

## DIFFICULTY PAYING YOUR BILL?

### If you are having difficulty paying your bill then:

- If you are on a low income you may be entitled to council tax support. Claims for this can be made on line. Our online claim form is secure and easy to use – go to **[www.brent.gov.uk/ctsupport](http://www.brent.gov.uk/ctsupport)**. Please note that if you are claiming Universal Credit, you still need to complete a claim with us to apply for council tax support.
- You may wish to speak to Debt Advice Agencies – if you think you cannot afford to pay anything at all we strongly advise you to contact a debt advice service such as Citizens Advice Brent, the Money Advice Service or National Debtline. These organisations will discuss your income and expenditure and advise you on how best to deal with your finances. Remember council tax is a priority debt ranking above loan repayments, telephone bills, TV subscriptions, etc.
- Visit our web site – **[www.brent.gov.uk/counciltax](http://www.brent.gov.uk/counciltax)** – as you may be entitled to a discount.
- Ring us on **020 8937 1790** – we would rather you engage with us so that we can understand your difficulties. It doesn't mean that we won't take any recovery action but if we can get you to start making regular payments it will lessen the likelihood of the matter being passed to enforcement agents for collection.



## SOME IMPORTANT CHANGES FOR 2018/19

# Paying your council tax

 **Brent**  
customer services

[www.brent.gov.uk/counciltax](http://www.brent.gov.uk/counciltax)

## ONLINE BANKING/STANDING ORDER

If you use online banking to pay your council tax or if you pay by bank standing order you will need to amend the details as the council has changed its bank account number as shown below.

### Our bank details are:

- sort code **60-23-09**,
- bank account number **95711279**  
(this has changed)
- bank account name – **LBB Central AC**

Please ensure that in the payee reference you quote only your eight digit council tax account number. If you quote anything else in this reference field then your payment will not be credited to your council tax account.

**Please note, we do not recommend that you pay at a bank in person.**

## Other ways to pay your council tax

### DIRECT DEBIT



This is the easiest, most convenient and cost-effective way to pay. Just provide us with your bank details and we will arrange to collect your council tax instalments as and when they become due. If you are not already paying by this method it is quick and easy to set up – either register online for My Account at **www.brent.gov.uk/MyAccount** or call **020 8937 1790** with your bank details. You also have an option of paying your council tax on any of four dates in a month (1st, 12th, 17th and 28th). You can cancel your Direct Debit at any time, so you stay in control.

## DEBIT AND CREDIT CARD TELEPHONE LINE



Call our 24-hour payment line on **020 8937 1717**. This will prompt you to use your telephone keypad to make a payment – have your card details with you as well as your eight digit council tax account reference.

### ONLINE



You can pay by debit or credit card online by registering for My Account at **www.brent.gov.uk/MyAccount**. Ensure you have your card details with you as well as your eight digit council tax account reference.

Please note that if you use someone else's debit or credit card to make a payment without his or her authorisation then the payment will be cancelled and you will be stopped from making further payments by this method. In addition, if the use is found to be fraudulent criminal, proceedings may result.

### PAYPOINT AND POST OFFICE



You can pay anywhere that displays the PayPoint symbol. Take the bill with you as the bar code on it is used to process the payment. Your payment must be in cash and you will not be charged. To find your nearest PayPoint, go to **www.paypoint.com/locator**. You can also pay at any Post Office by cash, or debit card. Please remember to take your council tax bill with you. Please allow three working days for the payment to reach your council tax account.

[www.brent.gov.uk/counciltax](http://www.brent.gov.uk/counciltax)