

Council Tax

If you are a tenant or a homeowner, you will have some responsibilities. One of which is a liability to pay Council Tax.

Your Council Tax Bill

This will be sent to you in March each year, letting you know how much you will need to pay for council tax in the new financial year beginning on 1st April. If you have applied for and received a reduction, this will also be shown on your bill.

if you believe your bill is not correct call 030 3333 3005 or e mail counciltax@dumgal.gov.uk

What is Council Tax?

Council tax is collected by the local authority from every household in the region.

This money pays part of the costs for all local services which are delivered by the council.

How is it made up?

Council tax is split into 8 different bands A-H and includes an amount for water and wastewater which is paid via the council to Scottish water. How much you pay for council tax and water / waste water depends on which band you are in. The banding is based on the size, layout, character and location as well as the value of your property at a specific time.

What happens if I get into debt?

First and foremost, if you miss even one payment, then please contact the council as soon as possible. They are there to help you, whatever your reasons for not paying. It is reasonable to assume that if they do not know you are having problems paying, they cannot help you, and instead may be forced to take action to recover the amount you owe.

Dumfries and Galloway Citizens Advice Service is here to help and provides free, impartial and confidential advice tailored to your needs. See below for our contact details.

You can ask the council to extend the payment beyond the end of the financial year, but remember you will still need to pay your ongoing council tax as well as the arrears payment.

What about discounts & reductions?

You may be eligible for a discount or exemption depending on your circumstances. For example:

- Single adult occupant
- Mental impairment
- Second Adult Rebate
- Students
- Care leavers

Check if you can reduce your bill by visiting www.checkmycounciltax.scot
www.dumfriesandgalloway.gov.uk

Remember - Water and Waste Water charges may still remain payable even if you receive discounts and reductions.

How to pay?

www.dumfriesandgalloway.gov.uk/council-tax/pay-council-tax

You can pay council tax online, by direct debit, bank transfer, telephone or in person.

Direct Debit - You can arrange for payments to be taken by Direct Debit; weekly, fortnightly or monthly - Contact the council or visit the website to set up payments.

Telephone - You can make payments by telephone using credit or debit card - Contact the council during office hours or you can call the 24-hour automated service on 01387 273 003

Online - You can pay through the council's secure website using credit or debit card or through telephone or internet banking

Post Office or Pay Point - You can pay at Post Offices and Pay Points with your payment card or barcoded bill.

Post - You can post cheques to Enabling and Customer Services, Income Team, PO Box 9089, Dumfries DG1 9EB. Remember to write your council tax account number on the back

Contact us For further advice



Tel: 0300 3034321



<https://www.dagcas.org>