

What's happening with Council Tax collections?

Council Tax collection will continue during the COVID-19 lockdown. Councils have a statutory responsibility to collect Council Tax to fund key local services, from adult social care and children's services, to refuse collections and leisure facilities. A proportion of your final bill also funds the police.

If you've been impacted by COVID-19, financially or otherwise, the best course of action is to speak with your council. Depending on the circumstances, they will be able to assess what type of help is most appropriate.

Support available

- **Council Tax Support:** You may be able to reduce the amount you pay on your council tax through applying for Council Tax Support: <https://www.gov.uk/apply-council-tax-reduction>
- **Lowering the monthly instalment:** Council Tax is normally divided over 10 months from April until January. Your council can divide your yearly charge over 12 months to lower the monthly instalment, to help if you are struggling with your payments.
- **Weekly or Fortnightly payments:** They may also offer weekly and fortnightly arrangements if this is easier.

My Council Tax debt has been passed to Enforcement Agents

If your bill is currently with an Enforcement Agent for collection, it's important to make sure you get in touch with them to explain your situation.

Enforcement Agents can't currently conduct visits to people's homes, due to the risks involved surrounding COVID-19, but they will still make efforts to contact you via letter, email, calls or SMS.

Important: there are additional charges involved with Enforcement Agents, so it's best to get in touch straight away to avoid any additional fees. As with any creditor, the more information you're able to provide about your circumstances, the better.