



13 October 2020

Residents urged to get in touch if they can't pay Council Tax

Residents who are struggling to pay their Council Tax are being urged to get in touch with Uttlesford District Council to discuss their circumstances.

Each year the council sends out more than 35,000 bills in order to collect Council Tax. This money is then distributed to other authorities to help pay for vital services.

Residents who have not yet paid or have struggled to make their payments will shortly receive a reminder that payment is due.

About 3,000 reminders will be sent out in the next few days. These will request households to either bring their accounts up to date or get in contact with the council to discuss alternative payment arrangements or what support is available to help residents avoid building up a level of debt that is unsustainable. Details of where to go for other financial support will also be provided.

Cllr Neil Hargreaves, Portfolio Holder for Finance and Budget, said: "We know the last few months will have hit many households hard and that people's financial circumstances may have changed as a result of the pandemic. It is important these households make contact with us as soon as possible.

"For those who are struggling to pay their bills, we have teams on hand to provide assistance and advice on alternative payment options as well as ensuring residents get all the financial help they are entitled to."

If you are suffering exceptional hardship due to the impact of coronavirus or another change in your circumstances, are concerned about your repayments or you require more information, please contact the council's Customer Service Centre via uconnect@uttlesford.gov.uk or by calling 01799 510510.

Alternatively, if you would prefer to speak to an independent party, contact Uttlesford Citizens Advice on 01799 618840.

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NOTES

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