



Basingstoke
and Deane

Council Tax self-service

Time is precious and so is our environment. Help us to save paper by managing your council tax account online at a time that suits you.

You are now able to pay your council tax, tell us about a change of address, apply for discounts or exemptions or apply for a refund, all by clicking the links at **www.basingstoke.gov.uk/counciltax**

By signing up for an online account, you can take greater control of your council tax account. With an online account, you will also be able to set up a direct debit, register for e-billing, view your balance and instalments, set up payment arrangements and much more.

You can also view your benefits information online including checking the status of your claims, viewing your current entitlements, viewing your schedule of payments, viewing any outstanding payments and telling us about a change in your circumstances.

To sign up for an online account, you will need your account name, council tax reference (shown on the front of your council tax bill) and your mobile phone number.

Visit **www.basingstoke.gov.uk/self-serve-counciltax**

Help if you're struggling to pay Council Tax

If you are struggling to make payment, there may be options available which will help, for example, changing your instalment date, amending the number of instalments or applying for a discount or exemption. For further information, please visit

www.basingstoke.gov.uk/paymyctax

If you are on a low income or receive certain benefits, you may be able to get help with your council tax bill through council tax support. For further information and to make a claim, visit

www.basingstoke.gov.uk/benefitadvice

Free debt advice is also available from the following charities:

National Debtline - **www.nationaldebtline.org** or **0808 808 4000**

StepChange - **www.stepchange.org** or **0800 138 1111**

Citizens Advice - **www.citizensadvice.org.uk** or **0800 144 8848**

Discounts and Exemptions – Tell us about a change in circumstances

If you already receive a discount or exemption for council tax and your circumstances change, your council tax bill may be affected.

If you are receiving a discount, this will be shown on your council tax bill under the 'Your Council Tax Account' section.

It is your responsibility to notify us immediately of any change so that your bill can be recalculated. This may include, but is not limited to:

- Someone moving in or out of your property
- A child turning 18
- Where someone is no longer a student or carer

A full list of discounts and exemptions, as well as qualifying criteria can be found at www.basingstoke.gov.uk/council-tax-reductions

If you are receiving a discount or exemption, please ensure you review the criteria. If you have any queries or are unsure about your entitlement, please contact the Revenues team at localtax@basingstoke.gov.uk for further advice.

Failure to notify of a change in circumstances which affects discount or exemption entitlement within 21 days of the change may result in a penalty being issued.



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To sign up for the council's regular e-newsletter scan this code or go to www.basingstoke.gov.uk/signup

