

To find out more (continued)

- By direct debit on a range of dates each month and even by 12 monthly instalments.
- At any post office or Paypoint outlet, by simply taking your Council Tax Bill which includes your own unique barcode.

Have Your Say

At Nottingham City Council, we are committed to providing high quality services and continuing to improve our services to meet your needs.

Our 'Have Your Say' scheme lets you tell us what you think about our services.

You can use this scheme to:

- Compliment us- when you are happy with a service
- Complain - when we don't get it right (or see our complaints leaflet)
- Comment - when you have a suggestion about how we can make our services better for you

We'll listen to you and do our very best to act on what you say.

You can Have Your Say by:

- Speaking to a member of staff
- Completing the form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Emailing us at **customer.services@nottinghamcity.gov.uk** quoting Have Your Say
- Calling us on **0115 915 4950** (8.30am - 4.50pm Mon-Fri) or **0115 915 4848** (24 hour answerphone)
- Picking up a form at any reception point

If you require this information in another language, in large font, Braille, audio tape or text only version, please ask a member of staff or call Nottingham City Council Customer Services on **0115 915 4950**.

Nottingham City Council council tax Service Standards

The Service Standard for Council Tax tells you the level of customer service you can expect from us

We will:

- Provide high quality services to you based around you and your circumstances and in a way that offers you maximum choice.
- Ensure that our services are accessible for all residents, businesses and visitors.
- Ensure our staff are appropriately trained, helpful and treat you in a caring, polite and efficient manner, responding in line with our service standards.
- Ensure our staff provide information that is reliable, clear, informative and in a format of your choice.
- Answer 75% of your telephone calls within 18 seconds.
- Monitor our performance on the number of calls that are unanswered or busy and take action to put it right.
- Respond to 90% of your letters within 12 working days.
- Respond to 90% of your emails within 12 working days.
- Ask you for feedback at least once a year on the level of service you have received, and publish the results.

You can also expect the Council Tax service to:

- Send you a bill informing you of your Council Tax within 12 days of you providing us with details of a change in circumstances.
- Let you know about any missing payment within 21 days of the due date.
- Ensure that cases are promptly followed up with appropriate action where payments continue not to be made.
- Provide access to Debt Management and Welfare Benefit advice for residents who have financial difficulties.
- Answer 90% of enquiries at the public enquiry counter within 15 minutes of your arrival.
- Visit you on a date and at a time that suits you, within 14 days of your request for a visit.

What we do for you

- Raise and amend charges for all residents moving into, within and out of the City area.
- Register newly built property quickly and efficiently for Council Tax and send out bills promptly.
- Calculate discounts and exemptions for all residents who qualify so that they get the right amount of reductions.
- Make payment easy by continually reviewing ways to pay and by providing up to date and widely accessible methods of payment.
- Chase missing payments in a timely and effective ways to help ensure that all residents meet their responsibilities.

To find out more, contact us

Hours of opening: **8.30am - 4.30pm Monday, Tuesday, Thursday and Friday. 9.30am - 4.30pm Wednesday.**

Telephone: **0115 9154851 8.30am to 4.50pm Monday to Friday. 0845 9400 450** (24-hour, 7 days a week automated service).

Fax: **(0115) 915 4820**

Email: **counciltax@nottinghamcity.gov.uk**

Location: **Nottingham City Council Building, Burton Street, Nottingham, NG1 2DE.**

Website: **www.nottinghamcity.gov.uk** (Council Tax information and forms can be downloaded).

There are many ways that you can choose to pay your Council Tax:

- By debit or credit cards
 - Online at **www.nottinghamcity.gov.uk**
 - By telephone on **0115 915 5520** or **0800 0520173** (24 hours)
 - In person at the **Council Building, Burton Street, Nottingham, NG1 2DE**
 - At Housing Branch Offices
- By cash or cheque at Burton Street or Housing Offices
- By post at **Council Building, Burton Street, Nottingham, NG1 2DE**