#) page.

**By Internet** - go to the [Council Tax](#) section of our website for further information regarding Council Tax, for reporting changes in circumstances and applying for discounts and exemptions.

**In writing** - Enquiries about liability, discounts, exemptions, or payments should be sent to Birmingham City Council, Revenues, PO Box 5, Birmingham, B4 7AB. To help us respond to your enquiry please quote your account reference number.

**By Telephone** - You can call our Customer Services team on 0121 303 1113. Lines are open Monday to Friday 9am to 5pm. For customers with hearing difficulties, you can visit [Sign Video](#). If you communicate with sign language or require a translator, you can call the Council using an advocate to translate for you when discussing your account. Prior written notice is not required. To arrange an advocate, go to the [Brasshouse Languages website](#).

**Budget and Precept Information** - The Birmingham [Budget Information booklet and the precept leaflets](#) for the West Midlands Police and Crime Commissioner, West Midlands Fire Service and TfWM can be found on our website. Should you require a paper copy of the booklet please write to Birmingham City Council, Revenues, PO Box 5, Birmingham, B4 7AB. For further information on [West Midlands Police and Crime Commissioner](#) visit their website.

**Property Banding** - The Valuation Office Agency (VOA) maintains the Council Tax Valuation List. This includes placing new properties within a Council Tax band and changing bands for properties when necessary. To understand why your property is in a certain band, please go to [GOV.UK](#) and search: 'How domestic properties are assessed for Council Tax bands'. If you appeal, you must continue to pay Council tax at the current band until the appeal is decided.

## Change The Date You Pay Your Council Tax

You can set up a monthly direct debit on a payment date that suits you on either the 1st, 8th, 15th, 21st and 28th of the month. Alternatively, other methods of payments can be changed to a date that suits you, between 1st and 28th of the month.

## How to Pay your Council Tax

Please note payments may take up to 5 days to process.



By Internet - visit the [Pay your Council Tax](#) section of our website, where you can make payment by Debit or Credit card.



**By Direct Debit** - This is the most convenient and easy way to pay, and you are fully protected by the Direct Debit Guarantee. There is a choice of payment dates - 1st, 8th, 15th, 21st and 28th of the month. You can also choose to pay yearly or half yearly. To set up a direct debit go to the [pay your Council Tax by Direct Debit](#) section of our website



**By Telephone using Debit/Credit Card** - Call 0121 464 2001 to make a payment on the 24-hour Automated Payment System.

**Post Office/PayPoint/PayZone** - You can use any bill or letter with a barcode in the top right-hand side to pay at any Post Office, PayPoint or PayZone outlet. Cheques must be made payable to Post Office Counters Ltd. Details of your nearest PayPoint and PayZone outlets can be found [on the PayPoint website](#) and on the [PayZone](#) website. Only cash is accepted at these outlets. No fee will be payable. Direct payments can be made to our sort code 20-07-90 and account number 13545660, please quote your 10-digit bill reference number when making the payment. For organisations making multiple payments, it is important to email a remittance to [Cashiers.Income.Control.Bacs.Remittances@birmingham.gov.uk](mailto:Cashiers.Income.Control.Bacs.Remittances@birmingham.gov.uk)