

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. We do currently have a backlog but 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 your bill by 20th March . You should only contact us after that date if you haven't received your bill.

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 High Peak Borough Council, Derbyshire County Council, Derbyshire Police, Derbyshire 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.

The Borough Council has increased its Council Tax for 2023/24 by 2.9% for a Band D property. This equates to £5.96 for the year or less than 12p per week.

Council Tax has been increased to help ensure that quality frontline services for High Peak are maintained.

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

<https://www.derbyshire.gov.uk/council/budgets-and-spending/council-tax/council-tax.aspx>

<https://www.derbyshire-pcc.gov.uk/>

<https://www.derbys-fire.gov.uk/about-us/what-we-spend/our-budget-and-your-council-tax>

Q: What 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: My bills says that the Adult Social Care Precept has only increased by 1.25% 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.highpeak.gov.uk/article/3556/Adult-Social-Care-Precept-Derbyshire-County-Council>

Q: What is my Council Tax spent on?

A: The Council Tax raised is spent on maintaining essential services throughout the Borough, 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 High Peak Borough Council have moved onto a banded scheme for their working age Council Tax Reduction claimants, based on the grid 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
Weekly income ranges							
Band 1*	100%	£0 - £95.00	£0 - £170.00	£0 - £245.00	£0-£140.00	£0 -£215.00	£0 - £290.00

Band 2	75%	£95.01 - £145.00	£170.01 - £220.00	£245.01 - £295.00	£140.01 - £190.00	£205.01 - £265.00	£290.01 -£340.00
Band 3	50%	£145.01 - £195.00	£220.01 - £270.00	£295.01- £345.00	£190.01 - £240.00	£265.01 – £315.00	£340.01 -£390.00
Band 4	25%	£195.01 - £245.00	£270.01 - £320.00	£345.01 – £395.00	£240.01 £290.00	£315.01 - £365.00	£390.01 -£440.00
	0%	Over £245.00	Over £320.00	Over £395.00	Over £290.00	Over £365.00	Over £440.00

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:

<https://www.highpeak.gov.uk/article/912/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: High Peak Borough Council are no longer issuing notification letter 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.highpeak.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.highpeak.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.highpeak.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.highpeak.gov.uk/CostOfLivingHub>