

Chairman's Announcements

Subject:	Residents encouraged to manage their council tax hassle-free online
Web contact:	www.wiltshire.gov.uk/benefits-council-tax

Residents in Wiltshire are being encouraged to sign up to a digital service that allows them to manage council tax simply, quickly and securely at any time of day, all year round.

The service, introduced by Wiltshire Council last year, can also provide a history of account payments and payments due, plus direct debit details can be amended, bills can be printed, and address details can be changed.

Joining the online service is easy – all that's needed is a council tax number, found at the top of the bill as well as the person's name and address, to begin the short authentication process.

People who are already have an existing council tax direct debit in place don't need to do anything, but they can still sign-up to take advantage of all the other features.

Cabinet Member for IT and Digitalisation, Cllr Ian Blair-Pilling, said: " This service means managing and paying council tax is as convenient as possible and hassle-free for residents.

"It will also free up our officers' time and ensure we are as efficient as can be, not to mention that every phone call we receive costs us money, so I hope as many people as possible take advantage of this service."

Cabinet Member for Finance and Procurement, Cllr Simon Jacobs, said: "We spend around £80k posting out council tax correspondence and our aim is to reduce this dramatically over the coming years. We will be looking at all options available to us to encourage as many people as possible to register"

To find out more about the service, and to sign up, people should go to www.wiltshire.gov.uk/benefits-council-tax