

Fair Debt Policy



Leicester
City Council

Leicester City Council provides lots of services.

This includes things like emptying bins and keeping the streets lit up at night. It can be providing people with mobile meals, or care and support services. It can also include providing homes for people to live in, or buildings for people to use for work.



All of these services cost money to run.



People who live in Leicester, pay for these services through things like Council Tax or rent. Some services will ask people to pay a small amount towards the cost.



The Council sends people a bill for these services. Bills should be paid on time. Sometimes people do not pay their bills and owe money to the Council. This is called a debt.



The Council wants to help people to pay their debts. The Council will help people, who owe money, to work out ways to pay their debts. The Council will set out some



clear rules so that staff in the Revenues and Benefits team can work with people to help them pay their debts.

The rules will help to make sure that people still have enough money to live on.

The Council thinks that the rules will help to make sure that services continue to work well. The new plan will help people to understand about paying the money that you owe.



People who owe money to the Council will get a letter. The letter will ask them to

contact the Council. They can contact the Council by telephone or in person.

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The Council will help people to look for any benefits that might help them to pay their bills – like Housing Benefit to pay their rent.

The Council will work with the person to work out how much they can afford to pay off in regular amounts.



If the person who owes money is on benefits like Income Support, or Jobseekers Allowance, the Council can arrange for the money to come straight

out of their benefits.
This will be £3.55 a week.



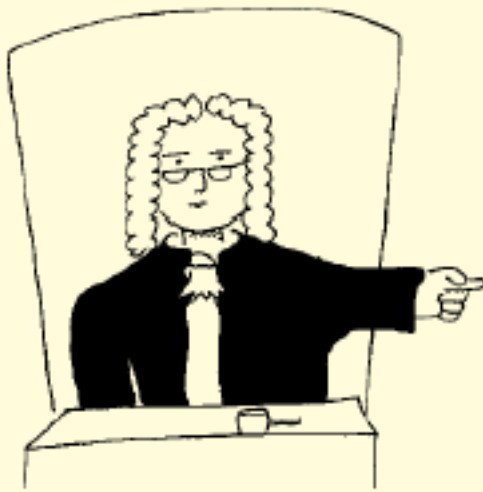
If the person is not on benefits, the Council will work with them to sort how much they can pay weekly. This should be at least £3.55 a week. They might be asked to fill out a form showing what they spend their money on.



If the person owes money from last year's bills, they still need to pay. At the same time they need to start paying this year's bill.



If the person who owes money is in paid work, the Council can apply to get the money direct from their wages. A magistrate would decide, this costs £65.50



If payments are not received, the Council may involve a bailiff. A bailiff can take property from the person who owes money. If a bailiff comes the person will owe more money.

You can get more information
by telephoning:

0116 252 7000 or
0116 252 7006

Or you can visit us at one of the
customer service centres or at
any council office.

Write to us and send your letter to
our address at:

**Wellington House,
20 Wellington Street,
Leicester
LE1 6HL**

Email:

**council.tax@leicester.gov.uk
www.leicester.gov.uk/counciltax**

