

How to pay

Remember to pay your bill on time

To avoid receiving a reminder notice for late payment or extra costs, your payment must reach us on or before the due dates shown on the front of this bill.

Direct Debit



You can choose to pay on the 1st, 5th 15th or 28th of the month and can pay over 10 or 12 monthly instalments. Simply call 01642 397108 and have your bank details ready.

By Telephone

You can pay by debit or credit card 24 hours a day on our telephone payment line **03305 556780**. Calls to this number are charged at local rate.

Bank Standing Order or Online Banking

Make payments to Stockton-on-Tees Borough Council account number: 07436998, sort code 55-61-00 and quote your Council Tax account number shown on the front of this bill.

Online

You can pay your Council Tax online at www.stockton.gov.uk/ctpay

The Post Office

Your bill will have a payment barcode on the bottom if you have asked to pay at the Post Office. Take the bill and your payment to any Post Office or Payzone outlet see www.payzone.co.uk for details. No charge is made for this facility. Please allow 5 working days for payments to be credited to your Council Tax account.

In Person

Our Cash Offices are located in the Library and Customer Service Centres in Thornaby, Stockton and Billingham.

See our website for opening times.

By Post

Please make cheques payable to Stockton-on-Tees Borough Council and send to: Stockton-on-Tees Borough Council, PO Box 500, Stockton-on-Tees TS18 1WA.

Your name, address and Council Tax account number should be written on the back of the cheque. If you want a receipt please enclose a stamped addressed envelope with your payment. Please allow 7 working days from posting for payments to be credited to your Council Tax account.

Other Information

Other Council Tax Services

If you would like to receive this bill in an alternative language, large print or braille, or receive our Talking Bill where we will contact you before sending any bills please contact us.

Online Services

You can view your account online or we can send your bill electronically, over 8000 customers now receive an electronic bill rather than a paper one. Register now at www.stockton.gov.uk/counciltaxonline You can also report Council Tax changes online at www.stockton.gov.uk/CTC

Where your money goes

Information relating to the expenditure and Council Tax charges of the Council (including Adult Social Care levy), Fire Authority and The Office of The Police and Crime Commissioner for Cleveland is available at www.stockton.gov.uk/yourcounciltaxbill A hard copy is available on request by writing to us at the address shown on your Council Tax bill.

Appeals against a Council Tax decision

If you are unhappy with any decision made by the Council regarding your Council Tax liability you can appeal in writing to the Revenues & Benefits Manager at the address shown on the top of your bill.

Valuation of your property

The Valuation Office Agency (VOA) decide which Council Tax band your property has been placed in. If you have any queries in relation to the banding of your property or wish to make an appeal you must contact the Valuation Office Agency. Their website is www.gov.uk/voa/contact

If you make an appeal against your banding or your Council Tax liability you must continue paying the instalments shown on your bill, failure to do so may result in reminders and recovery action. If your appeal is successful any overpayments will be refunded.

Got a Question?

If you have further questions go to www.stockton.gov.uk/yourcounciltaxbill

Your Council Tax data

Stockton-on-Tees Borough Council use your personal information in order to deal with your service request and may also process it, where necessary, in accordance with the General Data Protection Legislation- Article 6 (Lawfulness of Processing), including requirements as part of the National Fraud Initiative. Your information will be held in accordance with Data Protection regulations. For more information on how we use your personal data please view our www.stockton.gov.uk/dataprivacy

Adult Social Care

For adult social care authorities Council Tax demand notices show two percentage changes; one for the overall charge attributable to the adult social care precept, and one for the part attributable to general expenditure.

Council Tax Reductions and Exemptions

Council Tax Support

You may qualify for help with your Council Tax whether you are working or not or if you are self-employed. The amount of help you will get will depend on the people who live with you, your income, savings and the amount of Council Tax you pay. Council Tax Support can usually only be paid from the week following the date that you apply. Please note if you are claiming Universal Credit, it does not include Council Tax Support. If you think you may qualify claim straight away. For more information contact us on 01642 393829.

Discounts and Exemptions

The Council Tax Further Information Leaflet enclosed with your bill provides details about the exemptions and discounts available. The exemption, discount or Council Tax Support showing on your bill may have been awarded for the full financial year. However, if your entitlement to the reduction changes during the year and the discount or exemption is removed or your Council Tax Support award changes, a new bill will be issued showing the amount you need to pay.

Let us know about any changes

You must tell us within 21 days of any changes in your circumstances which may affect your Council Tax account. This includes your entitlement to discounts and exemptions and changes to your entitlement to Council Tax Support. For Council Tax Support a change in circumstances includes changes in income, capital and changes in your household. Failure to do so may lead to a fine of £70 being imposed or in the case of Council Tax Support a possible prosecution.

How to contact us

If you need to contact us please quote your Council Tax account number.

Use our online services www.stockton.gov.uk/counciltax

Call us on 01642 397108 Minicom 01642 605569

Visit us at our Library and Customer Service Centres. See website for details of opening times.

www.stockton.gov.uk/contactus

Please note that during the coming year we will be moving to an appointment system for Council Tax and Benefit enquiries.

Email us at council.tax@stockton.gov.uk

Write to Revenues & Benefits Service, PO Box 410, Stockton-on-Tees TS23 2YD