

Understanding your Council Tax bill video transcript

[Background audio: instrumental music]

[Text: Durham County Council logo. Understanding you Council Tax bill.]

[Image: A Council Tax bill]

[Image: Close-up of a Council Bill on screen focussing on the relevant part of the bill relative to the narration.]

[Narrator] When you receive your bill from us it will look like this. Every bill is addressed to who we consider is responsible for paying it. The partner of the person the bill is addressed to is also jointly liable for council tax, whether or not they are married.

This section shows the issue date of your bill, your account number, the band allocated to your home and the address that the bill relates to.

[Image: Close-up of a Council Bill on screen focussing on the relevant part of the bill relative to the narration.]

[Narrator] This section shows a breakdown of charges. Your bill also includes a charge for the Fire Service and Police Force, as well as the Adult Social Care Precept. Councils which provide social care can increase their council tax and this additional charge is called the Adult Social Care Precept. The income generated from the charge helps to meet for the cost of adult social care. Depending on where you live, there may be a further charge from the local town or parish council, and the charter trustees if you are in the City of Durham area.

Please remember the council is only responsible for the collection of the money for other organisations, not the setting of the charge for their services.

[Narrator] The total charge for the period is detailed at the top of the next section.

[Image: Close-up of a Council Bill on screen focussing on the relevant part of the bill relative to the narration.]

[Narrator] This section is where any discounts or benefits are detailed. Single people, those with a Severe Mental Impairment, Apprentices, Students and Disabled People may be entitled to discounts or exemptions. Any deductions, exemptions, discounts, and payments are listed on the bill as CR.

[Text: www.durham.gov.uk/counciltaxdiscounts Customer Services Team Tel: Number 03000 264 000 E: counciltax@durham.gov.uk]

[Narrator] There is information and application forms on our website in relation to the discounts and exemptions available or you can ring our Customer Services Team for more information.

[Image: Close-up of a Council Bill on screen focussing on the relevant part of the bill relative to the narration.]

[Narrator] The amount payable for your new council tax bill is shown at the bottom. The final section shows the payment details, payment methods, instalment amounts and the dates they are due to be paid. If you are in arrears with your Council Tax, the amount is displayed at the bottom of this section and should be paid as previously notified.

If you have not already made arrangements to repay your arrears it's important that you contact us to see what we can do to help you.

[Image: Finding Financial Help and Support.]

[Text: If you are having trouble managing your money, with rent arrears or dealing with debt, you should get help as soon as possible. Welfare Advice, You can get free and impartial advice and support from Durham County Council, call 03000 260 000 or email us at help@durham.gov.uk.

Citizens Advice County Durham, Citizens Advice County Durham are a local charity who provide debt and other advice to thousands of people every year. Their services are free, confidential and impartial, so if you are struggling with your Council Tax bill, or any other debts, they can provide guidance, money advice and debt solutions. www.citizensadvicecd.org.uk Tel: 0300 323 2000 Monday to Friday 9am to 4pm

The council has information on other organisations who can offer you help and support on how to manage debt: www.durham.gov.uk/debtadvice www.durhamlocate.org.uk

[Text: www.durham.gov.uk/counciltax Customer Services Team Tel: 03000 264 000 E: counciltax@durham.gov.uk]

[Narrator] You can speak to one of our Customer Service advisors discuss your account. You can also find further details of all help and support on our website.

[Image: Close-up of a Council Bill on screen focussing on the relevant part of the bill relative to the narration.]

[Narrator] On the reverse of your bill is details of how you can pay your bill including Direct Debit, online via our website, through your bank, at the Post Office and Pay Point.

[Text: Direct Debit logo. Durham County Council logo. Council Tax Bill.]

[Narrator] If you are paying by Direct Debit, payments are spread across 10 to 12 months, up to either January or March. There is no need to cancel your Direct Debit after your final payment, as we won't take another payment until your new bill is issued.

[Text: www.durham.gov.uk/counciltaxappeals]

[Narrator] If you'd like to appeal against your Council Tax Band, please visit our "make an appeal about council tax" page on our website. Here you can find out how to appeal if you think your bill has been calculated incorrectly, or you think your property is in the wrong band. This is the role of the Valuation Office Agency.

[Text: or call the Valuation Office Agency Tel: 03000 501 501.]

[Image: A pile of brown boxes.]

[Text: www.durham.gov.uk/counciltax]

[Narrator] If you've recently moved to a new house or had a change in circumstances please let us know as soon as possible. You can do this by visiting our website and completing the online form. If you wish to find out more about Council Tax please visit our website at www.durham.gov.uk/counciltax.

[Text: Durham County Council logo. Find out more: www.durham.gov.uk/counciltax]