

# Missed council tax payment

We can help. Call 0161 234 5002



Paid in the last few days? Thank you, please ignore this.

[www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax)

Phone: 0161 234 5002

PO BOX 3, Manchester, M15 5BA

Date: 8 July 2023

Account reference 5xxxxxxx

Bill number 23/2

Property Band A

**It looks like you missed a council tax payment. You need to pay £181.62 by 15 July if possible.**

Please pay online now if you can – details on the back. If you can't pay, there are lots of ways we can help.

Date payment due	Amount	Payments made	Now due
28.04.2023	£61.62	£0.00	£61.62
28.05.2023	£60.00	£0.00	£60.00
28.06.2023	£60.00	£0.00	£60.00
Total amount now due:			£181.62

**Think you'll miss more payments?**

**Here's your current payment arrangement. If it looks like you'll miss more payments, please contact us now.**

28.07.2023	£60.00
28.08.2023	£60.00
28.09.2023	£60.00
28.10.2023	£60.00
28.11.2023	£60.00

**We could make this arrangement work for you with:**

- payments spread over more months; or
- Council Tax Support claims if your income's low; or
- money off your bill if you qualify; or
- extra help for severe, unusual hardship; or
- vulnerable people's support – just let us know that's you.

Why not pay by Direct Debit? It means you won't forget in future and you can pick a payment date that suits you – choose the 7th, 15th, 21st or 28th of the month.

If you think your bill is wrong, or things have changed, please tell us and we'll update your bill.

**Contact us now.** Our number's above – details on the back.

**You need to act now** so you don't have to pay the whole year's bill and summons costs.

[back of 1st reminder – a) how to pay]

## How to pay

Please pay by **direct debit** if you can at [www.manchester.gov.uk/directdebit](http://www.manchester.gov.uk/directdebit)

### Credit or debit card

–online at [www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax)

– by phone 24/7 on 0161 234 5006

**Post Office or PayPoint** – take this with you and use the barcode to pay.

## Help yourself

It's easy to sort out your council tax online:

- Apply for money off your bill
- Check your account
- Tell us about any changes
- Change your payment amounts
- Claim Council Tax Support
- Get your bill by e-mail.

[www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax)

[back of 1st reminder – b) help offer]

## Need help with council tax?

We can find a solution together.

- **Call 0161 234 5002, 9am—6pm, Monday—Friday.**
- **See your options online, scan here:**



- **Help yourself online:**
  - **Spread your payments** over more months – fill in the form at [www.manchester.gov.uk/xxxxx](http://www.manchester.gov.uk/xxxxx)

- **Claim Council Tax support** for low incomes. See if you qualify and claim: [www.manchester.gov](http://www.manchester.gov)

**If you think your bill is wrong**, or things have changed, please tell us and we'll update your bill.

**Get help now so you're not liable for extra costs.**

## Struggling with the cost of living?

**We recommend free, independent money advice, as well as talking to us.**

**Citizen's Advice Manchester** will help with debt advice benefit claims:

0808 278 7800 and 0808 164 4406 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Money Adviser Network** gives free, independent government-funded debt advice:

0800 138 7777 [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

**StepChange Debt Charity** helps you deal with debt and get back on track:

0800 138 1111 [www.stepchange.org](http://www.stepchange.org)

**National Debtline** 0808 808 4000:

[www.nationaldebtline.org](http://www.nationaldebtline.org)

# Missed Council Tax Payment

## Second reminder

We can help. **Call 0161 234 5002**



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[www.manchester.gov.uk/counciltax](http://www.manchester.gov.uk/counciltax)

Phone: 0161 234 5002

PO BOX 3, Manchester, M15 5BA

Date: 8 July 2023

Account reference 5xxxxxxx

Bill number 23/2

Property Band A

**It looks like you've missed another council tax payment, and we want to help.**

You should pay if you can – details on the back.

If you can't, call us on the number above to chat about ways to sort out what you owe, which is:

Date payment due	Amount	Payments made	Now due
21.05.2023	£84.74	£84.74	£0.00
21.06.2023	£90.00	£0.00	£90.00
Total amount now due:			£90.00

Here's your current payment arrangement. If it looks like you'll miss more payments, contact us now. There's lots of ways we can help.

21.07.2023	£90.00	21.12.2023	£90.00
21.08.2023	£90.00	21.01.2024	£90.00
21.09.2023	£90.00	21.02.2024	£90.00
21.10.2023	£90.00	21.03.2024	£90.00
21.11.2023	£90.00		

**We could make this arrangement work for you with:**

- payments spread over more months; or
- Council Tax Support claims if your income's low; or
- money off your bill if you qualify; or
- extra help for severe, unusual hardship; or
- vulnerable people's support – just let us know that's you.

Why not pay by Direct Debit – you can pick a payment date that suits you – choose the 7th, 15th, 21st or 28th of the month.

**Contact us now.** Our number's above – details on the back.

**You need to act now** so you don't have to pay the whole year's bill and summons costs.

[back of 2nd reminder – a) help offer]

## Struggling to pay?

**Tell us now** – We can find a solution together

Call 0161 234 5002, 9am—6pm, Monday—Friday.

### **We could:**

- Change your payment plan.
- Check if you're due benefits.
- Get money off if you qualify – and extra help even if you don't.
- Take a 'breathing space' from paying off any previous years' arrears.
- Give extra help for severe, unusual hardship.
- Offer special support if you're vulnerable.

**Get help now so you won't owe the whole year's bill and summons costs.**

**See your options online: scan here:**



### **Help yourself online:**

- **Spread your payments** over more months – fill in the form at [www.manchester.gov.uk/xxxxx](http://www.manchester.gov.uk/xxxxx)
- **Claim Council Tax support** for low incomes. See if you qualify and claim: [www.manchester.gov](http://www.manchester.gov)

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