

## How to pay

**It is important that you pay your bill in the instalments shown on the front of the bill.**

**You can pay in the following ways**

### **By direct debit through your bank or building society**

Please phone us on 08456 080921 and we will record your details over the phone; you will not need to fill in any paperwork. Or, you can ask us to send you a form which you must fill in and send back to us.

#### **The benefits of direct debit**

- You give us your details just once and every year we will arrange your payments for you. This means you do not have to worry about arranging to pay using a new way.
- We will always receive your payments on time so you do not need to worry about reminder notices or any legal action.
- You can choose to pay your bill on the 5<sup>th</sup>, 15<sup>th</sup>, 20<sup>th</sup>, or 28<sup>th</sup> of each month.

### **By debit card or credit card**

- Online: Payments can be made through our secure payment facility at [www.aberdeencity.gov.uk/payit](http://www.aberdeencity.gov.uk/payit).
- By phone, please phone our automated phone line on 08456 080920. You need a phone with a touch-tone keypad.

### **By cash or cheque**

Please visit us at one of our offices (see the attached leaflet). You can also send your cheque through the post, but please do not send cash. Remember to put your council tax account number on the back of the cheque.

### **At post offices or PayPoint outlets throughout the city**

### **By Standing Order through your bank or building society**

Please phone us on 08456 080921 and ask us to post you a form. Or, to set up a standing order use the following details: Clydesdale Bank Plc, Principal Branch, 1 Queens Cross, Aberdeen, AB15 4XU. Our sort code is 82-60-11 and our account number is 70009126

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## Having problems paying?

If you are finding it difficult to pay this bill, or if you fall behind with your payments, please contact us straight away and we may be able to help you. Phone us on 08456 080921 or visit one of our offices to talk to someone.

If you fall behind with your payments, we will send you a reminder asking you to pay the money you owe within seven days.

If you ignore this reminder, you will have to pay the **full amount** you owe for that financial year within another seven days. We will not send you another reminder.

If you do not pay the full amount you owe within that seven days, we will apply for a summary warrant and add a **10% charge** to your account (this charge is 10% of the amount you owe). We will immediately send the summary warrant to our sheriff officers to collect the money you owe.

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## Benefit

Our Council Tax and Benefits Office deals with Council Tax Benefit and reductions for council tax.

You do not have to be receiving state benefits to get Council Tax Benefit. You can get Council Tax Benefit if you are on a low income. If you think you may qualify, please phone us on 08456 080921, or come and see us in person at one of our offices.

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## Water and sewerage charges

Scottish Water are responsible for water and sewerage charges, and by law we have to include these charges on your council tax bill. You should only pay the charges if you are connected to the public water supply or the public sewerage system. You may be entitled to a reduction if you receive benefits.

Any reduction will appear on your bill. If you have any questions to do with these charges, please contact us. If you have any other questions to do with water and sewerage services, please contact Scottish Water.

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## More information

The Information Leaflet contains information on our spending and how we work out your council tax and what band we place your property in. You will also find details of all our offices here. For more information please visit [www.aberdeencity.gov.uk/counciltax](http://www.aberdeencity.gov.uk/counciltax).

It is important that you tell us about any changes to your household (for example if someone moved in or out of your property) within 21 days of the change happening. Please remember that this also applies if you are a landlord or agent for this property.

Please remember that under the National Fraud Initiative, we may compare details of your account with our other records and records held by other public organisations. For more information, please visit [www.audit-scotland.gov.uk/work/nfi.php](http://www.audit-scotland.gov.uk/work/nfi.php).