









Paying your council tax

ALWAYS QUOTE YOUR ACCOUNT NUMBER, WHICH IS

IF YOU CONTACT US

Did you know?

-  You can choose to receive your council tax bill by email. Help us to reduce the amount we spend on paper and postage. Please visit www.sutton.gov.uk/myaccount to register and opt for paper free billing. You can also view a list of your payments, the instalments to be paid and any discount or exemption details.
-  REPORTING A MOVE: As quick as a click. If you are moving you can tell us by visiting www.sutton.gov.uk/myaccount. If you live by yourself you can apply for sole occupancy discount using the same link. Your account will be updated immediately and a revised bill sent to you. You can use the computers in our reception area or in your local library.
-  If your bill details a discount, exemption, reduction or premium to which you are not entitled, or your circumstances change and you are no longer entitled, you must tell us within 21 days. Failure to do so may result in you receiving a penalty. Some discounts and exemptions are time limited. If your bill shows a discount or exemption to 31 March which is due to expire before the end of the financial year, you will be issued with a revised bill at the time the exemption expires. For further information please visit www.sutton.gov.uk/exemptions or www.sutton.gov.uk/discounts
-  Details about discounts, premiums, council tax reduction scheme, reductions for people with disabilities, exempt dwellings and grounds for appeals against a decision regarding your council tax are given in the Information Booklet, or are on our [website at www.sutton.gov.uk/counciltax](http://www.sutton.gov.uk/counciltax).
-  Details about amounts and statements concerning gross expenditure and council tax requirement can be found in the Information Booklet, or are on our website at www.sutton.gov.uk/counciltax.
-  The Council is now able to offer payment of your annual council tax bill over 12 instalments. If you wish to change from a 10 month instalment plan to 12 month instalment plan, please email us at counciltaxpayment@sutton.gov.uk
-  If you do not pay on time we will send you a reminder notice. If you do not pay this notice in full and on time we will send you a court summons. This means that your full balance is payable immediately and you will incur summons costs. Please visit www.sutton.gov.uk/recovery for more information.
-  If you have arrears which are subject to legal proceedings, these are not included on this bill. Please continue to pay any existing special arrangement as agreed with the council or enforcement agents acting on the council's behalf.

How to pay

The quickest and easiest way to pay is by direct debit



Direct Debit

Direct Debit is the most economic and efficient method of collection both for you and for us, our costs are significantly lower when customers pay by this method. You can set up a direct debit by visiting our website at www.sutton.gov.uk/directdebit and you will automatically be entered into a quarterly free prize draw where you could win £100.



By Automated Telephone (Touchtone)

Contact the 24 hour touchtone service on 0208 770 7887. You will need your council tax account number and card (except Solo, Diners Card & American Express) details to complete the payment.



Via Internet

You may make a payment safely and securely via our website at www.sutton.gov.uk/payforit. You will need your council tax account number and card details to complete the payment.



Online Banking, Standing Order, BACS and CHAPS Payments

Contact your banking service. To pay London Borough of Sutton please quote the following:-

- Bank Sort Code: 30-80-12
- Bank Account Number: 13740960
- Your Council Tax Account Number, which is shown above and on the front of your bill.

How you can contact us



Via our website

visit www.sutton.gov.uk/counciltax



Via email

For council tax enquiries – counciltax@sutton.gov.uk
For council tax reduction enquiries – counciltaxreduction@sutton.gov.uk



Telephone

0208 770 5000



By post

Council Tax, Civic Offices, St Nicholas Way, Sutton SM1 1EA