



Making Council Tax collection fair and easy to manage

Response form

Questions



1. What do you think about it?

Good

Bad

Not sure



This document was written by the **Welsh Government**. It is an easy read version of 'Improving the administration and enforcement of Council Tax in Wales'.

April 2025

About this response form



Please read the main document called **Making Council Tax fair and easy to manage**.



Then answer the questions in this response form.
Please send this form back to us by **23 July 2025**.



Email:

You can fill in this form on your computer and email it to: CTandNDR.Consultations@gov.wales



Or print it and post it to:

Council Tax Policy
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Different language or formats:



If you want this document in a different language or format, please contact us at:

Address: Council Tax Policy
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Email: CTandNDR.Consultations@gov.wales



[This document is also available in Welsh.](#)



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How we use your information



Please read “[how we use your information](#)”. This tells you how we will keep your personal information safe and private,

Questions



About you

1. Which council area do you live in? Please choose 1 option.

Isle of Anglesey

Swansea

Gwynedd

Neath Port Talbot

Conwy

Bridgend

Denbighshire

Vale of Glamorgan

Flintshire

Rhondda Cynon Taf

Wrexham

Merthyr Tydfil

Powys

Caerphilly

Ceredigion

Blaenau Gwent

Pembrokeshire

Torfaen

Carmarthenshire

Monmouthshire

Newport

Cardiff

Not applicable

Prefer not to say



2. Have you ever had trouble paying Council Tax or were late with your Council Tax payments?

Yes

No



If you answered Yes to question 2, did you ask for help or advice? Please choose all options that apply:

I got help and advice from my local council

I got help and advice from an advice agency, like Citizens Advice

I did not know help was available



I got help and advice from somewhere else,
please say where:



I did not want help or advice, please tell us why:



Prefer not to say

Questions about our new ideas and plans

Reminder notices



Please read page 18 of the main document.

We want councils to always send at least 1 reminder notice when a Council Tax payment is missed.



3. Do you agree with our ideas for reminder notices?

Yes

No

Please write your comments in the box:

Final notices



Please read page 19 of the main document.

We want councils to always send a final notice if a payment is missed after at least 1 reminder notice has been sent.

The final notice can only be sent when more than 41 days has passed since the payment was missed. And more than 14 days after the last reminder notice.



4. Do you agree with our ideas for final notices?

Yes

No

Please write your comments in the box:

When households are asked to pay the full amount



Please read page 20 of the main document.

It is best for households to keep up with their Council Tax payments to avoid debt. They should contact their council as early as possible, before missing a payment.

We want to make a change where households should not be asked to pay the full amount until at least 62 days have passed. This includes making sure 21 days have passed after the final notice has been sent.



5. Do you agree with our idea to give households more time to pay the full amount after the final notice?

Yes

No

Please write your comments in the box:

Liability order



Please read page 21 of the main document.

We suggest that councils can go to court for a liability order 1 day after the full amount is due. This will be at least 63 days after the first missed payment.



6. Do you agree with our ideas for when councils can go to court for a liability order?

Yes

No

Please write your comments in the box:

Getting advice and help



We want to give people enough time to get help if they have trouble paying their Council Tax. We think 63 days is enough time. This will help people talk to the council and get advice.



7. Do you agree with our idea to give people more time to get help?

Strongly agree

Agree

Not sure

Disagree

Strongly disagree



Please tell us why you agree or disagree:

Good practice guidance for councils



Please read pages 22 to 24 of the main document.

All councils in Wales follow the [Council Tax Protocol](#), which gives advice on how to help people.

We want to create more guidance for councils. To make sure Council Tax is collected fairly across Wales.



8. Do you agree with our idea to have good practice guidance?

Yes

No

Please write your comments in the box:



- 9. Is there anything else you would like to say about the changes we want to make for the collection of unpaid Council Tax?**

Please write your comments in the box:

The Welsh language



10. How do you think the new changes might impact the Welsh language?

For example, will it help people use the Welsh language more or less?

11. Do you think the changes would help:



- People use the Welsh language more.
- Support the Welsh and English languages equally.
- Reduce any negative effects on using the Welsh language.



Thank you for answering these questions.