



Revenues Team  
Town Hall  
Burton upon Trent  
Staffordshire  
DE14 2EB

## Council Tax: Are you moving into a new address? (Guidance notes)

### If you need to contact us

If you have any questions about Council Tax you can contact us in the following ways:

<b>By Phone:</b>  01283 508030	<b>In person at our Customer Services Centre</b> Market Place, High Street, Burton upon Trent, Staffordshire, or  The Library, Red Gables, High Street, Uttoxeter
<b>By Fax:</b>  01283 535412	<b>By E-mail:</b>  council.tax@eaststaffsbc.gov.uk

### Discounts

We will not count certain people when we look at the number of adults who live in a property. For example, if there are two adults, and one of them falls into a group shown below, we will work out the bill as if one adult lives there, and will give a **discount of 25%**. If every adult falls into a group shown below, we will give a **50% discount**.

If there are two or more adults in the property who do not fall into a group shown below, we **will not** give a discount.

*If you think one of the adults in your property falls into one of the following groups, you should fill in the appropriate letter where we have asked you for a category on the 'Moving to a new address' form.*

- A** People in detention
- B** People who are severely mentally impaired
- C** People over 18 for whom Child Benefit is still payable
- D1** Apprentices (there is a maximum earnings level for this discount)
- D3** Students in full-time, higher or further education
- D5** Student nurses
- D6** Youth Training trainees
- E** Long-term hospital patients
- F** Patients in nursing or care homes
- G** Careworkers on low pay who are employed by a charity
- H** People who live in hostels or night shelters
- I1** Members of international headquarters and defence organisations
- I2** Members of certain religious communities
- I3** 18- and 19-year-olds who left school or college between 30 April and 1 November
- K** People who are caring for someone with a disability (but not a husband, wife, partner or child under 18).

**You will be asked to provide further information/evidence to claim any of the above discounts**

## Disabled people

We may give a reduction if one of the following is a feature of the property and is essential for the wellbeing of a disabled person.

- A room other than a bathroom, kitchen or lavatory, which is used mainly by the disabled person.
- A second bathroom or kitchen.
- Extra space inside the property so they can use a wheelchair.

If there is a disabled person living in the property, please tick the appropriate box on the 'Moving into a new address' form. If you have given us a phone number, we will ring you to discuss the situation and possibly to arrange a visit to your property. If you prefer, you can telephone us on 01283 508030.

## Payment

We will send you a bill that will show you what your council tax charge is, less any discounts, reductions and Council Tax Benefit you are entitled to. You can choose whether to pay on the 1<sup>st</sup> or 15<sup>th</sup> of each month, but **we must receive your payment on or before that date**. If you pay via a Bank, Building Society or Post Office you will need to make sure the payment will reach us on time. You can pay your Council Tax by the following methods:

**Direct Debit** – this is the easiest and cheapest way to pay your Council Tax. Ring us on **01283 508030** with your bank account details and we will set up your instruction whilst you are on the phone. Your payments will be made on time every time. You are also covered by the **Direct Debit Guarantee**. Call us for more information.

**Internet** – visit our website [www.eaststaffsbc.gov.uk](http://www.eaststaffsbc.gov.uk) and follow the links on the homepage to make your payments online. We accept payment by Visa, Mastercard, Switch, Solo, or Delta. Please note that credit card payments are subject to a 1.6% administration fee.

**Telephone** – phone our 24 hour payment line, **01283 508223**. We accept payment by Visa, Mastercard, Switch, Solo, or Delta. Please note that credit card payments are subject to a 1.6% administration fee.

**Cash or Cheque** (please make cheques payable to ESBC) – Payment should be made at any Payzone outlet (we no longer have a cash office at the Town Hall so please do not bring your cash to these offices).

**Standing Order** – the reverse of the bill we will send to you will provide the account details required for you to set up a standing order.

## Get in touch, not in debt

If you receive a bill, invoice, reminder or court notice from us which you cannot pay, please get in touch straightaway – either by coming to see our staff at one of the Customer Services Centres at Market Place, High Street, Burton upon Trent or The Library, Red Gables, Uttoxeter, or by phoning us on one of the following numbers:

**Phone:** 01283 508859. TextDirect phone for the deaf and hard of hearing: when calling our offices, dial 18001 then our phone number and you will be diverted to an operator who can help with your call.

Or you can **E-mail** us at: [recovery@eaststaffsbc.gov.uk](mailto:recovery@eaststaffsbc.gov.uk) We will try to sort out a payment arrangement with you, but this will depend on your current employment and financial situation.

## Are you on a low income?

Council Tax Benefit can help people who are having difficulty paying their bill. Whether you can get Council Tax Benefit or not depends on your weekly income and the amount of savings you have. It is difficult to give a general idea about who can get benefit, because the calculations are very complicated. If you ask us, we can give you a rough idea, but as a general rule, if you are on a low income (and you have less than £16,000 in savings), it is worth applying for benefit. Everyone who is unemployed or disabled should apply.

**For more information, please visit us at one of the Customer Services Centres or contact the Benefits Section on 01283 508422**