



BARNSLEY
Metropolitan Borough Council



Easy Words and Pictures



Council Tax Explained

Why we have Council Tax?

Council tax money provides important services, such as:

- schools,
- road repairs
- rubbish collection
- council transport
- police
- fire and emergency services



Who pays council tax?

If you own your home or you are a tenant you will need to pay council tax.

If you think that someone else who lives with you should pay please let us know.



Your Council Tax Bill



We will send a bill every March telling you how much to pay for the next year.

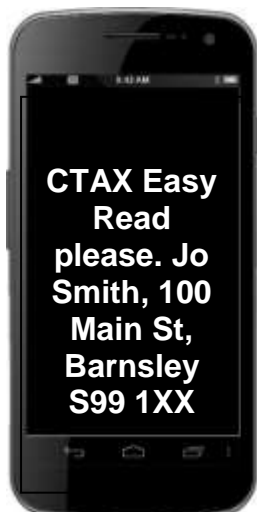


Your bill may change if:

- You move home
- People move in or out of your home
- Your Local Council Tax Support changes



Please tell us if you want your bill in Easy Read.



You can Text the words "CTAX Easy Read Bill, NAME and ADDRESS" to 07984 404029

How much council tax you pay



The amount of council tax you pay depends on your property.

Larger houses have to pay more than smaller ones.

Discounts

25%



If you live alone, you may get a 25% discount from your bill.

You may also be entitled to other discounts.

Please contact us for more info.

Challenge your council tax bill



If you think you have been asked to pay the wrong amount of council tax we can help, please tell us.

How to pay your council tax



You can pay the annual bill in one go or in monthly amounts.

The easiest way is to set up a direct debit.



You can pay over 10 or 12 months.

There are four payment dates each month for you to choose from.



What do I do if I can't pay my council tax?

If you're struggling to pay your bill we can help, please let us know.



We can discuss alternative payment arrangements.

Contacting us

Please contact us straight away if:

- You cannot understand your bill
- You need help to pay your bill
- You think your bill is wrong
- There's a problem with your council tax



You can contact us for further help in the following ways:



Website www.barnsley.gov.uk

Text 07984 404029

Call us on 01226 787787



Please let us know if you have any access requirements, or if you need support, so we can help you.

Webchat



A webchat is available Monday to Thursday 9am - 5pm and Friday 9am - 4:39pm:

www.barnsley.gov.uk/your-council-tax



Text **07984 404029**

Start your text with the word **CTAX** and include your **name** and **address** and what help you need.

These messages will be answered Monday to Friday 9am - 5pm

Call us on **01226 787787**. Telephone lines are open Monday to Friday 9am - 4pm



Face to face appointment



We can also meet you face to face.

You can contact us using webchat, by phone or text so we can book you in.



Website www.barnsley.gov.uk

Text **07984 404029**

Call **01226 787787**