

YOU CAN NOW CHOOSE TO VIEW YOUR BILL AND MANAGE YOUR COUNCIL TAX ACCOUNT ONLINE

Sign up now at www.eastriding.gov.uk/mycounciltax to view up to date account information; tell us about changes; see if you might be entitled to any reductions and change to paperless billing. Register quickly and easily using the online reference shown above, your name and the council tax account reference which is shown on the front of this bill.

The different items on your bill are explained in our online video at <https://eryc.link.yourbillexplained>

HOW TO PAY YOUR BILL: 8 out of 10 of our residents already know the safest and most secure way to pay council tax is by direct debit. **Please remember, if you do not already have a direct debit set up, it is your responsibility to make sure your payments are made on or before the date shown on the front of this bill.**



Pay by Direct Debit: If you don't pay by Direct Debit already and want to set one up, go to www.eastriding.gov.uk/ctdd



Pay on our website: www.eastriding.gov.uk/counciltax



Pay by phone 24/7: 0300 330 1515

OTHER WAYS YOU CAN PAY ARE SHOWN ONLINE* AT THE COUNCIL TAX PAGES ON THE COUNCIL'S WEBSITE.

East Riding of Yorkshire Council Charges (Please see the enclosed leaflet for further information)

There are two charges shown on the front of the council tax bill for East Riding of Yorkshire Council: one for the general charge for all council services, and another relating to the adult social care precept. The adult social care precept is an additional council tax charge that was introduced by the Government to help pay for the rising costs of adult social care and there is no increase to this charge for 2019/20. Government regulations require the Council to show the percentage increases to its charge in a specific way and the enclosed leaflet provides further information on this. For information on council tax charges from the Humberside Fire & Rescue Service, the Humberside Police and Crime Commissioner and your local town or parish council, please refer to www.eastriding.gov.uk/banding-and-charges

Changes of circumstance affecting your council tax

You must tell the council tax section within 21 days about any changes in circumstance that might affect your council tax, for example moving house. You can report a change online* at www.eastriding.gov.uk/counciltax.

Are you having difficulty paying your council tax?

If you are having difficulty making payment please email* the council tax section at council.tax@eastriding.gov.uk as soon as possible. If you haven't told us about a problem paying your bill and you do not pay your council tax bill on time, or you miss a payment, we will take action to collect the money from you.

You might be entitled to council tax support if you are on a low income, you can check your entitlement online* at www.eastriding.gov.uk/benefits

Important information – Council tax support

If you receive council tax support, the amount you have been awarded is shown on the front of your bill. If you want to know how this reduction has been calculated, if you think it is wrong, or if you would like to appeal against this, please contact us by email* at benefit.assessments@eastriding.gov.uk, within one month of receiving this bill.

It is your responsibility to tell us about any changes to income, capital or your household that may affect your entitlement to council tax support. You must tell us within 21 days of the change or you could lose some of your reduction, and you may be prosecuted.

**These services are available 24/7 but if you do not have access to the internet you can telephone us on 01482 393939*

These are some of the things you can find online* at www.eastriding.gov.uk/counciltax

- Council tax and what it pays for
- Discounts and exemptions
- How council tax is calculated
- How to appeal if you think your bill is wrong
- Explanation of the council tax increases
- What happens if you miss payments
- Council tax discretionary reduction scheme
- Disabled band reduction

Use of data This authority is under a duty to protect the public funds it administers and therefore may use the information you have provided for the prevention and detection of fraud. Your information may also be shared with other Council departments to help them carry out their statutory functions. For further information please visit:

www2.eastriding.gov.uk/council/governance-and-spending/how-we-use-your-information