

## How to pay

You pay council tax in 10 monthly instalments

### Direct Debit



The easiest way to pay is by direct debit. You can choose a payment date of either **1st, 15th, 22nd** or the **28th** of the month.

You can set-up a direct debit online at [www.gloucester.gov.uk/directdebit](http://www.gloucester.gov.uk/directdebit) or phone us on **01452 396 396** with your bank details.

### Pay by credit or debit card

Use the Council's 24 hour automated telephone payment system by calling **0800 953 5588** or pay online at [www.gloucester.gov.uk/payments/](http://www.gloucester.gov.uk/payments/)

### Pay using cash or cheque at a Post Office or PayPoint Outlet

You can pay at a Post Office or PayPoint outlet by taking a council tax document that displays your personal barcode, for example a bill or reminder notice.

### Finding it difficult to pay?

Your council tax should be paid as requested on your bill otherwise recovery action may be taken which could incur additional costs to you.

If you find it difficult paying over 10 months, you can spread your monthly instalments over the full charge year through a **My Gloucester** account at [www.gloucester.gov.uk](http://www.gloucester.gov.uk)

## Help to pay your council tax

Council tax support helps people on low income or no income to pay their council tax. It is means tested so the amount you get depends on household income and/or savings and the amount of council tax you are due to pay. If you claim Universal Credit you must apply to the council for council tax support.

The council tax support scheme for people of pensionable age remains unchanged and is based on the old council tax benefit scheme. The capital limit for people of pensionable age is £16,000.

You can apply online for council tax support at [www.gloucester.gov.uk/council-tax-support](http://www.gloucester.gov.uk/council-tax-support)

For more information or advice about council tax support contact us at:  
**t:** 01452 396 396, option 4  
**e:** [benefits@gloucester.gov.uk](mailto:benefits@gloucester.gov.uk)

## Council tax information 2025/26

## How much you pay

Your property has been put in a council tax valuation band based on how much it was worth on 1 April 1991.

Part of the council's area	Property valuation band							
	A	B	C	D	E	F	G	H
	£							
Total bill for Quedgeley Taxpayer	1,521.89	1,775.53	2,029.18	2,282.83	2,790.13	3,297.42	3,804.72	4,565.66
Total bill for City Taxpayer	1,492.52	1,741.26	1,990.01	2,238.77	2,736.28	3,233.78	3,731.29	4,477.54

If you are a band D payer, £237.04 will go to Gloucester City Council, £322.08 will go to the Police and Crime Commissioner and £1679.65 will go towards services supplied by the County Council. From 2025/2026, the adult social care precept is included with the main County Council precept as a single figure and percentage change.

If you live within Quedgeley Parish area the amount shown on your bill will include an additional amount of council tax which goes to the parish council.

Full details of how the council tax charge is broken down between the County Council, the Police and Crime Commissioner, Quedgeley Council and Gloucester City Council can be found on the council's website at [www.gloucester.gov.uk](http://www.gloucester.gov.uk)

### Spending plans

Information about Gloucester City Council, Gloucestershire County Council, the Police and Crime Commissioner and Quedgeley Town Council spending plans can be found here at [www.gloucester.gov.uk](http://www.gloucester.gov.uk)

Details about the precept issued by Gloucestershire County Council can also be found at [www.gloucestershire.gov.uk/glosbudget](http://www.gloucestershire.gov.uk/glosbudget)

### Finding out more about your council tax band

The Valuation Office Agency (VOA) maintains the Council Tax Valuation List. This includes placing new properties within a Council Tax band and changing bands for properties when necessary.

To understand why your property is in a certain band, please go to [GOV.UK](http://GOV.UK) and search: 'How domestic properties are assessed for Council Tax bands'

If you challenge your band, you must continue to pay council tax at your current band until your appeal is decided.

### Appeals against your council tax liability

You can appeal if you think that you are not liable to pay the council tax, or you should have a discount, or your property should be exempt. You can also appeal if you disagree with the amount of council tax support you receive or think you should receive. If you want to appeal you must first write to the Council explaining what the problem is. If you don't get a reply within 2 months or if you are unhappy with the Councils reply you can appeal to the Valuation Tribunal.

Appeals can be made:

**w:** [www.valuationtribunal.gov.uk](http://www.valuationtribunal.gov.uk)  
**t:** 0303 445 8100  
**e:** [appeals@valuationtribunal.gov.uk](mailto:appeals@valuationtribunal.gov.uk)  
**a:** Valuation Tribunal, Second Floor, 120 Leman Street, London, E1 8EU

## Discounts

### Single person household

If you live alone and the property is your main home your bill will be reduced by 25%.

### Disabled persons reductions

Your bill may be reduced if your home has certain features which are essential, or of major importance, to an adult or child with a disability who lives in the property. These features are:

- An extra room which is used by the disabled person (e.g. a room used for dialysis equipment). Rearranging rooms used for their normal purpose (e.g. a bedroom on the ground floor) would not qualify
- An extra bathroom or kitchen needed for the disabled person
- Extra space inside the property for using a wheelchair

If you qualify, we will treat your property as if it is in the valuation band below, e.g. if your property is in band C you will pay the council tax for band B. You can still get a reduction if your property is in band A.

### Second homes

Properties that are furnished but not occupied as anyone's main home are classed as second homes. From 1 April 2025 a premium will be charged on second homes of 2 times your council tax. **Information about exceptions to the premium can be found at [www.gloucester.gov.uk](http://www.gloucester.gov.uk)**

### Properties undergoing major repair

Unoccupied and unfurnished properties undergoing structural alteration or major repair may qualify for a 25% discount for up to 12 months.

### Unoccupied & unfurnished properties

Properties which are unoccupied and unfurnished will be granted a 25% discount for up to 6 months from the date the furniture is removed. The full charge will then be payable.

### Discounts for annexes

A 50% discount may apply where an annexe is occupied by a relative of the council tax payer of the main property, or where it is used as part of the main property. An exemption already exists for annexes occupied by elderly or disabled relatives.

### Long term empty properties

No discount is awarded in respect of properties which have been unoccupied and unfurnished for more than 6 months. From 1 April 2025 the full council tax is charged until the property has been empty for 1 year. The Empty Homes Premium will then apply, and the council tax will be 200% and then increase further the longer the property remains empty. **Information about exceptions to the premium can be found at [www.gloucester.gov.uk](http://www.gloucester.gov.uk)**

### Disregarded people

If you, or someone living with you fits into one of the categories below and there are no other adults living in the property, you could get a discount;

- Full time students, student nurses, apprentices, youth training trainees
- 18-19 year old (at, or just left, school)
- Hospital/hospice patient (permanent)
- Residential care/nursing home resident
- Persons over 18 in receipt of child benefit
- Severely mentally impaired
- Hostel/night shelter resident
- Member of religious communities
- Full time carer (excluding those caring for husband, wife, partner or child)
- Persons in detention
- Members of International Headquarters and Defence Organisations
- Visiting forces
- Partners of students who are not British
- Diplomats.

In extreme circumstances the council has discretionary powers to reduce the council tax payable for individual cases.

## Exemptions

Some properties – both occupied and unoccupied are exempt from council tax.

### Property unoccupied and:

- **B** it is owned by, and was last occupied for the purpose of a charity (exempt for up to six months)
- **D** the owner/tenant is in prison
- **E** the owner/tenant is receiving personal care permanently in a hospital or home
- **F** the person liable to pay council tax has died, the property has remained unoccupied since the date of death and probate has not been granted. In some circumstances the exemption may continue for six months after probate
- **G** it is forbidden by law to occupy
- **H** it is awaiting occupation by a minister of religion
- **I** the owner/tenant is living elsewhere to receive personal care
- **J** the owner/tenant is living elsewhere to provide personal care to another person
- **K** the owner/tenant has moved to become a student
- **L** it has been repossessed by a mortgage lender

- **Q** it is the responsibility of a bankrupt's trustee
- **R** it compromises a pitch or mooring unoccupied by a caravan or boat
- **T** it compromises a self-contained unit which cannot be let separately from the main property without breaching planning conditions

### Property occupied by:

- **M** Students in hall of residence
- **N** other qualifying full-time students
- **O** Members of the armed forces in MOD accommodation
- **P** members and dependants of visiting forces
- **S** person(s) under the age of 18
- **U** the severely mentally impaired
- **V** people with diplomatic privilege or immunity
- **W** elderly or disabled relative living in self-contained unit of the main property

## Contact us

**w:** [www.gloucester.gov.uk](http://www.gloucester.gov.uk)  
**e:** [revenues@gloucester.gov.uk](mailto:revenues@gloucester.gov.uk)  
**t:** 01452 396 396

### Paperless Billing

Sign up to receive your council tax bill via email at:  
**[www.gloucester.gov.uk/paperless](http://www.gloucester.gov.uk/paperless)**

### MyGloucester

Register to manage council tax, council tax support and housing benefit accounts. You can view up to date information, report changes, print copies of your bill and check when your payments are due.  
Visit **[www.gloucester.gov.uk](http://www.gloucester.gov.uk)**