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# Make an offer of payment

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If you are struggling to pay your council tax or would like to pay this in a way which better suits your financial position then you can put forward an offer of payment in one of the following ways:

## For registered users of the Advantage system

If you have already registered for the council's [Advantage system](#) then an offer can be made online via the create arrangement facility. If your offer meets [our requirements](#) then it will be automatically accepted and email confirmation will be sent shortly after.

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## For those who have not registered for the Advantage system

If you have not (or do not want to) register for the council's Advantage system then you can still put forward an offer of payment online but there will be a delay in responding to you.

If your offer meets [our requirements](#) then it will be accepted within 5 working days and written confirmation will be sent in the post shortly after.

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If you are struggling to pay and think you will be unable to meet [our requirements](#) then you are invited to complete our online income and expenditure form which will be reviewed by a member of our recovery team.

We aim to contact you within 10 working days to advise whether your offer has been accepted or if further information is required to support your offer.

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## Next steps

**Please note:** If your offer is accepted then this will only apply for the duration of your payments and will not carry forward on to any future financial years or future bill periods.

If payments are not maintained then your payment arrangement will be withdrawn and further action will follow without further notice.

## Our requirements

Your arrangement will be accepted if:

- The full balance is cleared by 31 March of the financial year in which the debt fell due

- You have not defaulted on a payment arrangement within the last 6 month period
- The first payment is to be made no more than 30 days from today (for monthly payments) or 12 days in the case of fortnightly payments, or 9 days in the case of weekly payments

## Ongoing enforcement action

If your case is already subject to ongoing enforcement action, such as an [Attachment of Earnings Order](#) or your case has been passed to the [enforcement agent](#), then your offer of payment will not be considered.

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