



How do I pay my Council Tax?

This fact sheet can be made available in other languages or formats where appropriate by contacting 0161 770 6622. For further information please see our detailed fact sheet – **Information for All**.

This fact sheet explains in detail the various ways available to you to pay your Council Tax.

This fact sheet is for all residents of the Borough who pay Council Tax.

Paying your Council Tax

You can pay your Council Tax bill in 10 monthly instalments, payable on or before the 1st of each month from April to January, unless you pay by Direct Debit in which case the payment date is later. You will find the monthly amount to be paid on the front of your council tax bill.

If you find monthly payments difficult you can pay by 40 weekly payments or 20 fortnightly payments.

If you want to pay the bill in one instalment this must be done on or before the 1st April.

If you want to pay by two instalments half must be paid by 1st April and the remaining half on or before 1st September.

It is important that you pay on or before the day due or you may receive a reminder. If you fall behind with monthly instalments three times in a year, your right to pay by instalments is lost and you will need to pay your Council Tax in full.

Payment methods:

There are several ways by which you can make your payment to the Council:

Direct Debit

Anyone with a suitable bank account or participating Building Society account can pay by this safe method. You have a choice of four dates when setting up a direct

debit agreement, which are 8th, 15th, 24th of the month or 1st of the following month. There is a direct debit form provided on your bill if you wish to take up this option. Alternatively an application form will be provided on request by telephoning the payment line 0161 770 6611 or the 24 hour form request line 0161 770 3915.

Telephone Payments:

You can pay by **debit card**, via the Contact Centre 24 hour payment line on 0161 770 6611. Please have your council tax account details with you when paying by telephone.

Credit Card

You can pay the bill **in full, by Visa or Mastercard**, by telephoning 0161 770 6611 Monday to Friday 8.00am to 6.00pm, and Saturday 9.00am to 1.00pm. Please have your council tax account details with you when paying by telephone.

Post Office:

You can make your payment by cash, cheque or debit card at the Post Office. Please take your council tax bill with you, which should have a 24 digit barcode on it. Cheques to be made payable to **Post Office Ltd**. **NO FEE** will be charged for using this method.

PayZone Outlets:

From 12th March 2007, you will be able to pay your invoice by **cash and in some cases debit card** at any of the 130 outlets in Oldham. Please take your council tax bill with you, which should have a 24 digit barcode on it. **NO FEE** will be charged for using this method.

Standing Order:

Anyone with a suitable bank or participating building society account can pay by this method. You have to set up the Standing Order to be deducted from your account 3 days before the payment is due to allow sufficient time for the money to transfer into our account. A Standing Order form can be obtained by calling the payment line on 0161 770 6611.

Please not: You can no longer send in cheques for payment

Basic bank Accounts

A leaflet on how to open a basic bank account can be obtained by phoning the payment line on 0161 770 6611.

We value your comments and suggestions

We want to provide good quality service for people in Oldham and as we are a public service you have a say in what we do. We want you to be completely satisfied with our services but to ensure this we need to know what you think.

- What do we do best?
- Where could we improve things?
- Do you have any ideas or suggestions?

Only by listening to you can we give you the service you deserve. If you wish to make a comment about our services you can email us on customer.feedback@oldham.gov.uk

or you can phone us on 0161 770 4191

or you can write to:

Complaints Officer
Chief Executives Department
PO Box 160
Civic Centre
Oldham
OL1 1UG

MARCH 2008 OCFS-STRAT- CT3S (VERSION 2) PID 57 JB