

Q: I paid by Direct Debit last year. Do I need to set up another for this year?

A: No. This Direct Debit is still valid and your payments will continue to be collected automatically.

Q: I have reported a change in my circumstances, but the change is not showing on my bill. Should I contact you?

A: No. A revised bill featuring the amended information will follow shortly.

Q: I've not received my Council Tax bill. When should I contact you?

A: You should have received the bill by March 20. You should only contact us after that date if you're yet to receive it.

Q: I was in credit at the end of the last financial year – has this been taken off my new bill?

A: Yes, this will show as a credit brought forward on your bill.

Q: Why has Council Tax increased this year?

A: We collect Council Tax on behalf of Staffordshire Moorlands District Council, Staffordshire County Council, Staffordshire Police, Staffordshire Fire and Rescue and your Town or Parish Council where you live. You will see on your bill the amount that each precepting body requires to collect from you and also the percentage increased from the previous year.

If your query is in relation to one of the other precepting bodies, then you will need to contact them direct.

<https://www.staffordshire.gov.uk/Your-council-and-democracy/Council-tax-and-finance/Your-Council-Tax.aspx>

<https://staffordshire-pfcc.gov.uk/police-and-fire-services-protected-as-commissioners-budget-proposal-agreed/>

Q: Why is there a charge for the Town or Parish where I live?

A: Your Town or Parish Council can add a charge to your Council Tax bill to pay for tasks they undertake in your Parish.

This includes maintaining playing fields and open spaces, providing footway lighting and looking after cemeteries and graveyards.

You can find out more by contacting your Town or Parish Council

Q: What is the Special District Charge on my bill?

A: Information on the Special District Charge can be found using this link:

<https://www.staffsmoorlands.gov.uk/article/615/How-much-is-my-council-tax>

Q: My bills says that the Adult Social Care Precept has only increased by 2% but this is not true.

A: An explanation into how the % change for the Adult Social Care Precept is calculated, please use the below link:

<https://www.staffsmoorlands.gov.uk/article/3554/Adult-Social-Care-Precept-Staffordshire-County-Council>

Q: What is my Council Tax spent on?

A: The Council Tax raised is spent on maintaining essential services throughout the District, such as Waste Collection, Environmental Health, Grounds Maintenance, Development Control, Licensing, Homelessness, Building Control, Regeneration, Community Planning, Council Tax and Business Rates collection.

Q: I don't think my benefit assessment is incorrect – what do I do?

A: From 1st April 2023 Staffordshire Moorlands District Council have moved onto a banded scheme for their working age Council Tax Reduction claimants, based on the grid below.

If you believe that you have been placed into the incorrect band, please ask us to look at your claim again using the link below:

Discount Band	Discount	Single Person	Single person with one child	Single person with two or more children	Couple	Couple with one child	Couple with two or more children
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Weekly income ranges							
Band 1*	100%	£0 - £100.00	£0 - £180.00	£0 - £257.00	£0-£149.00	£0 -£225.00	£0 - £302.00
Band 2	75%	£100.01 - £150.00	£180.01 - £230.00	£257.01 - £307.00	£149.01 - £199.00	£225.01 - £275.00	£302.01 -£352.00
Band 3	50%	£150.01 - £200.00	£230.01 - £280.00	£307.01- £357.00	£199.01 - £249.00	£275.01 - £325.00	£352.01 -£402.00
Band 4	25%	£200.01 - £250.00	£280.01 - £330.00	£357.01 - £407.00	£249.01 £299.00	£325.01 - £375.00	£402.01 -£452.00
	0%	Over £250.00	Over £330.00	Over £407.00	Over £299.00	Over £375.00	Over £452.00

<https://www.staffsmoorlands.gov.uk/article/950/Disagree-with-a-decision>

Q: I am in receipt of Council Tax Reduction and have received my Council Tax bill, but why haven't I received a benefit notification letter?

A: Staffordshire Moorlands District Council are no longer issuing notification letters for working age claimants.

Q: How do I set up a Direct Debit?

A: Setting up a Direct Debit is quick and easy and can now be done online. To find out more, please visit our Direct Debit page.

<https://www.staffsmoorlands.gov.uk/payments>

Q: How can I pay?

A: To view ways to pay, please visit our how to pay your Council Tax page.

<https://www.staffsmoorlands.gov.uk/payments>

Q: I'm worried about paying my Council Tax

A: If you're worried about paying your Council Tax, we may be able to help. Your bill will usually be spread over 10 months within the financial year. We may be able to stretch the bill over the full 12 months on request, reducing your monthly instalments.

If you're on a low income, you may also be able to apply for Council Tax Reduction. For more information, please see our Council Tax Reduction page.

<https://www.staffsmoorlands.gov.uk/benefits>

Q:I need help with my bills

A: If you're struggling with your bills and have money worries, there is information on our website about how the council and other organisations can help. To find out more, please visit our Cost of Living hub.

<https://www.staffsmoorlands.gov.uk/CostOfLivingHub>

Q: My property is empty, can I apply for a discount?

A: From 1st April 2024, Staffordshire Moorlands District Council, under the powers provided for in Section 11a Local Government Finance Act 1992, have made the decision to no longer award a three month (100%) unoccupied and substantially unfurnished property discount. A decision has also been made to no longer award a 12 month (50%) uninhabitable property discount for properties which are in need of or undergoing structural alterations or major repairs or renovations.

[Empty property discount / exemption - Staffordshire Moorlands District Council \(staffsmoorlands.gov.uk\)](https://www.staffsmoorlands.gov.uk/empty-property-discount-exemption)

Q:My property is empty, why am I being charged a premium?

A: From 1st April 2024, Staffordshire Moorlands District Council, under the powers provided for in the Levelling up and Regeneration bill 2023 which amends Section 11b Local Government Finance Act 1992, have made a decision to charge a Long Term Empty Property Premium, of 100%, to all properties which have been unoccupied and substantially unfurnished for 12 months. This means that:

- Any property which has been unoccupied and substantially unfurnished for a period of at least 12 months but less than 5 years the charge for the property will be 200%.
- Any property which has been unoccupied and substantially unfurnished for at least 5 years, but less than 10 years, it will be subject to a 200% premium. This will mean that the charge for the property will be 300%.
- Any property which has been empty and substantially unfurnished for 10 years will be subject to a 300% premium resulting in a council tax charge of 400%.

Circumstances where the empty premium may be waived:

- The property is actively being marketed for sale. (Evidence will be requested to support claims that a property is being marketed for sale, such as a copy of

the agreement with selling agents, the number of enquiries received and viewings arranged or completed, etc.)

- The property is actively being marketed for let. (Evidence will be requested to support any claims that a property is being marketed for let, such as a copy of the agreement with letting/managing agents, the number of enquiries received and viewings arranged or completed, etc.)
- Where the imposition of the council tax premium would result in severe financial hardship to someone with a serious illness, disability or vulnerability

[Empty property premium - Staffordshire Moorlands District Council
\(staffsmoorlands.gov.uk\)](http://staffsmoorlands.gov.uk)