

Aberdeen City Council is committed to collecting outstanding Rent, Council Tax, Community Charge, Former Tenancy Rent Arrears, Legal Expenses and Housing Benefit Overpayments.

Bills are produced and sent out in accordance with legal requirements. All payments for Rent and Council Tax should be made in advance.

The Councils approach is to ensure that everyone is treated as an individual.

Those who can't pay and have debt are treated with sensitivity, those who can pay and have debt are treated with reasoned determination. Maximising collection helps maintain Services for all.



The Council will use all methods available to recover sums due. This could involve -

- Court proceedings for Rent Arrears and Former Tenancy Arrears. This may mean you lose your, home, garage or car parking space.
- Obtaining a Summary Warrant for Council Tax.
- The use of Sheriff Officers to recover sums due by earnings arrestments, bank arrestments or attachment orders.
- Deductions from Income Support/JSA or Guaranteed Credit.
- Use of Inhibition Order for Council Tax or Community Charge which prevents the sale of a property until authority is given for the proceeds to be used to discharge the arrears.
- Sequestration proceedings - this may result in being declared bankrupt and seriously affect your ability to obtain credit.

How do I get in touch to check if I am receiving the correct reductions?

Several different reductions are available. These include: For Rent Housing Benefit or Discretionary Housing Payment

To find out if you qualify please do not hesitate to call at one of our offices listed in this leaflet or contact the Council Tax Office on 01224 346789 or your local Rent Management Office.

For Council Tax Council Tax Benefit, Discretionary Housing Payment, Discount, Exemption and Disability Banding Reduction

To find out if you qualify please do not hesitate to call at one of our offices listed in this leaflet or contact the Council Tax Office on 01224 346789 or your local Rent Management Office.

Or if I am in arrears

Should you have any worries or concerns with any Rent Arrears, you are encouraged to contact your local Rent Management Office listed in this leaflet for Rent Arrears, Former Tenancy Arrears and Legal Expenses enquiries.

For Council Tax, Community Charge and Housing Benefit overpayment enquiries telephone the Customer Contact Section on 01224 346789.

You will be dealt with in the strictest confidence, and in a friendly helpful manner. Where possible a mutually acceptable payment agreement to repay any balance will be discussed and arranged.

There are a number of other agencies which can also help you. Their contact details are listed overleaf. They will listen to your difficulties and if necessary liaise directly with the Council on your behalf to attempt to reach a solution.

There is no charge for providing this service. The Council is happy to deal with these agencies.

Payment Difficulties

Staff at any one of the following Council offices will endeavour to help with any problem you may have:

Rent - North

Mastrick Access Point, Spey Road, Aberdeen AB16 6SH
Tel **01224 788515/19**
Benefits Advice - Mastrick
Tel **01224 788543**

Rent - Central

Tillydrone Office, Formartine Road, Aberdeen AB24 2RW
Tel **01224 489505/7**
Benefits Advice - Tillydrone
Tel **01224 489501**

email addresses

rents@aberdeencity.gov.uk or benefits@aberdeencity.gov.uk
or counciltax@aberdeencity.gov.uk

Rent - South

St Nicholas House, Broad Street, Aberdeen AB10 1AX
Tel **01224 522983/97**
Benefits Advice -
St Nicholas House
Tel **01224 522709**

Council Tax and Benefits

Crown House, 27-29 Crown Street, Aberdeen. AB11 6HA
Tel **01224 346789**

Other sources of help, advice, representation or support

Citizens Advice Bureau,

41 Union Street, Aberdeen
Tel 01224 586255
In Court Advisor,
Sheriff Court House,
Castle Street, Aberdeen
Tel 01224 638859

Trading Standards Debt Advisors,

St Nicholas House, Aberdeen
Tel 01224 523738

Cyrenians Community Support,

139 The Gallowgate,
Aberdeen
Tel 01224 647360

Welfare Rights (Benefits Advice),

St Nicholas House, Aberdeen
Tel 01224 523203

Social Work - Duty Team,

Exchequer Row, Aberdeen
Tel 01224 765220

Struggling to pay all the bills -
missed payments with some?
Come and see us - we may be able to help

We provide information for the blind or partially sighted via tape, braille or large print.



Customer Relations Management

For help with language / interpreting and other formats of communication support, please contact: 01224 523 542

ভাষা/ইন্টারপ্রেটিং এবং অন্যান্য ফরম্যাটের
যোগাযোগ সাহায্যের জন্য দয়া করে
:01224 523 542
নম্বরে যোগাযোগ করবেন।

如果需要語言/傳譯及其他形式的通訊支援服務，
請聯絡:01224 523 542。

Если требуется помощь при выборе
языка, переводчика или других
способов общения, звоните по
телефону: 01224 523 542

للحصول على مساعدة بخصوص اللغة/ الترجمة
و وسائل الاتصال الأخرى، الرجاء الاتصال
بالرقم التالي: 01224 523 542

Lai saņemtu palīdzību sakarā ar
valodu/tulkošanu un citiem iespējamiem
komunikāciju atbalsta formātiem, lūdzu
zvanīt 01224 523 542

Jej turite sunkumu su kalba/ vertimu
ar kitomis bendravimo formomis,
skambinkite 01224 523 542.

Jeśli potrzebujesz pomocy językowej /
 tłumacza lub innej pomocy w
porozumiewaniu się, proszę zadzwonić
pod numer: 01224 523 542



Payment Difficulties?



Continuous Improvement Service
Council Tax and Benefits Office