A GUIDE TO YOUR COUNCIL TAX BILL

If you have received a Council Tax bill and you wish to understand how your bill has been worked out, use the guide below. Please check all the details are correct, if not please tell us immediately if anything is wrong or missing.

IF YOUR CIRCUMSTANCES CHANGE, YOU MUST TELL US WITHIN 21 DAYS. IF YOU DO NOT, YOU MAY RECEIVE A FINE

1. **Name and Address** – This is the person/s responsible for paying the bill and their contact address

2. **Date of Issue** – This is the date your Council Tax bill was issued

3. **Account Reference** – This is your Council Tax Account Reference number (please quote this number when you contact us)

4. **Property to which this bill relates** – This is the address that we are billing you for

5. **Instalments to be paid** – This shows the amount to pay and when it is due by.

6. **Charges** – This is the total Council Tax charge for your property. The relevant amounts are then allocated to each organisation for your bill. Babergh District Council collects Council tax on behalf of itself, Suffolk County Council and the Police & Crime Commissioner.
   Change % shows how the charge set by each organisation this year compares to what they charged last year. The overall % change shows the effect this has had on the amount of Council tax to be charged for your band compared to last year.

7. **Method of payment** - If you have elected to pay by direct debit this will be stated. For cash payers “see payments options overleaf” will be displayed.

8. **Statement of Account** – This shows your band, the period of charge, the full Council tax charge for that period, together with any council tax reduction, discounts or exemptions applied to your account

9. **Reason for Bill and Amount due** – A Council Tax bill is sent to you each year in March and a revised bill is sent if there are any changes to your account during the year. This will tell you why the bill has been sent. Amount due – this is the total amount you will have to pay for the period of charge shown.

10. **Notices** – This field will display any relevant notices for you. For example if you have nothing to pay on the bill you will see “This notice is for your information. No payment is necessary”.

11. **Bar code** – When you pay at a post office or Paypoint, scanning this barcode will ensure your payment is allocated correctly to your Council tax account. Please note you can only use this facility if paying by cash. Card payments must be made online.
Council Tax Bill
2018/19

MR J CUSTOMER
1 ADDRESS
SUDBURY
CO10

Date of issue: 05-MAR-2018
Account Reference: 4000000
Please quote on all communications

Manage your Council Tax online
Go to www.babergh.gov.uk/ctaccount
Your online key: AABBCCDDEE
You will get a new online key every time a new bill or notice is produced

Property to which this bill relates: 1 ADDRESS, SUDBURY, SUFFOLK, CO10

Your instalments are as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount £</th>
<th>Change %</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-APR-2018</td>
<td>15.22</td>
<td></td>
</tr>
<tr>
<td>01-MAY-2018</td>
<td>18.00</td>
<td></td>
</tr>
<tr>
<td>01-JUN-2018</td>
<td>18.00</td>
<td></td>
</tr>
<tr>
<td>01-JUL-2018</td>
<td>18.00</td>
<td></td>
</tr>
<tr>
<td>01-AUG-2018</td>
<td>18.00</td>
<td></td>
</tr>
<tr>
<td>01-SEP-2018</td>
<td>18.00</td>
<td></td>
</tr>
</tbody>
</table>

See payment options overleaf

Authority Name                  Amount £ | Change %
---------------------------------|--------|--------|
Suffolk County Council           903.70  | 3.0    |
Babergh District Council         123.56  | 3.3    |
SCC adult Social Care*           62.72   | 2.0    |
Gt Cornard parish                61.16   | 2.0    |
Policing & Crime Commissioner    146.86  | 6.8    |

Overall % change on previous year: 4.9
The full charge due for band B for 2018/19 is £1298.00

Charge For Period: Band B

01-APR-2018 – 31-Mar-2019: 1298.00

25% Discount For Single Occupancy

01-APR-2018 – 31-Mar-2019: -324.50

Council Tax Reduction

01-APR-2018 – 31-Mar-2019: -730.44

Reason for bill: Annual

Amount Due: £243.06

As at 21/02/2018 your 2017/2018 Council Tax A/C is in credit by £65.84
This has reduced your 2018/2019 account to leave a balance of £177.22
The credit from 2017/18 has been used to reduce your 2018/19 instalments

*The council tax attributable to Suffolk County Council includes a precept to fund adult social care
How to Pay

Go to www.babergh.gov.uk/bctdirectdebit to set up a Direct Debit. Join more than 30,000 Babergh residents who already pay by Direct Debit. Monthly payment dates are 1st, 8th, 15th, 22nd or 28th. Select which of these dates is most suitable for you. You will need to have your bank account number, sort code and your Council Tax account reference.

Online. Go to www.babergh.gov.uk/ctp payments to make your payment online. You will need to have your debit/credit card details and your Council Tax account reference.

By phone. Our automated payment line is available 24 hours a day, 7 days a week on 0845 3724112. You will need to have your debit/credit card details and your Council Tax account reference. Calls to this number will cost 3p per minute plus your phone company's access charge.

Telephone/Internet banking/BACS. sort code is 30-98-31, bank account number 01217231. Please remember to quote your account reference for each payment.

Post Offices and PayPoint. You can pay cash at any Post Office or PayPoint by using the barcode on the front of the bill. Please remember it can take up to 5 working days for your payment to reach us.

Paying On Time. Your Council Tax must reach us by the due date. Failure to pay your Council Tax on time may result in you losing the right to pay by instalments. A Court summons will be issued and additional costs will be incurred. For more information visit www.babergh.gov.uk/ctp paymenthelp Council Tax payments are collected over 12 months, however you can arrange to pay your Council Tax over 12 monthly instalments, to set this up please visit www.babergh.gov.uk/bctinstalments

Further Information

Your Council Tax. For details of how Council Tax is worked out, what it is used for and other information go to www.babergh.gov.uk/counciltax

To check your property band with the Valuation Office Agency go online at www.gov.uk/contact-voa

Keep us updated. Remember to report to us any changes in your circumstances which might affect your entitlement to a Council Tax discount, exemption or Council Tax Reduction. The Council can impose a penalty if you fail to supply information within 21 days, supply false information or fail to report a change.

Combating Fraud. This authority is under duty to protect the public funds it administers and may use the information held on our records for the prevention and detection of fraud. It may share this information with other bodies responsible for auditing or administering funds for these purposes. Further information about this can be found at www.babergh.gov.uk/fairprocessing

When you contact us we do not disclose any information until we are satisfied you are the individual named on the account. To establish this you will be asked certain questions to verify your identity. We cannot discuss your account with a third party without your written authority to do so.

Council Tax Reduction. If you are on a low income you could be eligible for help towards your Council Tax costs through Council Tax Reduction (CTR). Use our online calculator to find out if you qualify for CTR or Housing Benefit. www.babergh.gov.uk/CTR

Discounts and Exemptions. A full list of discounts and exemptions can be found at www.babergh.gov.uk/ctdiscounts

Empty Home Premium. If your property is unoccupied and unfurnished for more than 2 years you will have to pay an additional 50% empty homes premium. This means you will be charged 150% of the normal Council Tax for your property.

Appeals. You are entitled to appeal if you disagree with a decision made by the Council as to whether you are liable for Council Tax and how much you are liable to pay. Further details can be found at www.babergh.gov.uk/ctpappeal

For adult social care authorities, Council Tax bills show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure. Further information can be found at www.suffolk.gov.uk

Contact Us

Manage your account online using your online key printed on the front of your bill

If you need assistance to get online visit our Customer Access Point:

Stowmarket (54 Ipswich Street, IP14 1AD) Monday to Thursday, from 9.00am to 5.00pm and Friday, from 9.00am to 4.30pm.

Sudbury (Town Hall, Old Market Place, CO10 1TL), Monday to Thursday, from 9.00am to 5.00pm and Friday, from 9.00am to 4.30pm. Closed daily for lunch 12.30 -13.30

Call us on 0300 123 4000 (option 2)