Problems paying
If you have any problems paying your bill, please phone 01786 233210 or 01786 233217 as soon as possible, so that we can help. Alternatively, you can contact Money Advice Service by phone, 0800 1111 or email moneyadvice@stirling.gov.uk

Not paying your Council Tax could lead to:
• additional charges on your bank account or interest being applied - Self Inflict Offence (High Interest Time Charges) - deductions being made from your income support

Change in circumstances
Your Council Tax bill has been calculated on the assumption that your household circumstances will remain the same until 31st March 2015. However some changes in circumstances may affect your Council Tax in the future. If something changes such as your income please let us know straight away because it could affect the amount you have to pay.

Council Tax Reduction
Council Tax Benefit was replaced by a new Council Tax Reduction scheme from 1st April 2013, and many people on low incomes are eligible for help to pay their Council Tax.

If you were receiving Council Tax Benefit, this is now shown on your bill as a Council Tax Reduction. Please find enclosed a letter explaining how your Council Tax Reduction has been worked out.

Other Council Tax reductions
If you think you are entitled to a reduction that is not shown on your Council Tax Bill, you should write to us immediately.

Council Tax exemptions
Some properties are exempt from Council Tax. These are:

• empty properties
• student accommodation
• care homes
• houses in long-term occupation by the armed forces
• houses let to students
• houses occupied by people under the age of 18
• houses occupied by people over the age of 18 who still receive child benefit
• houses occupied by people whose sole or main residence is a caravan
• houses occupied by people whose main residence is a boat
• houses occupied by people whose main residence is a plane
• houses occupied by people whose main residence is a horsebox
• houses occupied by people whose main residence is a mobile home
• houses occupied by people whose main residence is a gypsy caravan
• houses occupied by people whose main residence is a lock-up garage
• houses occupied by people whose main residence is a lock-up garage
• houses occupied by people whose main residence is a lock-up garage
• houses occupied by people whose main residence is a lock-up garage
• houses occupied by people whose main residence is a lock-up garage
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• houses occupied by people whose main residence is a lock-up garage

If you think you are entitled to a reduction that is not shown on your Council Tax Bill, you should write to us immediately.
This year's Council Tax charges:

<table>
<thead>
<tr>
<th>Band</th>
<th>Homes valued at (£)</th>
<th>Council Tax (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Band A</td>
<td>up to £27,000</td>
<td>£798.00</td>
</tr>
<tr>
<td>Band B</td>
<td>from £27,001 to £35,000</td>
<td>£931.00</td>
</tr>
<tr>
<td>Band C</td>
<td>from £35,01 to £45,000</td>
<td>£1,064.00</td>
</tr>
<tr>
<td>Band D</td>
<td>from £45,01 to £58,000</td>
<td>£1,197.00</td>
</tr>
<tr>
<td>Band E</td>
<td>from £58,01 to £70,000</td>
<td>£1,330.00</td>
</tr>
<tr>
<td>Band F</td>
<td>from £70,01 to £106,000</td>
<td>£1,729.00</td>
</tr>
<tr>
<td>Band G</td>
<td>from £106,01 to £212,000</td>
<td>£1,957.00</td>
</tr>
<tr>
<td>Band H</td>
<td>over £212,000</td>
<td>£2,394.00</td>
</tr>
</tbody>
</table>

Where Council Tax is spent

- **Education Services**: £100,599 (2.1% increase)
  - £2,081 increase on education outcomes, improvements in waste and recycling, and investment in advice services for those affected by welfare reform.
  - A further £24,000 has been allocated to Community Early Years services, to continue improvement of Early Years services and in particular the development of a “family-centred nurturing” approach.
- **Trading Standards and Consumer Protection Services**: £18,882 (1.7% decrease)
  - £415 decrease on consumer protection services, Contact Centre
  - £82 increase on services, Contact Centre
- **Legal and Governance, Strategic Planning and Research Services**: £3,709 (1.6% decrease)
  - £61 decrease on legal and governance services, Chief Executive Office
- **Housing, Homlessness, and Revenues and Benefits**: £5,263 (7.4% decrease)
  - £363 decrease on housing, Homlessness, and Revenues and Benefits
- **Roads, Land and Waste Services**: £18,282 (1.1% decrease)
  - £70 decrease on roads, Land and Waste Services
- **Other Services**: £2,714 (82% decrease)
  - £1,195 decrease on other services, Contact Centre
  - £327 decrease on other services, Chief Executive Office

The Scottish Average Band D Council Tax for 2013/14 was £1,149

Comparing Council Tax levels: Where Council Tax is spent

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Year £'000</th>
<th>Previous Year £'000</th>
<th>Change £'000</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (incl. charges and adjustments)</td>
<td>188,087</td>
<td>16,341</td>
<td>171,746</td>
<td>1.1%</td>
</tr>
<tr>
<td>Protection of vital services</td>
<td>2,239</td>
<td>1,197</td>
<td>1,321</td>
<td>11.0%</td>
</tr>
<tr>
<td>Islamic, Indian and Chinese Services</td>
<td>2,081</td>
<td>1,957</td>
<td>124</td>
<td>6.3%</td>
</tr>
<tr>
<td>Other Services</td>
<td>70</td>
<td>61</td>
<td>9</td>
<td>14.7%</td>
</tr>
<tr>
<td>Scotland Wide Children's Services</td>
<td>3,709</td>
<td>3,709</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Trading Standards and Consumer Protection</td>
<td>24,034</td>
<td>24,245</td>
<td>-211</td>
<td>-0.9%</td>
</tr>
<tr>
<td>Legal and Governance, Strategic Planning and</td>
<td>18,882</td>
<td>19,053</td>
<td>-171</td>
<td>-0.9%</td>
</tr>
<tr>
<td>Other Services</td>
<td>2,714</td>
<td>2,714</td>
<td>0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Official website: http://www.scottishwater.co.uk/about/scottishwater-news/facts-and-figures/