

How and where to pay your Council Tax

Direct debit – this is the easiest and most convenient way to pay. Visit leicester.gov.uk/ddpayments to set this up.

Online or telephone – pay by debit or credit card 24 hours a day at leicester.gov.uk/payments or telephone 0116 454 1012.

Pingit – scan the QR code with the Pingit app on your smartphone or tablet

PayPoint – if you cannot pay by any of the above methods, please use the barcode above to pay at any PayPoint outlet. Keep the receipts for your records. There is no extra charge for cash payments.

If you cannot pay the full amount we may consider a payment arrangement. However, **no arrangement will normally be considered unless it is paid by direct debit and supported by your employment/income details.** To make an arrangement, you must contact us before the day of the hearing using the details below by phone, e-mail, or by visiting our customer service centre at York House.

Please note that if you want to discuss your council tax at our offices, you will need to make an appointment in advance. If you are in financial difficulty and would like to talk to someone about it, the agencies listed below offer free, specialist advice.

If you make an arrangement, a Liability Order will still be obtained (there is no need for you to attend Court), and no further action will be taken as long as the arrangement is maintained.

If the Magistrates agree that you owe this tax and that you have not paid the full amount outstanding, they will grant a Liability Order. This order means that:

- You will be asked for details of your income and expenditure (and that of any other person jointly liable to pay the Council Tax with you).
- Money can be deducted from your wages, Income Support, Job Seeker's Allowance, Employment & Support Allowance, Universal Credit or Pension Credit.
- An enforcement agent can visit your home and take goods to sell to pay for your debt. **This action may add substantial costs to the amount you have to pay.**

If you believe you are not responsible to pay the charge you need to let us know immediately. Our contact details are as follows:

Address: Revenues & Customer Support Service, Leicester City Council, York House, 91 Granby Street, Leicester, LE1 6FB
Telephone: 0116 454 1005 E-mail: council.tax@leicester.gov.uk

Having difficulty paying?

You can get free specialist, tailored advice from:

Citizens' Advice LeicesterShire

leicscab.org.uk
0300 330 1025

Community Advice and Law Service

cals.uk.net
0116 242 1120

Trinity Money Advice Leicester

contact@trinitymoneyadvice.org.uk
0116 319 2636 or 07512 677072

Christians Against Poverty

capuk.org
0800 328 0006 You may be able to claim **council tax discretionary relief** if you are experiencing severe financial hardship. Find out more and claim online at leicester.gov.uk/dhps