

Your Council Tax bill contains important information about what you need to pay, when you need to pay and how you can pay.

To assist you in understanding your bill we have provided additional information to help explain what each section means. Please see the numbered explanations below.

1 – This is the financial year that your bill relates to - the Council's financial year runs from 1st April to 31st March the following year.

2 – The 'Account reference' is your household's Council Tax account number. This is a 10-digit number that begins "030". You must use this reference number when managing your Council Tax online, making a payment, or when you contact us with a Council Tax query.

3 – This is the date we printed your bill. If you have made any payments or changes after this date they will not appear on this bill.

4 – This is the name of the person or people responsible for paying the bill and their correspondence address.

5 - This is the address that the Council Tax shown on the bill is payable for.

6 - This is the valuation band your property has been given. A valuation band is a range of property values, represented by a letter from A to H. The higher the letter, the higher the estimated value of your property compared with other properties. Your property valuation band is decided by the UK Valuation Office Agency (VOA).

7 - This is the total amount of Council Tax you must pay for the year. It also shows how much goes to different organisations - Gloucestershire County Council, Police & Crime Commissioners for Gloucestershire, Gloucester City Council and Gloucestershire County Council adult social care. If your property is in Quedgeley, there will also be an amount for Quedgeley Town Council. For more information please refer to 'What is Council Tax'.

8 - If your payment method is Manual Payment you can use this barcode to identify your account when making a payment at the Post Office or a PayPoint store.

9 – This tells you when your first instalment is due and how much you must pay. It also tells you how much you must pay each month for the rest of the financial year up to March. The first instalment is usually different to the amounts for the rest of the year. This is because the total bill for the year doesn't usually divide exactly by the number of months, so we include the difference in the first month. If you choose to pay by direct debit the amount shown will automatically be taken from your bank account on either the 1st, 15th, 22nd or 28th of the month, depending on the payment date you have chosen. Any arrears or amounts outstanding from previous years are not included in these instalments and should be paid as previously notified. You can make your payments online or set up a direct debit by going to our Council Tax Payment Page.

10 – This shows the gross amount of Council Tax due for the period of your liability, before any discounts, exemptions or premiums have been applied. If you have claimed a discount or exemption, or are liable for a premium charge, this will then be shown and will either reduce or increase the total bill. If you are in receipt of the Local Council Tax Reduction Scheme (LCTRS) you will see the amount you have been awarded.

11 – This is the net amount due for the year. If the amount is followed by the letters 'CR' your account is in credit and you can contact us for a refund.