



Services provided by the Shetland Islands Council at Charlotte House, Commercial Road, Lerwick, ZE1 0LX

The Cashiers Section

Direct Dial 744626 or 744627

The Cashiers Section are here to process your payments for Rent, Council Tax, Rates and Invoices.

Payments can be made in person by coming into the office. Or, you can send us a cheque in the post, ensuring that you quote the reference number relating to your payment.

You can even make a payment over the phone using your Debit/Credit card. Just contact us on the above phone number and quote the appropriate reference number for your payment along with your card details. It's as simple as that!

We accept the following Credit/Debit cards for payment over the phone via the Cashiers Section on 744627 or 744626, online, or at our Cashiers desk:



The Recovery Section

Direct Dial 744638

The Recovery Section collect all debts owed to the Shetland Islands Council, so if you are falling behind with your payments of Rent, Council Tax, or any other type of Council debt, contact us. We will make sensible instalment agreements to help you pay off arrears, and we ensure that no one makes agreements that obviously can't be kept to.

We can even arrange for a Benefits Health Check for you with the Citizens Advice Bureau, to ensure you are getting all benefits due to you.

The Rent Section

Direct Dial 744648

The Rents Section are here to offer advice on payment methods for your rent. If you have a change of circumstance, or want to enquire on how to set up a Direct Debit for your Rent payments, then please get in touch.

Internet Payments

A convenient way to pay your Rent, Council Tax, Rates and Invoices



www.shetland.gov.uk/payments

Simply log onto the website as shown above and click on the link to access the payments page. From there choose what you want to pay, and then simply enter your reference number, name, address, card details and the amount you wish to pay.

It really can't get much easier, a quick reliable service which is available from the comfort of your own home 24 hours a day, 7 days a week.

Direct Debit Payments

Paperless Direct Debit

We can accept Direct Debit instructions over the phone for Council Tax and Rent. Just telephone the appropriate section & we will do all the work for you. We can also accept online instructions for Council Tax. Just log on to <http://www.shetland.gov.uk/counciltax/CouncilTaxForms.asp> to complete your mandate online. Paperless Direct Debit works in much the same way as paper based systems and you have exactly the same safeguards as with conventional sign up. By using Paperless Direct Debit sign up you can eliminate much of the paperwork, delay and postage costs associated with setting up paper based Direct Debits, making the process quicker and easier for you.

The Council Tax Section

Direct Dial 744683

If you need to discuss payment plans, method of payment or changes in circumstances, then the Council Tax section will help to answer your questions.

You may be entitled to an exemption or discount on your Council Tax, for instance, if you're a student, or have a disability etc. So contact the Council Tax section to discuss if you are eligible.

Housing Benefit & Council Tax Benefit

Direct Dial 744682

The Housing and Council Tax Benefit schemes are administered by the Shetland Islands Council to help people on low incomes with their Rent and Council Tax payments.

If you are not already in receipt of these benefits and think you might qualify, please contact the Shetland Islands Council Benefits Section at Charlotte House, Commercial Road, Lerwick, ZE1 0LX.


Ready Reckoner for Housing and Council Tax Benefit

The tables below are a guide to help you check if you may be entitled to Housing and Council Tax Benefit.

If your total net weekly income from work or pensions or benefits (joint income if you have a partner) is around the amount shown in the column which describes your family circumstances and the rent you have to pay, you should claim straight away.

However, you will not qualify for Benefit if you have savings over £16,000, unless you receive Pension Credit (Guaranteed).

Council Tax Benefit Calculator 2010/11	Annual Council Tax Bill (excluding water & sewerage)	Weekly Council Tax	Single Person Over 25 Years	Single Parent 1 Child under 16	Single OAP aged 60 to 64	Couple 18-59 years	Couple two children under 16	Couple aged 60 to 64 years	Couple at least one aged 65 or over
Band A	£702.00	£13.50	n/a	n/a	n/a	£170.00	£303.00	£270.00	£297.00
with single occ. Discount	£526.50	£10.13	£116.00	£191.00	£183.00	n/a	n/a	n/a	n/a
Band B	£819.00	£15.75	n/a	n/a	n/a	£182.00	£314.00	£281.00	£308.00
with single occ. Discount	£614.25	£11.81	£125.00	£199.00	£192.00	n/a	n/a	n/a	n/a
Band C	£936.00	£18.00	n/a	n/a	n/a	£193.00	£326.00	£292.00	£320.00
with single occ. Discount	£702.00	£13.50	£133.00	£208.00	£200.00	n/a	n/a	n/a	n/a
Band D	£1,053.00	£20.25	n/a	n/a	n/a	£204.00	£337.00	£304.00	£331.00
with single occ. Discount	£789.75	£15.19	£141.00	£216.00	£209.00	n/a	n/a	n/a	n/a
Band E	£1,287.00	£24.75	n/a	n/a	n/a	£227.00	£359.00	£326.00	£353.00
with single occ. Discount	£965.25	£18.56	£158.00	£233.00	£225.00	n/a	n/a	n/a	n/a

Housing Benefit Calculator 2010/11	Full Weekly Rent	Single Person Over 25 Years	Single Parent 1 Child under 16	Single OAP aged 60 to 64	Couple 18 to 59 years	Couple two children under 16	Couple aged 60 to 64 years	Couple at least one aged 65 or over
	£40.00	£127.00	£202.00	£194.00	£164.00	£297.00	£264.00	£291.00
	£50.00	£142.00	£217.00	£210.00	£180.00	£312.00	£279.00	£306.00
	£60.00	£158.00	£233.00	£225.00	£195.00	£328.00	£295.00	£322.00
	£70.00	£173.00	£248.00	£240.00	£210.00	£343.00	£310.00	£337.00
	£80.00	£189.00	£264.00	£256.00	£226.00	£358.00	£325.00	£353.00
	£90.00	£204.00	£279.00	£271.00	£241.00	£374.00	£341.00	£368.00

If a child is aged less than 1, add £10 to the threshold. For a single person aged 65 or over add £18. If you receive disability benefits, please contact us to check entitlement. Please note some incomes, such as Child Benefit, Child Maintenance and Disability Living Allowance are disregarded in full for Housing and Council Tax Benefit purposes.