

Contacting us

Email: revenue.services@stroud.gov.uk
benefit.services@stroud.gov.uk

Website: www.stroud.gov.uk

Payment Line: 0300 456 0510

Paying Your Council Tax or Business Rates

Your bill is payable in monthly instalments starting in April each year - the monthly instalments are shown on the bill overleaf. Unless you pay by direct debit you must pay your monthly instalments on the 1st of each month. You are now able to request to spread your monthly instalments over 12 months instead of 10. If you prefer to pay yearly or half-yearly, you must either pay the full bill by 1st April or half by 1st April and the rest by 1st September. If you are experiencing difficulty in paying your monthly instalments, it is important that you contact us quickly so we can help you. Failure to pay your bill when due could mean that you lose your right to pay by instalments, and may result in recovery action being taken.

Should you be paying less?

You may be entitled to a discount on your Council Tax, or you may be eligible for Council Tax Support - for more information please see the leaflet enclosed with your annual bill or visit our website www.stroud.gov.uk

Ways to pay

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| Direct Debit | The easiest way to pay is by direct debit. You can choose a monthly payment date of 1st, 8th, 15th, 22nd or 28th of the month. Sign up on-line by visiting www.stroud.gov.uk/docs/dd.asp or ring us on 01453 754865 with your bank details. |
| Telephone | Call our 24 hour automated payment line service on 0300 456 0510. Calls cost no more than calls to geographic (01 and 02) numbers and must be included in inclusive minutes and discount schemes in the same way. There may be a transaction fee for credit cards payments. Please have your account number to hand. |
| Internet | Visit www.stroud.gov.uk/payyourbill to pay using your debit or credit card. Please note there may be a transaction fee for credit cards and that internet payments may take up to 4 days to reach your account. Make sure to have your account number to hand. |
| Telephone Banking | If you wish to pay through your bank telephone payment service or set up a standing order you will need information about the Council's bank account. Your bank will need to quote your account number with each payment sent. Destination sort Code: 55-61-08. Destination Account Number 10313893 Destination account: Stroud District Council. |
| In person | Visit our kiosk in the Council Offices during opening hours (see below) to pay by debit or credit card. Please bring your account number with you and note that there may be a transaction fee for credit card payments. You should have your account number to hand. |

Our service to you

We make every effort to meet the needs and expectations of our customers, and welcome your feedback on the service we provide. If you have a complaint, comment or compliment please e-mail us at revenue.services@stroud.gov.uk or ring us on 01453 754865.

Fair processing notice

This authority is under a duty to protect the public funds it administers, and may use Council Tax and Business Rate data for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see <http://www.gloucestershire.gov.uk/fairprocessing>.

The Council offices are open 8.45am to 5pm Monday to Thursday and 8.45am to 4.30pm on Friday