

Council Tax and Business Rates Online Questions and Answers

Why should I use this?

- You can check whether you are in receipt of any Exemptions or Discounts
- You can see an up-to-date statement of your account
- You can update your contact phone number and e-mail address without needing to speak to the Council
- You can sign up to e-billing

Will I still get Council Tax and Business Rates bills through the post?

Using this system won't automatically sign you up to e-billing but you can sign yourself up to e-billing using this site while you are there.

I've lost my paper bill, can I ask for my online key to be given to me again?

The online key will be refreshed every time a bill is produced. If you cannot locate your last bill, you can request a copy bill be sent to you by completing our online enquiry form and picking copy bill.

I have a Council Tax and a Business Rates account, how do I log in to see my accounts?

You will need to log in separately using the online key provided on each individual bill.

How up-to-date is the information provided online?

Your account is viewed in 'real time' however, please be aware that payments you make have to be processed by our bank and allocated to your account. They should show on your account the working day after they are received by us but can take up to 5 working days which can take up to five working days. Please bear this in mind when viewing your account balance.

How secure are my details?

It will not be possible to view your account details without knowing your online reference number.

If I am moving home can I just update my contact details?

No, this will only allow you to change your email address or phone number. You will need to report your move online using the change of address form on our online forms page.

Where can I find my latest online key

The online key will be displayed at the top right of your latest bill. If you cannot find your bill please go to our online forms page and complete our online enquiry form.

The application ended unexpectedly

The system will time out if you cease to key in details.

EXPERIENCING PROBLEMS ACCESSING MYACCOUNT?

These tips may help:

I tried to login but the system was not available

Council Tax and Business Rates Online will occasionally be unavailable while we back up our data systems. This takes place every night between 00:00 and 01:00. If we need to make changes to the system during hours other than this we will show these times on Council Tax online home page.

I keep getting the message “The credentials you have entered are invalid”

This usually occurs when an old online key has been entered. Check the online reference on your most recent bill that has been sent to you. If you are using the correct reference make sure you have correctly distinguished between a zero and the letter “O”. The zero will be more oval than the letter.

System doesn’t recognise my address

- Ensure you have entered your post code (as shown on your Council Tax bill) in the format xxx space xxx
- Insert the whole house number plus letters eg 28a
- If the address has a name rather than number, you must include the whole name eg “Thatched cottage” you must include cottage.

If you still cannot find your address:

- Input your post code (with a space) and leave the number blank. Click ‘find address’. The system will search for all the addresses in the post code area.
- From the results – click on the relevant Property Reference