

How to pay –

Please note it is important that you make payment according to the instalments shown on the front of the bill.

By Direct Debit through your bank or building society. Please call us on 08456 080921 and we will record your details over the phone without the need to fill out paperwork. Alternatively, you can request a form to be sent out to you for completion.

Benefits of Direct Debit:

- You give us your details just once and every year your payments will be arranged for you, taking away the worry of having to set up a new payment method.
- Your payments will always be received on time so there is no need to worry about reminder notices, court action or arrestments.
- You can choose a direct debit date to suit yourself from the 5th, 20th or 28th of the month.

Debit Card or Credit Card

- Online: Please log onto the Council's secure website www.aberdeencity.gov.uk and click on the Pay It Link.
- By Telephone: Please call our automated telephone line on 08456 080920. A touch tone keypad is required.

By Cash or Cheque. Please visit us at one of our offices detailed in the attached information leaflet. You can also send your cheque through the post to any of the offices detailed, but please do not send cash. Remember to put your Council Tax account number on the back of the cheque.

At the Post Office. Please contact us on 08456 080921 to request a payment card.

By Standing Order through your bank or building society. Please telephone us on 08456 080921 to request a form to be posted out to you for completion, or to set it up direct with your bank please use the following details. Clydesdale Bank Plc, Principal Branch, 1 Queens Cross, Aberdeen, AB1 6WX, (Sort Code 82-60-11), for credit of Aberdeen City Council Account No. 70009126

Payment Difficulties

If you have any difficulty paying this bill, or you fall behind with your payments, **please contact us at once** and we may be able to help you. Contact us on 08456 080921, or you can talk to someone face to face at one of our dedicated offices.

If you fall behind with your payments you will be sent a reminder asking you to bring your account up to date within 7 days.

If you ignore this reminder the **full amount outstanding** for that financial year will be due and payable within a further 7 days. **No further reminder will be issued.**

If the full amount outstanding is not paid within 7 days a Summary Warrant will be issued and a 10% surcharge will be added to the amount outstanding. If full payment is still not made your account may be passed to the Council's Sheriff Officers for enforcement.

Benefit Entitlement:

The Council Tax and Benefits Office offer the services of trained staff to deal with Council Tax Benefit and reductions for Council Tax. Please be aware that you do not have to be receiving Social Security Benefits in order to get Council Tax Benefit. Council Tax Benefit is available to those on low incomes, so please contact us on 08456 080921, or come and see us in person at one of our offices if you think you may qualify.

Water and Sewerage Charges

Water and sewerage charges are now the responsibility of Scottish Water and by law we have to include these charges on your Council Tax Bill. Only households connected to the public water supply or the public sewerage systems should pay the charges. You may be entitled to a reduction if you are in receipt of benefit. Any reduction will be shown on your bill. If you have any questions to do with the collection of these charges, please contact us. If you have any other questions to do with water and sewerage services, contact Scottish Water.

Additional Information

The enclosed leaflet contains information on Council Spending and how your Council Tax and property banding is calculated. You will also find details of our offices here.

It is important that you tell us of any changes to your household details within 21 days. Please be aware that this also applies if you are a landlord or agent for this property.

Please note that under the National Fraud Initiative details of your account may be compared with records within this Council and other public bodies. For more information please log on to www.audit-scotland.gov.uk/work/nfi.php