

**Council Tax help and  
information notes**

# Budget for Birmingham

**2021-22**



**A great city** to live in



**Birmingham**  
City Council

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**Making a positive difference  
every day to people's lives**

## A message from the Leader



Birmingham City Council is continuing to invest in the services that matter to the people of this city, despite ongoing financial pressures and the continued challenges posed by the Covid pandemic.

And, as we look to bounce back from a year of tragedy and struggle for so many across our city, we will work with our partners and communities to support a recovery that benefits people in every street, every neighbourhood and every community.

In adversity, we've seen the very best of our city, with families pulling together, neighbours looking out for each other and communities showing real strength and spirit. But the pandemic has also highlighted long-standing issues, where over a decade of austerity has left its mark on our communities and public services. It is clear that inequalities must be tackled if we are going to truly heal together as a city.

So with your help, we will face the challenge head on to ensure that Birmingham is:

- An entrepreneurial city to learn, work and invest in
- An aspirational city to grow up in
- A fulfilling city to age well in
- A great city to live in
- A city whose residents gain the most from hosting the 2022 Commonwealth Games
- A city that takes a leading role in tackling climate change

Birmingham continues to be a resilient city. The strengths and assets that made this an attractive place to live, work and invest before COVID-19 have not gone away.

- Our youth and creativity
- Major projects like Birmingham Smithfield and HS2 that will create jobs and opportunities.
- Our Local Centres Strategy will ensure that all of our citizens share in the city's growth and success.
- And, of course, the 2022 Commonwealth Games – a huge event that will really put Birmingham on the global stage.

These and many other factors that make Birmingham such a great city are now more important than ever.

And just as we have done throughout the pandemic, Birmingham City Council will be there for our citizens, communities and businesses. We will improve and modernise our services and we will work with partners to support and protect the most vulnerable across the city.

We will power an inclusive recovery that is cleaner, greener and fairer.

Together we will build a better Birmingham.

A handwritten signature in black ink, appearing to read 'Ian Ward'. The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

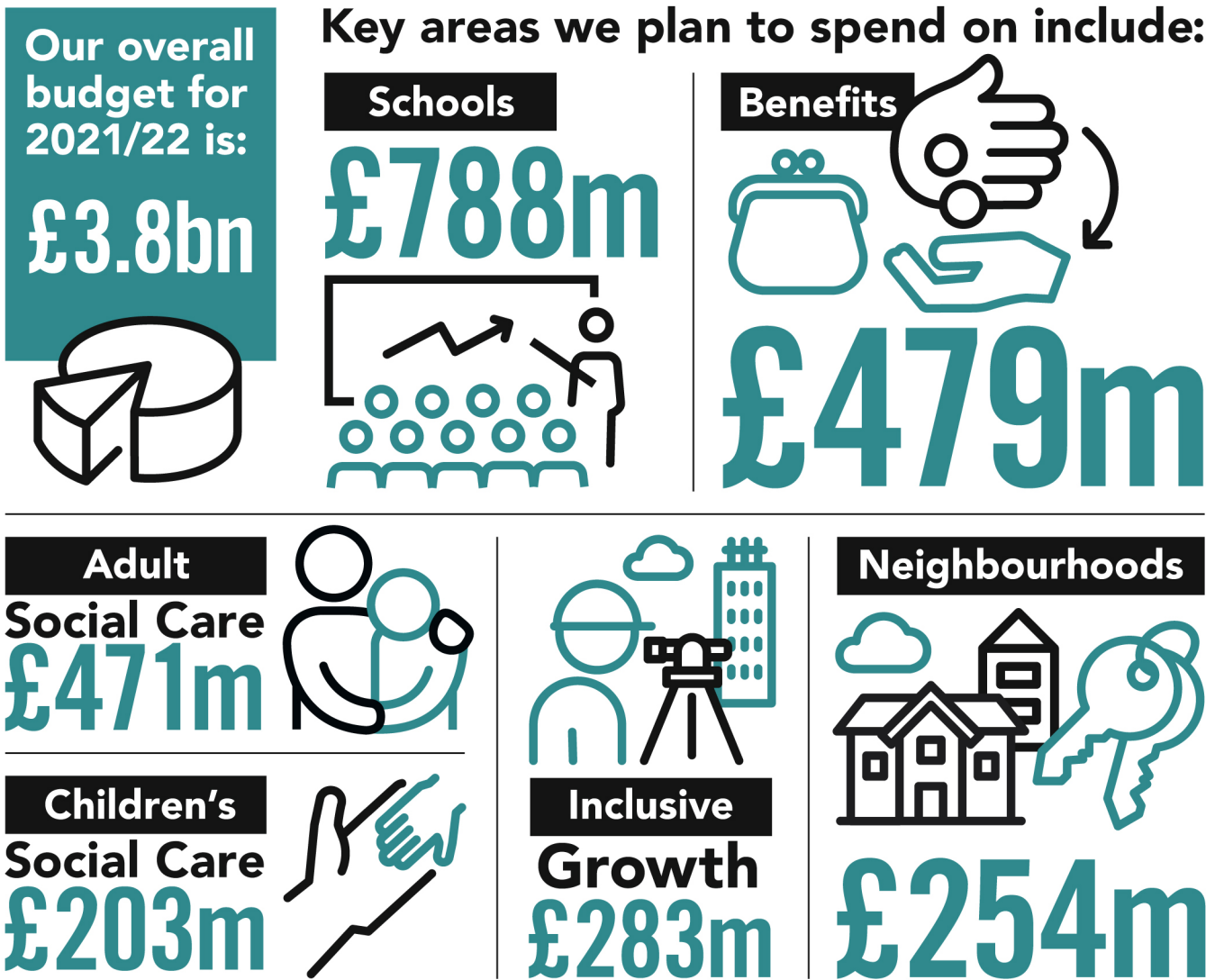
**Ian Ward, Leader,  
Birmingham City Council**

## Vision and priorities

Birmingham City Council's ambition is to make Birmingham a fair and thriving city where everyone has the opportunity to share in the city's success.

You can find out more about the council's budget plans online at [www.birmingham.gov.uk/info/20155/council\\_budget/2317/budget\\_2021](http://www.birmingham.gov.uk/info/20155/council_budget/2317/budget_2021)

Illustrated below are the key areas of spending for 2021/22.



All figures are estimates

### Council Tax for 2021/22

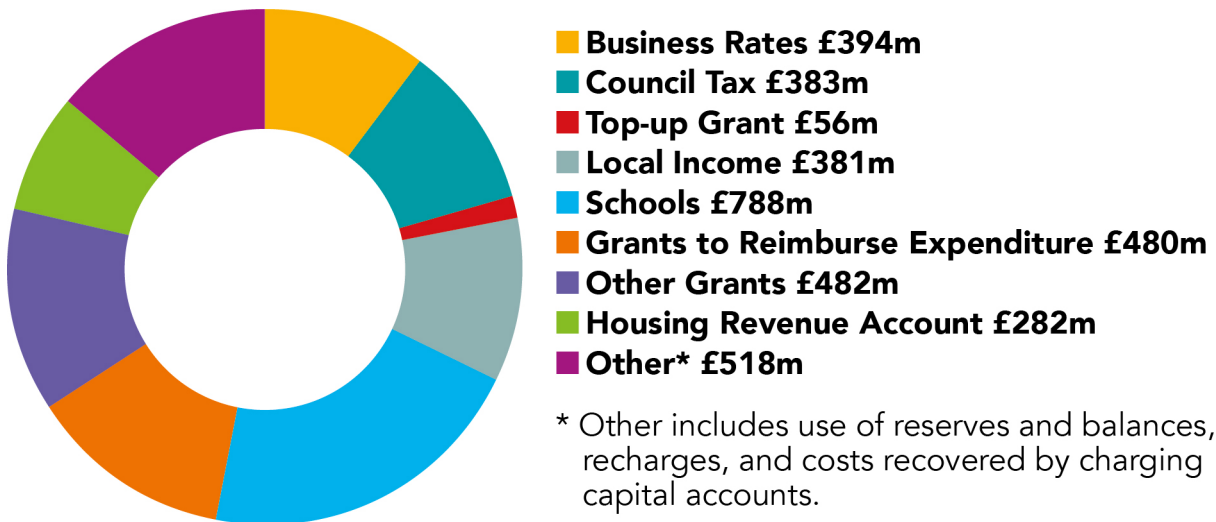
There will be a general Council Tax increase of 1.99% in 2021/22. In addition, in recognition of particular pressure on adult social care, Council Tax will increase by a further 3% through the Adult Social Care

Precept, making an overall increase of 4.99%. Money raised from the Adult Social Care Precept will be invested in adult social care services.

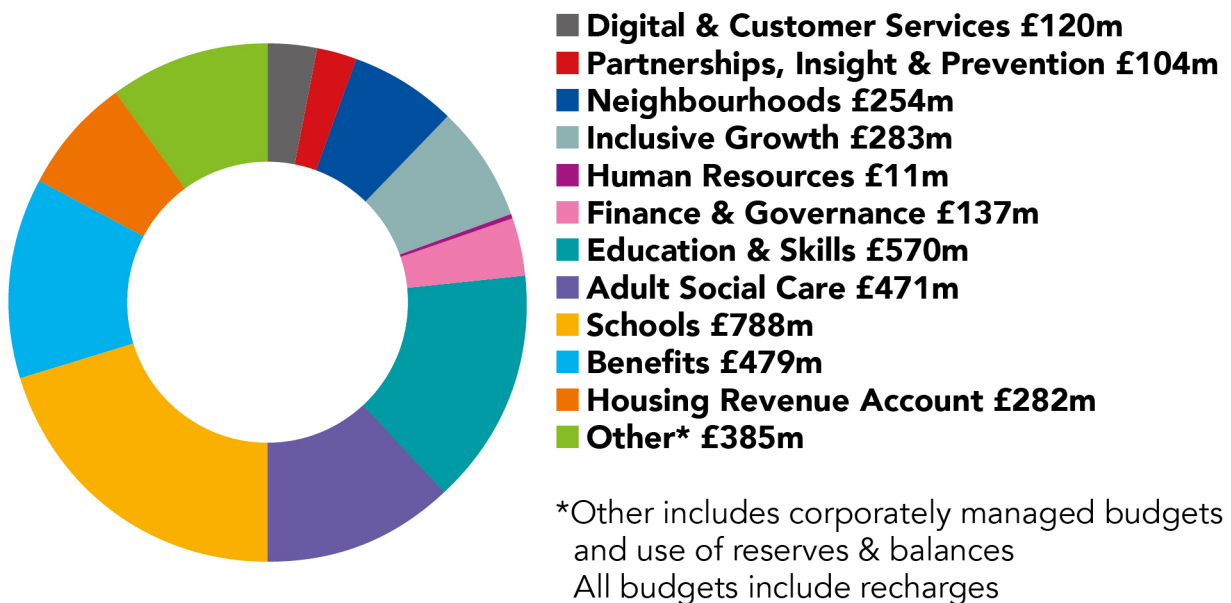
## How budgets are put together

Revenue expenditure for city council services involves spending on the day-to-day running costs of the council, e.g. employees, premises, supplies and services.

### Where the money comes from 2021/22 – Total £3,764m



### Where the money is spent 2021/22 – Total £3,764m



## Spending

Spending on City Council Services and Band D Council Tax	2020/21 £m	2021/22 £m	% change
Gross Expenditure	3,192.203	3,763.725	17.90
Less Other Income	(2,339.270)	(2,935.054)	25.47
Net Expenditure	852.933	828.671	-2.84
Top Up Grant	(55.334)	(55.951)	1.12
Less Business Rates	(425.844)	(394.034)	-7.47
Less Council Tax Collection Fund brought forward	(6.085)	4.237	-
In-Year Charge to council taxpayers	365.670	382.923	4.72
Divided by the taxbase			
(Band D property equivalents)	254,654	253,995	-0.26
<b>Council Tax for City Council services (Band D)</b>	<b>1,435.95</b>	<b>1,507.60</b>	<b>4.99</b>
Fire and Rescue Authority Precept	61.81	63.04	1.99
West Midlands PCC	162.55	177.55	9.23
<b>Gives a total Council Tax (Band D)</b>	<b>1,660.31</b>	<b>1,748.19</b>	<b>5.29</b>

For each £1m change in gross spend, Band D Council Tax for Council services would be affected by +/- £3.94 (£3.93 in 2020/21)

\* This amount includes an increase relating to the additional adult social care precept.  
For 2021/22 this increase is 3% (2% increase in 2020/21)

Total Council Tax (Band D)	1,660.31	1,748.19	5.29
New Frankley in Birmingham Parish Precept	30.18	27.28	-9.61
<b>Gives a total Council Tax (Band D) including New Frankley in Birmingham Parish Council</b>	<b>1,690.49</b>	<b>1,775.47</b>	<b>5.03</b>

New Frankley in Birmingham Parish Council: gross expenditure in 2021/22 will be £70,860 (£89,631 in 2020/21). Net expenditure will be £35,981 (£41,232 in 2020/21) which is equivalent to £27.28 per Band D property (£30.18 for 2020/21). Its charge will be made only to Council Taxpayers in the parish. For each £1,000 change in gross spend, 2021/22 Band D Council Tax would be affected by +/-£0.91 (£0.73 in 2020/21).

Total Council Tax (Band D)	1,660.31	1,748.19	5.29
Sutton Coldfield Town Precept	49.96	49.96	0.00
<b>Gives a total Council Tax (Band D) including Sutton Coldfield Town Council</b>	<b>1,710.27</b>	<b>1,798.15</b>	<b>5.14</b>

Sutton Coldfield Town Council: gross expenditure in 2021/22 will be £1,830,335 (£1,853,566 in 2020/21) which is equivalent to £49.96 per Band D property (no change from 2020/21). Its charge will be made only to Council Taxpayers in the parish. For each £1,000 change in gross spend, 2021/22 Band D Council Tax would be affected by +/-£0.03 (no change from 2020/21).

How spending on City Council Services has changed from 2020/21	Gross Expenditure £m	Gross Income £m	Net £m
<b>2020/21 budget was</b>	<b>3,614</b>	<b>(2,761)</b>	<b>853</b>
Inflation	31	(3)	28
Budget Issues and Policy Choices	62	7	69
Savings Plans	(33)	0	(33)
Movement in Use of Corporate Reserves	44	(17)	27
Changes in Corporate Grants	0	(61)	(61)
School Expenditure & Funding	40	(40)	0
Housing Revenue Account	2	(2)	0
Grants to Reimburse Expenditure	0	0	0
Directorate Grants	10	(10)	0
Recharges	34	(34)	0
Corporately Managed Budgets & Other Changes	(40)	(14)	(54)
<b>2021/22 budget is</b>	<b>3,764</b>	<b>(2,935)</b>	<b>829</b>

## Detailed Council Tax figures 2021/22

Band	City Council* £	Fire & Rescue Authority £	West Midlands PCC £	Total excl. Parish Precept £	New Frankley in Birmingham		Royal Sutton Coldfield	
					Parish Precept £	Parish Total £	Town Precept £	Town Total £
A	1,005.07	42.02	118.37	1,165.46	18.18	1,183.64	33.30	1,198.76
B	1,172.58	49.03	138.09	1,359.70	21.22	1,380.92	38.86	1,398.56
C	1,340.09	56.03	157.82	1,553.94	24.25	1,578.19	44.41	1,598.35
<b>D</b>	<b>1,507.60</b>	<b>63.04</b>	<b>177.55</b>	<b>1,748.19</b>	<b>27.28</b>	<b>1,775.47</b>	<b>49.96</b>	<b>1,798.15</b>
E	1,842.62	77.04	217.01	2,136.67	33.34	2,170.01	61.06	2,197.73
F	2,177.64	91.05	256.46	2,525.15	39.41	2,564.56	72.17	2,597.32
G	2,512.67	105.06	295.92	2,913.65	45.46	2,959.11	83.26	2,996.91
H	3,015.20	126.07	355.10	3,496.37	54.56	3,550.93	99.92	3,596.29

\* This amount includes the adult social care precept which is shown separately on your bill.



## Environment Agency Midlands Region

### The Council Tax (Demand Notices) (England) Regulations 2011

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk management for 4,855 kilometres of main river and along tidal and sea defences in the areas of the Severn & Wye and the Trent Regional Flood and Coastal Committees (2,486 and 2,369 respectively). Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

<b>Severn &amp; Wye Regional Flood and Coastal Committee</b>		
	<b>2020/21</b>	<b>2021/22</b>
	<b>'000s</b>	<b>'000s</b>
Gross expenditure	£27,625	£28,012
Levies raised	£1,174	£1,197
Total Council Tax Base (Band D property equivalents)	988	985
<b>Trent Regional Flood and Coastal Committee</b>		
	<b>2020/21</b>	<b>2021/22</b>
	<b>'000s</b>	<b>'000s</b>
Gross expenditure	£75,473	£58,034
Levies raised	£2,137	£2,180
Total Council Tax Base (Band D property equivalents)	1,848	1,842

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committees to which you contribute. The total Local Levy raised has increased by 2.0% for the Severn & Wye Committee and 2.0% for the Trent Committee.

The total Local Levy raised has increased from £3,310,881 in 2020/21 to £3,377,099 for 2021/22 (£1,197,062 for Severn & Wye and £2,180,037 for Trent Committee). Birmingham's share of this total Local Levy in 2021/22 is £300,568.



## Council Tax – help and information

If you have any difficulty understanding this part of the leaflet or you want more help with your Council Tax you can:

**Go to the website at:**  
**[birmingham.gov.uk/council-tax](https://www.birmingham.gov.uk/council-tax)**

You will find information about Council Tax, along with forms you can use to ask questions about your account, or to tell us about changes in your circumstances. Please quote your account reference number, if you have one, when contacting us.

**Text phone:**  
**0121 303 1119** (Registered users only)

**Write to:**  
**Birmingham City Council,**  
**Revenues,**  
**PO Box 5,**  
**Birmingham**  
**B4 7AB**

### Changes in circumstances

You must inform the council if there is a change that affects your Council Tax charge – for example, if you receive a discount or exemption and the conditions no longer apply.

This could be where you are not the only person in your property aged 18 years and over and therefore no longer qualify for a single person discount. You should also advise us if you change address, or if a different person should now be liable to pay the bills.

**You must inform the council's Revenues team immediately of any change in your circumstances. Failure to do so, without reasonable excuse, could result in a financial penalty. You can do this by visiting [birmingham.gov.uk/changeincircs](https://www.birmingham.gov.uk/changeincircs)**

### Help and information for visually impaired people

Please call 0121 303 1113 to register for our large print services. We can provide you with information relating to your Council Tax bill in large print, on audiotape or in Braille.

## Council Tax – help and information (continued...)

### Brum Account

The BRUM account is an online account that citizens can use to access the services we provide online; amongst other services, citizens can:

- Sign up for garden waste collection
- Access Council Tax Online and tell us about a move or change in circumstance, set up a direct debit, and view your Council Tax bill
- Access Business Rates Online to view accounts, bills and pay by direct debit (DD)
- Access Housing Rents Online to view your account, statements and pay by DD

It's a simple registration process and you can go to [birmingham.gov.uk/myaccountpage](https://www.birmingham.gov.uk/myaccountpage) to register and create your account.

If you wish to claim Council Tax Support or if you are claiming Council Tax Support and have a change in your circumstances that you wish to report, you can do so by accessing the Birmingham City Council website at [birmingham.gov.uk/benefits](https://www.birmingham.gov.uk/benefits).

### Go Online

Our on-line service is simple to use, will save you time and gives you greater control of your bills and payments. Once you have registered and signed into your BRUM account, you can go to Council Tax online, to set up and manage your direct debit payments, tell us you have moved house and apply for, and manage certain discounts. Once you have verified your account, you can: check your balance, payments, bills, recovery notices, apply for paperless billing, and update your contact details at [birmingham.gov.uk/counciltaxonline](https://www.birmingham.gov.uk/counciltaxonline)

### Data protection Statement for Council Tax

We, Birmingham City Council, process your personal data in order to comply with our legal obligation to assess and collect Council Tax or business rates bills. All personal data will be processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

The legal basis that allows us to use your information is 'public task'. Your personal data may also be shared with other organisations, the details of which can be found on our website [birmingham.gov.uk/fairprocessing](https://www.birmingham.gov.uk/fairprocessing) where you can also find details of our Data Protection Officer and information on your rights and how to exercise them. In accordance with our retention schedule, we shall keep your personal data for a period of six years from date of account closure.



## Council Tax bands

Council Tax is the way in which Birmingham City Council receives some of the money it needs to provide local services. The amount you pay is based on the value of your property in 1991. There are eight bands set by the government. Your band is shown on your council tax bill.

Band	Property value in 1991
<b>A</b>	Up to and including £40,000
<b>B</b>	£52,001 – £68,000
<b>C</b>	£52,001 – £68,000
<b>D</b>	£68,001 – £88,000
<b>E</b>	£88,001 – £120,000
<b>F</b>	£120,001 – £160,000
<b>G</b>	£160,001 – £320,000
<b>H</b>	More than £320,000

## Appeals against banding

You can appeal against the banding of newly-occupied properties, or properties which have had a major change in structure, or use of facilities. It is not possible to appeal on the grounds of general changes in the property market, or if an appeal has been made before.

If you have any questions concerning the banding of your property go to the Valuation Office Agency (VOA) website at [gov.uk/voa](https://www.gov.uk/voa). Even if you have made an appeal against your banding you must continue to pay your Council Tax until it is decided.

## Council Tax bands – who is responsible for payment?

The person liable to pay Council Tax is the person who first fits one of the descriptions listed below, starting with one and working through to six. More than one person can be held liable if they are on the same level. Husbands, wives and partners are usually jointly liable. In some cases, the owner of a property will have to pay the Council Tax, rather than the residents (e.g. houses in multiple occupation, care homes or nursing homes).

1. Resident owner
2. Resident leaseholder
3. Resident statutory or secure tenant
4. Resident with a licence to occupy
5. Resident aged 18 or over
6. Non-resident owner

If you think that you are not the person who should have to pay Council Tax, see help and information on pages 9 and 10.

**You should not withhold payment of your Council Tax if you are waiting for a decision on whether your banding or liability is correct or whether you are entitled to Council Tax Support.**

## Precepts

### **Adult Social Care Precept**

The Secretary of State made an offer to adult social care authorities. ('Adult social care authorities' are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

The offer was the option of an adult social care authority being able to charge an additional 'precept' on its Council Tax without holding a referendum, to assist the authority in meeting its expenditure on adult social care from the financial year 2016-17. It was originally made in respect of the financial years up to and including 2019-20. If the Secretary of State chooses to renew this offer in respect of a particular financial year, this is subject to the approval of the House of Commons. For 2021/22 the City Council has increased Council Tax by 3% in relation to the Adult Social Care Precept.

### **Royal Sutton Coldfield Town Council Precept**

Royal Sutton Coldfield Town Council is the tier of local government closest to the community it serves and is funded by a precept. The precept is paid by Sutton Coldfield residents via Council Tax to Birmingham City Council. In 2020/21 the Town Council set up a new partnership, Sutton Coldfield Together, to work with voluntary, community and faith organisations across the town to support residents in need during the unprecedented coronavirus public health challenge. The Town Council launched the Town Rangers, a new clean & green service throughout the town designed to keep the Royal Town of Sutton Coldfield clean, litter free and well maintained. The Town Council continues to lead the Town Centre Regeneration Partnership with a new vision and masterplan marking the starting point for major investment and the

regeneration of the town centre. The precept has continued to support Sutton Coldfield Library, floral displays, the annual festive lights, safety initiatives, the Community Grant Scheme and more recently digital provision to support remote learning. To find out more about how the precept is spent, please visit [suttoncoldfieldtowncouncil.gov.uk](http://suttoncoldfieldtowncouncil.gov.uk).

### **New Frankley in Birmingham Parish Council Precept**

New Frankley in Birmingham Parish Council, a first tier of Local Government, serves a population of approximately 8,000 and was established in May 2000.

Unlike other urban Parish Councils, New Frankley owns no property or land in the Parish.

It uses funding from Section 137 of the Local Government Act 1972 to fund various Voluntary Groups within the Parish, e.g. Frankley Street Champions, Frankley Neighbourhood Forum, Frankley Carnival as well as other community groups.

The Parish Office is located in the Arden Shopping Parade in Frankley and is open Monday to Friday between 9.00am and 1.00pm. The Office provides assistance, support, and guidance to those residents requiring it.

## Council Tax reductions

### People with disabilities

If your home has special facilities for someone in your household who is disabled, it may be possible to get your bill reduced. You may be able to get a reduction if, for example:

- You have a room needed by the disabled person for a special purpose (e.g. dialysis equipment)
- You have an extra bathroom or kitchen for the disabled person
- There is enough floor space for someone who uses a wheelchair within the home

**You will need to complete an application form to receive this reduction. For further information, or to make an application, please visit [birmingham.gov.uk/disabled-person-discount](https://www.birmingham.gov.uk/disabled-person-discount)**

### Annexes occupied by a relative

A discount of up to 50% can be awarded where a relative is occupying an annexe and a charge is payable.

**You will need to complete an application form to receive this reduction. For further information, or to make an application, please visit [birmingham.gov.uk/annexe-discount](https://www.birmingham.gov.uk/annexe-discount)**

### Personal discounts

The full bill is only payable if there are at least two adults living in the property. In certain circumstances you may be entitled to a reduction:

- If you are the only adult aged 18 years or over living in your property you can apply for a 25% discount

Some people are not counted when looking at the number of adults in a property.

The main categories are:

- Full-time students, student nurses, apprentices and youth training trainees
- People who are severely mentally impaired
- People caring for someone living in the property who has a disability, and who is not their spouse, partner or child aged under 18 years
- 18 and 19-year-olds who are at, or who have just left, school or college
- Patients resident in hospital
- People who are being looked after in care homes
- People in prison (except those in prison for non-payment of Council Tax or a fine)

**For further information, or to make an application, please visit [birmingham.gov.uk/exemptions](https://www.birmingham.gov.uk/exemptions)**

## Exemptions

### Exempt properties

Some properties are exempt from Council Tax.

For a full list, please visit

**[birmingham.gov.uk/exemptions](https://www.birmingham.gov.uk/exemptions)**

However, the main categories are:

- A property left unoccupied by a person detained in custody
- A property left unoccupied by patients now resident in a hospital or care home
- A property left unoccupied because the owner or tenant has died, for a maximum of six months after probate has been granted
- A property left empty by people receiving care
- A property left empty by people providing care
- A property left empty by someone who is now a full-time student living elsewhere
- A property occupied solely by full-time students, or by some non-British dependants of students
- A property left empty by a bankrupt
- A vacant caravan pitch or boat mooring
- A property occupied only by people aged under 18 years
- An unoccupied annexe which cannot be let separately without a breach of planning control
- A property occupied only by people who are severely mentally impaired (including the liable person)
- Certain properties occupied by diplomats
- An annexe occupied by an elderly or disabled relative

You will need to complete an application form to receive any reduction or exemption.

**For further information, or to make an application, please visit [birmingham.gov.uk/exemptions](https://www.birmingham.gov.uk/exemptions)**

## Care leavers discount

The council provides a local discount for its care leavers to reduce their Council Tax bills to zero until they reach their 25th birthday.

If you are a Birmingham care leaver, you still need to apply for any other reduction to which you are entitled such as:

- student discount or exemption
- single resident discount
- Council Tax Support (CTS)

but we will automatically award you a top-up discount so you have nothing more to pay until you reach your 25th birthday.

The discount does not apply if:

- the bill is in someone else's name (for instance a friend, relative or landlord) or
- you are a care leaver from outside Birmingham (you can ask the council that was responsible for your care to help you pay your bill)

but it does still apply if:

- you are jointly liable for Council Tax with someone who is not a care leaver, or
- you would be named on the bill if you were not a student.

This discount is only for amounts due for periods after 1 April 2017, so you will still need to pay any Council Tax you owe for an earlier period. Unless you have already done so, you will need to contact us to agree a payment arrangement.

Sometimes we may not know straightaway that you have moved address, so if you get a bill and you think you should have had this discount, please let us know by emailing **[revenuesclientteam@birmingham.gov.uk](mailto:revenuesclientteam@birmingham.gov.uk)**



## Empty property charges

### Empty and unoccupied properties

Most unoccupied properties attract a full Council Tax charge, whether furnished or not.

Properties that are unoccupied and unfurnished for two years or more may also attract a 100% premium charge. From the 01/04/2021 it will increase to 300% for those properties that have been empty for over ten years.

### Premium Charges

From 1 April 2021 under Section 11B of the Local Government Finance Act 1992 as amended by the Local Government Finance Act 2012 and Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 Birmingham City Council has determined that in respect of the whole of area properties that have been unoccupied and substantially unfurnished for ten years or more will be subject to a 300% premium effective from 1 April 2021. The Council Taxpayer will have to pay 400% of the Council Tax charge.

The premium was set at 50% and from 01/04/2019 it increased to 100% for properties empty over two years and to 200% from 01/04/2020 for properties empty over five years. From the 01/04/2021 it will increase to 300% for properties empty over ten years.

This means that if you own a property which has been empty and unfurnished for two years or more, you will be charged an extra 50% up to 31/03/2019 and 100% premium charge from 01/04/2019 on top of the full Council Tax for the property. Properties empty over five years will attract a 200% charge on top of their Council Tax bill from 01/04/2020. For those properties that remain empty over ten years a 300% charge will be payable on top of the Council Tax bill effective from 01/04/2021.

As this premium applies to the property, a change of ownership or tenancy will not affect the premium. If when you purchased or leased your property it had already been empty and unfurnished for two years or more, you will have to pay the premium Council Tax charge. The additional charge can only be removed by bringing your property back into use. If you bring your property back into use, then go on the link below to notify us of this change. We will need to know your reference number and the date of occupation. We will then arrange for a visit to your property to confirm the information you have provided.

**For further information on empty property charges, go to [birmingham.gov.uk/empty-property-discount](https://www.birmingham.gov.uk/empty-property-discount)**

## Council Tax Support

### Why should I claim Council Tax Support?

Council Tax Support is money off your Council Tax bill. This means that your bill could be reduced. Council Tax Support can be awarded in addition to any other reductions in your bill.

Claimants of working age (other than those listed below) will have their Council Tax Support assessment based on a maximum of 80% of their Council Tax liability.

Claimants will have their Council Tax Support assessment based on 100% of their council tax liability if the:

- Claimant or their partner is a pensioner
- Claimant or their partner is entitled to a disability premium, severe disability premium, enhanced disability premium or disabled child premium
- Claimant or their partner is entitled to employment support allowance and receives a qualifying disability-related benefit
- Claimant or their partner qualifies for a carer's premium
- Claimant or their partner receives a war disablement pension, war widow's pension or war widower's pension
- Claimant or their partner has a dependant child under six

You may still qualify for Council Tax Support even if:

- You are working
- You have other income such as a works pension or a private pension
- You have savings, unless these are more than £16,000
- You are in receipt of Universal Credit

If you are in receipt of Universal Credit you can make a claim for Council Tax Support at [birmingham.gov.uk/CTS](https://www.birmingham.gov.uk/CTS).

### How much can I get?

The amount of Council Tax Support you get depends on your individual circumstances and takes account of any income you (and a partner, if you have one) get from working, pensions, benefits and tax credits, any savings over £6,000 and your household circumstances including any other people who live with you. The people who live with you other than your partner and dependant children are called non-dependants. For every non-dependant that lives with you there could be a reduction in the overall amount of Council Tax Support that you are awarded.

## Help and advice

If you have not claimed Council Tax Support before, but would like to know if you are entitled to it, you can find out further information about this at [birmingham.gov.uk/benefits](https://www.birmingham.gov.uk/benefits)

If you already get Council Tax Support, you do not need to make a new claim. Your Council Tax Support will be taken off your bill. If your circumstances change you must tell us immediately as this could affect your Council Tax Support entitlement.

For more information on the Council Tax Support scheme, go to [birmingham.gov.uk/counciltaxsupport](https://www.birmingham.gov.uk/counciltaxsupport)

### Other benefit changes

The government has recently introduced major changes to a number of benefits. If you have been affected by these changes and you need help and guidance, please visit our webpage [birmingham.gov.uk/financial-help](https://www.birmingham.gov.uk/financial-help)

### Benefit fraud – help us stamp it out

Do you know anyone committing benefit fraud or any other type of fraud against the council?

Anyone wishing to report a suspected benefit fraud should call, in confidence, the Local

Authority Fraud Hotline on **0800 854 4400 (0800 328 0512 Textphone)**, or write to:

NBFH, Mail Handling Site A, Wolverhampton WV98 2BP

### Help with your Universal Credit application

Contact the Universal Credit helpline if you:

- need help finding or using a computer
- have questions about applying
- need information in alternative formats (for example Audio CD, braille or large print)

### Universal Credit helpline

Telephone: 0800 328 5644

Textphone: 0800 328 1344

Monday to Friday, 8am to 6pm

**Or visit [birmingham.gov.uk/universalcredit](https://www.birmingham.gov.uk/universalcredit)**

## How to pay

You can set up a monthly direct debit on a payment date that suits you on either the 1st, 8th, 15th, 21st and 28th of the month.

Alternatively, other methods of payments can be arranged to be changed to a date that suits you, up to the 28th of the month.

### Direct Debit

This is the easiest way to pay, and you are protected by the Direct Debit guarantee. If you would like to pay by Direct Debit, it could not be simpler. You can make an application online by visiting

**[birmingham.gov.uk/directdebitforms](http://birmingham.gov.uk/directdebitforms)**.

If you do not have access to the web, just call us on **0121 303 1113**, advise us of your chosen payment date and provide us with the relevant details. We will do the rest.

### Online

Visit **[birmingham.gov.uk/council-tax](http://birmingham.gov.uk/council-tax)** where you can make a payment by a debit or credit card.

### By telephone using debit/credit card

Call **0121 464 2001** to make payment on the 24-hour automated payment system.

If you pay by any of the following methods, you must allow five days for your payment to reach us.

### PayPoint/Payzone/Post Office

Towards the top right-hand side of your bill there is a barcode, which can be used when making a payment. You should present this, along with your payment, at any Post Office or any shop displaying the PayPoint or Payzone logo. Please note that only cash is accepted at PayPoint and Payzone outlets. You can pay by cheque at the Post Office. Cheques need to be made payable to 'Post Office Counters Ltd'. There is no charge for using these services.

The barcode cannot be used at banks.

The cashier will process your payment and give you back your bill.

It is recommended that you request a receipt for your payments. Please keep your bill in a safe place as you will need it to pay your instalments throughout the year.

For a list of PayPoint and Payzone outlets, please visit **[paypoint.com](http://paypoint.com)** and **[payzone.co.uk](http://payzone.co.uk)**

## Don't fall into the debt trap

All payments must be received by the due dates shown on your bill, or you may receive a reminder notice. If payments are not made on time, you may be subject to enforcement action. This can involve deductions from your income, bankruptcy proceedings, a charging order, enforcement agent (bailiff) or an application to commit you to prison. Substantial costs are involved – which you will have to pay.

You should not withhold payment of your Council Tax whilst you are appealing against your banding, disputing your liability, or if we are processing your application for any form of discount, exemption or other benefit.

If you have difficulties paying your Council Tax, please contact us on **0121 303 1113**.

### **Paying by Direct Debit ensures you do not miss payments**

You can make an application online by visiting **[birmingham.gov.uk/directdebit](https://www.birmingham.gov.uk/directdebit)**.

If you do not have access to the web then just call us on **0121 303 1113**, advise us of your chosen payment date and provide us with your relevant details. We will do the rest.

For information on all council services visit **[birmingham.gov.uk](https://www.birmingham.gov.uk)**

### **Service improvement**

The council has tracing software which enables us to identify and recover outstanding Council Tax from people who leave their property without paying.

### **Comments/compliments/complaints – your views**

We are committed to providing our customers with an excellent level of service and support the city council's 'Your Views' policy.

If you would like to raise anything about the service you have received, whether it is a comment, compliment or complaint, please let us know by visiting **[birmingham.gov.uk/yourviews](https://www.birmingham.gov.uk/yourviews)** or contact us using the details available in the help and information section of this booklet.



**COUNCIL TAX**

**Online**

**Make it quick – just click**

**Sign up to:**

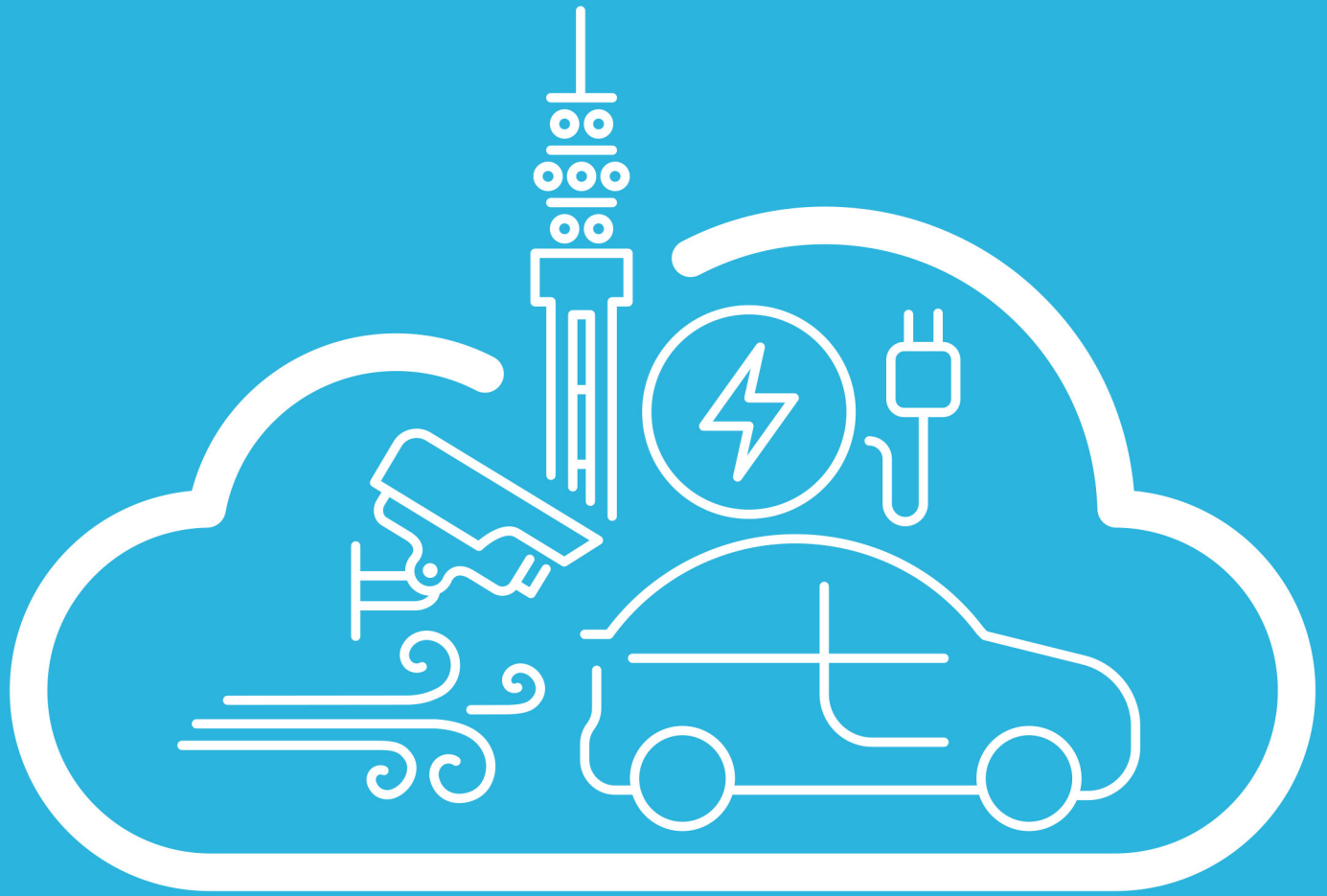
- view or update your account information
- check your balance, payments, bills, and recovery notices
- set up and manage your direct debit payments
- manage your paperless billing options

**[birmingham.gov.uk/  
counciltaxonline](http://birmingham.gov.uk/counciltaxonline)**









# Birmingham's Clean Air Zone is coming...

1 JUNE  
2021

Find out more at  
[brumbreathes.co.uk](https://brumbreathes.co.uk)

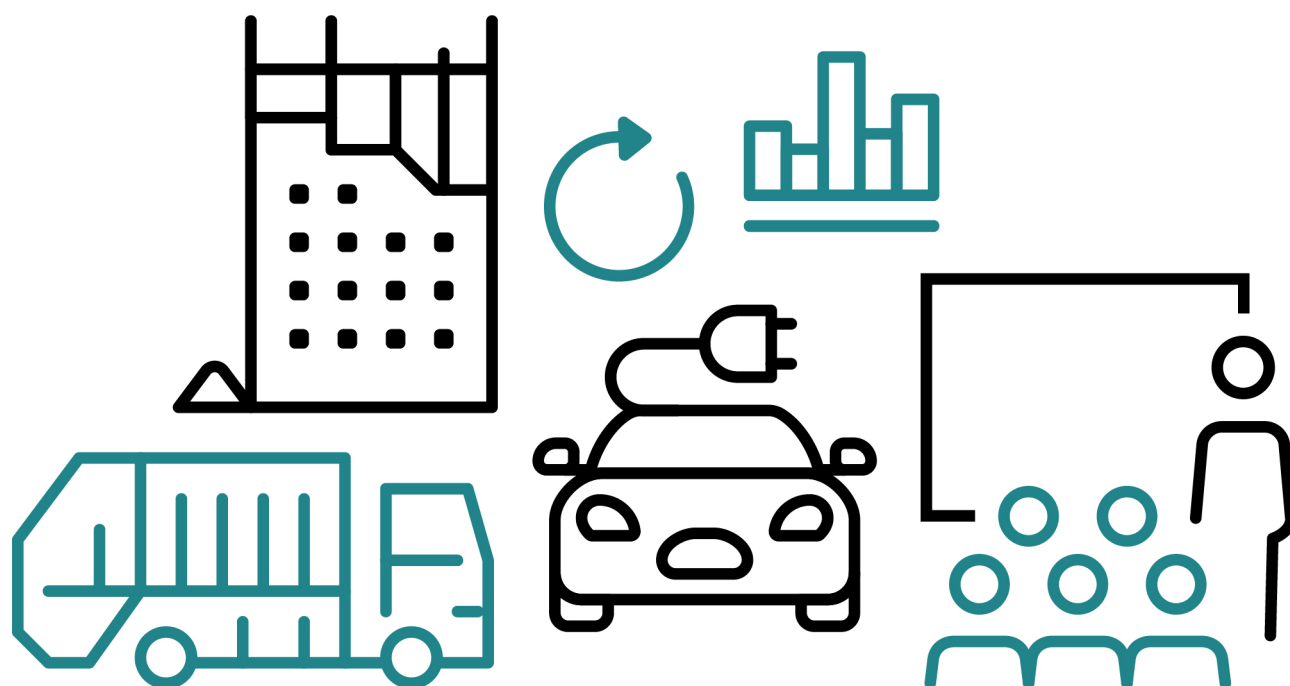
You can now get your Council Tax bill online. Go to the link below to register. For more information about how to manage your account online please visit: [birmingham.gov.uk/counciltax](https://www.birmingham.gov.uk/counciltax)



**COUNCIL TAX**

**Online**

**Make it quick – just click**



[birmingham.gov.uk](https://www.birmingham.gov.uk)