

# **Ipswich Council Tax 2025/26**

## **Frequently asked questions**

### **How much has my bill gone up by?**

Ipswich Borough Council has increased by 2.98%  
Suffolk County Council has increased by 4.99%  
The Police and Crime Commissioner has increased by 5.06%

For a Band B property in Ipswich this equates to:

Ipswich Borough Council 18p per week  
Suffolk County Council £1.12p per week  
Police and Crime Commissioner 25p per week

### **How much Council Tax Reduction have I been awarded?**

Detail of the amount of Council Tax Reduction awarded is shown on the front of your bill, or you can view your account online at [www.ipswich.gov.uk/myaccount](http://www.ipswich.gov.uk/myaccount)

### **I think my Council Tax Reduction is wrong – what do I do?**

You should contact the Council and tell us why you think it is wrong.

### **I have already told the Council that my circumstances have changed or that I have moved, yet my bill still shows the old information.**

The bills were produced based on the information on our system as at the end of 19<sup>th</sup> February 2025. If you contacted us on or around that date, your bill will still show the original information. A new bill will be issued when we have dealt with your most recent correspondence.

### **My circumstances have changed, and my bill needs updating.**

If your address details have changed you can report these online at [www.ipswich.gov.uk/myaccount](http://www.ipswich.gov.uk/myaccount)

If you think you may qualify for an exemption or a discount you can find more details at [www.ipswich.gov.uk/ctdiscounts](http://www.ipswich.gov.uk/ctdiscounts)

### **I pay by Direct Debit – do I need to do anything?**

Your Direct Debit will automatically carry over from one billing year to the next and we will collect instalments on the date shown. If, however, you change address, please remember to ask us to transfer your Direct Debit to your new account.

### **How do I set up a Direct Debit?**

This can be done online at [www.ipswich.gov.uk/myaccount](http://www.ipswich.gov.uk/myaccount)

### **What other payments options are there?**

Payment options are shown on the back of your bill. Details are also available at [www.ipswich.gov.uk/ctpayments](http://www.ipswich.gov.uk/ctpayments)

### **I don't agree with my Council Tax band – what do I do?**

You can view the band for your property on the Valuation Office Agency website [www.gov.uk](http://www.gov.uk) ([www.gov.uk](http://www.gov.uk))

If you think the band is wrong, you can find out how to request a review. You can also see information about Appeals at [www.ipswich.gov.uk/ctappeal](http://www.ipswich.gov.uk/ctappeal)