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| **Make life simpler: pay by Direct Debit**   * Never miss a payment * Quick and easy to set up * Protected by the Direct Debit guarantee * Choice of dates to pay   Sign up at [**www.lichfielddc.gov.uk/paycounciltax**](http://www.lichfielddc.gov.uk/paycounciltax) |  | **Register for a My Account online**   * Paperless billing * Never lose a bill * Check your balance * Access your account any time   Sign up at [**www.lichfielddc.gov.uk/ctax**](http://www.lichfielddc.gov.uk/ctax)**account** |
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| **Always quote your council tax account number when making a payment**  Pay by **debit or credit card** online at [**www.lichfielddc.gov.uk/pay**](http://www.lichfielddc.gov.uk/pay) or call our 24-hour automated payment line on **0345 234 0068**.  Pay by **cash** at a Post Office, PayPoint or Payzone. The Post Office also accepts **cheques**. You will need to take this bill with you as it has a barcode on it which needs to be scanned. | | |
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| **Discounts, exemptions and council tax support**  People on a low income may be able to claim council tax support. You can also get a 25% discount if you live alone or there are others who are not counted in your household, such as students. To find out more visit **www.lichfielddc.gov.uk/discounts**. If you receive a discount, exemption or Council Tax support, you must tell us about any changes that may affect this within 21 days or you may be fined £70.  **If you think your bill is incorrect,** please visit **www.lichfielddc.gov.uk/appealyourbill**. This includes if you think your Council Tax support is wrong or you are in the wrong council tax band.  **When your address or circumstances change** Tell us you have moved at [**www.lichfielddc.gov.uk/ctax**](http://www.lichfielddc.gov.uk/ctax)or to report a change that may affect your local council tax support at **www.lichfielddc.gov.uk/change.**  **Instalments** We will set up instalments for you to pay your council tax over ten months on your annual bill, but you can request to pay over 12 months. You will need to write to us no later than 10 March each year to request a change in instalments.  **Problems paying your bill** If you cannot pay your instalments, please call us on 01543 308000. | | |
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| **About your council tax increase**  We are required to show the percentage change to your council tax bill to one decimal place. The actual increase for each authority is: Staffordshire County Council 4.99%, Staffordshire Commissioner Police & Crime 4.99%, Staffordshire Commissioner Fire & Rescue 2.99% and Lichfield District Council 2.66%. To find out how we calculate and spend council tax, visit [**www.lichfielddc.gov.uk/ctaxexplained**](http://www.lichfielddc.gov.uk/ctaxexplained)  **2025 adult social care charge**  Staffordshire County Council is an adult social care authority. Your council tax bill now shows the total charge the overall change attributable to the adult social care precept and the part attributable to general expenditure. Find out more at [**www.staffordshire.gov.uk/counciltax**](http://www.staffordshire.gov.uk/counciltax) | | |
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| **Contact us**  Online:go to **www.lichfielddc.gov.uk/ctax** when you have moved address, apply for or cancel a single person discount, view your account activity and more.  Write: Revenues & Benefits, District Council House, Frog Lane, Lichfield WS13 6YX  Call us: **01543 308000** (Customer Services) | | |
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| **Data protection and General Data Protection Regulation (GDPR)** The law allows us to process your ordinary personal data either because it is necessary to do so to perform a task carried out in the public interest, or in the exercise of official authority vested in us. Please read our privacy notice at **www.Lichfielddc.gov.uk/rbprivacy** on how we will use your personal data and who we may share it with. A paper copy is available on request. | | |