


How to pay

Please consider paying by Direct Debit as this is the cheapest method for the Council and helps keep bills lower and maximises our investments in essential services.

| | | |
|------------------------------------|--|---|
| By Direct Debit | Visit www.walsall.gov.uk/ctax and click 'Pay for council tax'. Then follow the on screen instructions to set up your direct debit. |  |
| By telephone | Using our 24 hour automated debit/credit card payment line call 0300 555 2852. | |
| Via the internet | www.walsall.gov.uk/epayments – available 24 hours a day, 7 days a week. | |
| Via bank transfer | If you are paying by internet banking, telephone banking or via an app our bank details are: Barclays Bank, sort code 20-90-73, account number 00075795. Please remember to quote your eight digit Council Tax account number (starts with a 7 and shown overleaf) otherwise the payment may not reach your account. | |
| By cash at PayPoint outlets | Please present this bill to the retailer to process your payment. Allow 3 working days for your payment to reach us. Please keep your receipt(s). This facility is free using the barcode overleaf. | |
| At any Post Office | By cash, cheque or debit card. Present this bill to the Post Office cashier to process your payment. Allow 2 working days for your payment to reach us. Cheques payable to Post Office Ltd. This facility is free, provided the barcode overleaf is used. Please keep your receipt(s). | |
| Walsave customers | If you are a Walsave customer you can pay by cash, cheque or debit/credit card at their office at 181 High Street, Bloxwich. | |

If you prefer to pay this bill by 11 or 12 instalments each year, please contact us before 15 April 2024 on 0300 555 2851.

The rules regarding payment of council tax are decided by the Government. If you cannot meet the payment dates shown, please tell us immediately so we can help. If you fail to pay as requested, you will lose the right to pay by instalments, and the full balance outstanding will become payable. Additional costs may be incurred.

How we may use your information to help you

Walsall Council will only ever create, use, store and/or share your data in accordance with the data protection regulations and conditions for processing as set out in our privacy statement(s) which are available online via www.walsall.gov.uk. We will share your data with other council teams and with external organisations when required to do so by law. e.g. the prevention or detection of fraud/administration of public funds. Should there be a requirement to share your information for any other purposes outside of our public functions, tasks and statutory requirements, Walsall Council will always ensure consent is appropriate wherever necessary.

Secondary Use of Personal Data - Sometimes the Council or its agents uses your Personal Information for the purpose of performance monitoring, service improvement or market research; but you will not be identifiable

Further details of how we use/share and keep your Personal data secure can be found at: www.walsall.gov.uk/your-council/data-protection. For information on what rights you have in respect of your data or how to access your records or please see the guidance available on our website at www.walsall.gov.uk/your-council/data-protection.

Council Tax Reduction (CTR)

CTR is credited to your bill and shown overleaf. **Any CTR is based on the information you and the Department For Work & Pensions have provided to us.** You can view full details of your CTR award and how it has been calculated by using an on-line account at www.walsall.gov.uk/ctax. If you think the amount awarded is wrong you can appeal against the decision. You must do this in writing stating your reasons for appealing and you must sign your appeal request.

Reporting changes in your circumstances if you receive council tax reduction (CTR)

You have a legal duty to report any changes in your circumstances that may affect your CTR. You **must** tell us about things like a change in income, change in capital, a change in your family/ household members, or a change in your home. **If you are not sure what to report – please report it!** A penalty of £70 may be imposed if you fail to notify us of a change of circumstances within 21 days. For more serious offences we may prosecute you.

Notification of other changes

Where your bill has been reduced for any other reason, or is subject to an empty property premium, you should notify the local taxation service of any change of circumstance without delay. If you fail to do so, you may be required to pay a penalty of £70.

Adult Social Care

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.

How to contact us

Moved House or Want to claim a discount?

If you want to tell us about a move then please visit www.walsall.gov.uk/ctax and click 'Tell us if you or your tenant are moving home'. Then follow the on screen instructions to tell us that you have moved home.

You can also use our online services to apply for single occupier discount and other discounts.

By email

counciltax@walsall.gov.uk for enquiries relating to this bill. For housing benefit and/or council tax reduction enquiries email benefitsservice@walsall.gov.uk.

For customers who require assistance or support you can contact us

By telephone (calls may be recorded)

Call 0300 555 2851 for enquiries relating to this bill. Monday to Thursday 8.45am – 5.15pm, Friday 8.45am – 4.45pm.

For housing benefit and/or council tax reduction enquiries only, call 0300 555 2855.

For the security of your data whenever you contact us, please provide your account number.

If you need support accessing Walsall Council services online, we can help.

Walsall Connected has centres across the Borough, at a location near to you. These centres are located in our local libraries and participating local community partners.

You can learn more information about Walsall Connected by visiting www.walsall.gov.uk/walsallconnected or by calling 01922 650000.