

Struggling to pay  
your Council Tax?  
Talk to us...

CITY OF  
WOLVERHAMPTON  
COUNCIL

## What does Council Tax pay for?

Income from Council Tax helps to provide many essential services for people in Wolverhampton including waste and recycling collections and disposal, street cleaning, libraries, schools, welfare services and adult social care. Therefore, it is important that the council collects this money so these services continue to be provided.

## What should I do if I'm unable to pay my Council Tax?

We understand that you may be struggling to pay your Council Tax during this difficult period and you may be worrying about money because your household income has changed. We offer a range of support and

advice to help you to make your Council Tax payments. If you are finding it hard to pay, we urge you to contact us as soon as possible. By talking to us we may be able to help you by:

- Making sure you are getting the correct discounts or reductions that could reduce your bill
- Choosing a way to pay that is best for you
- Choosing a payment date that is best for you
- Rescheduling your payments over an extended payment period
- Making a referral for free independent debt advice

Our dedicated team is ready to take your call to discuss your outstanding payment and your current situation. We urge you contact us by calling **01902 551166** as soon as possible so that we can help you. You can also email us, if you prefer: [council.tax@wolverhampton.gov.uk](mailto:council.tax@wolverhampton.gov.uk)

Our phone lines are open from Monday to Thursday 9am - 5pm and on Friday 9am - 4.30pm. The Civic Centre is currently closed to the public due to Covid-19. For Christmas opening times visit [www.wolverhampton.gov.uk/christmasopeningtimes](http://www.wolverhampton.gov.uk/christmasopeningtimes)

## I need financial support or advice

A range of financial support and advice is available to you:

- Apply for council tax support at [www.wolverhampton.gov.uk/benefits](http://www.wolverhampton.gov.uk/benefits)
- Visit our webpage [www.wolverhampton.gov.uk/council-tax](http://www.wolverhampton.gov.uk/council-tax)
- We can make an independent debt referral on your behalf, simply call on **01902 551166** or email **council.tax@wolverhampton.gov.uk**
- There are self-referral options to debt advice and money guidance at <https://adviser.moneyadviceservice.org.uk/en>
- Apply for Universal Credit at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)
- For free and confidential advice about benefits, visit [www.wolverhampton.gov.uk/financial-support-and-guidance](http://www.wolverhampton.gov.uk/financial-support-and-guidance)
- For help with social security rights and entitlement, contact the Financial Benefits Helpline by emailing **wrs.covid19@wolverhampton.gov.uk** or call via **07966 292321**
- Free help and advice from Citizens Advice [www.citizensadvicewolverhampton.org.uk](http://www.citizensadvicewolverhampton.org.uk)
- For other free independent advice and support including debt advice please visit [win.wolverhampton.gov.uk](http://win.wolverhampton.gov.uk) for details of local support.

## How do I pay my Council Tax?

There are a number of ways to pay your Council Tax Bill. Please refer to your Council Tax Bill, Council Tax reminder letter or [www.wolverhampton.gov.uk/council-tax](http://www.wolverhampton.gov.uk/council-tax) for how to:

- Pay online
- Set up a Direct Debit
- Pay at a PayPoint using the barcode on your bill or reminder letter
- Pay via telephone via 24-hour automated freephone line: **0800 180 4464**