|  |  |
| --- | --- |
| Bill_Local_Tax_1024x1024 | **This fact sheet is about:**  **Council Tax** |
|  | Your Council decides what Council tax you must pay. |
|  | The Council collects the Council tax  from you. |
|  |  |
|  |  |
|  | **What do you do before you contact the Ombudsman?** |
|  | You need to tell the Council if: |
|  | * it has asked for the wrong money. |
|  | * you are not the person who pays the Council tax. |
|  |  |
|  | **What can the Ombudsman do?**  We can do something if the Council: |
|  | * has not told you how much you   need to pay. |
|  | * has not told you what to do if you think you are paying too much. |
| Council tax bill_1024x1024 | * gets it wrong when you pay. |

|  |  |
| --- | --- |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * decide how much your house is worth. |
|  | * change your bill. |
|  | * tell the Council how to make you pay your bill. |
|  | * look at your complaint if you can go to appeal. |
|  | **Things to think about** |
|  | If you think you are paying too much you must tell the Council. |
| Gov | You need to contact the **valuation office**.  [www.voa.gov.uk](http://www.voa.gov.uk) |
| valuation-tribunals-wales | If you and the Council do not agree you can ask the **Valuation and Tribunal for Wales** to decide.  [www.valuation-tribunals-wales.org.uk](http://www.valuation-tribunals-wales.org.uk) |
|  | The Ombudsman can tell the Council or housing association what we think it should do if we think it has done something wrong. |
|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |