

Your Council Tax explained

2020/21

Your property banding

Your property has been assessed according to its estimated sale value at 1 April 1991.

If you think your band is wrong, eg. because similar properties in your street are in a different band, you may be able to challenge it. You can only do this if you are starting to pay council tax on the property for the first time or something has changed which has reduced its value.

You can challenge the banding on your property yourself if you believe it is wrong. You should be careful if using the services of a company to appeal your banding.

Contact the Valuation Office Agency (VOA) if you think your band is wrong. You must keep paying while

any claim is considered. If the VOA agrees, they will change your Council Tax band and the council will refund any overpayment. This service is free.

Visit: www.gov.uk or contact the VOA at: 03000 501 501

Band	Property values (as at 1 April 1991)
A	up to £40,000
B	£40,001 - £52,000
C	£52,001 - £68,000
D	£68,001 - £88,000
E	£88,001 - £120,000
F	£120,001 - £160,000
G	£160,001 - £320,000
H	exceeding £320,000

Information leaflet explaining
Council Tax & claiming
Universal Credit

Are you paying the right amount?

If you live alone, or if the other people living with you fit into one of the categories below, your bill could be reduced by 25%.

- Full-time students, student nurses, apprentices, youth training trainees.
- 18 to 19 year olds who are at, or have just left school.
- Hospital/hospice patients (permanent).
- Residential care/nursing home residents (permanent).
- Persons in respect of whom Child Benefit is paid.
- Those with certain permanent severe mental health conditions.
- Hostel/night shelter residents.
- Members of religious communities.
- Full-time carers (excluding those caring for their spouse, partner or child).
- Persons in detention.
- Members of international headquarters and defence organisations.
- Visiting forces.
- Partners of students who are not British.
- Diplomats.

Second homes receive a 5% council tax discount and are dwellings that are furnished but where no-one lives as their main residence.

If you have a disability

Your council tax may be reduced by a band if your property has facilities which are essential or of major importance in meeting the needs of someone with a permanent disability living there – such as an extra bathroom or kitchen, extra space for use of a wheelchair indoors. These facilities must be essential or of major importance to the wellbeing of the disabled person.

Living in the annex of a relative's house?

If your home is self-contained, and it is part of a relative's main home you could receive a 50% council tax reduction. If you are elderly or disabled in that situation, you may not have to pay at all. If an annex is unoccupied it could be exempt from council tax. Contact the council tax team for more information. See bottom right for contact details.

Empty properties

Properties that are empty will receive 100% discount for a maximum of 1 month then are liable to a full charge. After two years, empty properties are subject to a 200% charge and after five years this rises to 300%. Properties undergoing major structural repair may apply for a 50% discount for a maximum of 12 months.

Properties exempt from council tax

Please contact South Norfolk Council if your property falls into one of the following categories:

Unoccupied properties

- It is owned by a charity and when last occupied was used for the purposes of the charity for up to six months.
- The owner/tenant is in prison.
- The owner/tenant is receiving personal care permanently in a hospital or home.
- It was formerly occupied by a now deceased person (owner or tenant).
- It is forbidden by law to occupy.
- It is awaiting occupation by a minister of religion.
- The owner/tenant is living elsewhere to provide personal care to another person or to receive personal care.
- The owner/tenant has moved to become a student.

- It has been repossessed by a mortgage lender.
- It is the responsibility of a bankrupt's trustee.
- It comprises a pitch or mooring unoccupied by a caravan or boat.
- It comprises a self-contained unit that cannot be let separately from the main property without breaching planning conditions.

Occupied properties

- Only by students.
- Members of the armed forces in Ministry of Defence accommodation.
- Members and dependents of visiting forces.
- Person(s) under the age of 18.
- Those with certain permanent severe mental health conditions.
- People with diplomatic privilege or immunity.
- An elderly or disabled relative living in an annex which forms part of the main property.

For more information

t: 0808 178 7146 (to make a payment)

t: 0808 178 7141 (council tax)

e: counciltax@s-norfolk.gov.uk

www.south-norfolk.gov.uk/counciltax

Council Tax Reduction Scheme

South Norfolk Council has a local Council Tax Support Scheme to help residents on a low income.

The amount of help depends on factors such as your age, income, savings, who live with you and how much you pay.

Contact the Benefit Team if you think you may be entitled and make a claim

Online: www.south-norfolk.gov.uk/benefits

Email: benefitsmailbox@s-norfolk.gov.uk

Telephone: 0808 1787143

From 1st April 2020 if you are in receipt of Council Tax Support and Universal Credits our scheme is changing.

For more information please contact us.

Adult Social Care Precept

The Secretary of State made an offer to adult social care authorities.

(Adult social care authorities are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

The offer was the option of an adult social care authority being able to charge an additional precept on its council tax without holding a referendum, to assist the authority in meeting its expenditure on adult social care from the financial year 2016-17. It was originally made in respect of the financial years up to and including 2019-20. If the Secretary of State chooses to renew this offer in respect of a particular financial year, this is subject to the approval of the House of Commons.

For more information please visit www.norfolk.gov.uk/counciltax

UNIVERSAL CREDIT

Guide to claiming the new benefit

Universal Credit is a monthly payment which replaces: Employment & Support Allowance (Income Related), Job Seekers Allowance (Income Based), Income Support, Child Tax Credit, Working Tax Credit and Housing Benefit.

Universal Credit is for working-age claimants only. Claimants of Pension Credit age will continue to be eligible to claim Pension Credit and Housing Benefit.

Working age claimants that make a new claim for one of the benefits listed above, will now have to claim UC.

How to claim:

If you wish to make an application for Universal Credit, this must be done online at:
www.gov.uk/universal-credit

Universal Credit claims are made and maintained wholly online.



Getting your Universal Credit claim right

You will need the following information to hand when you make your online claim.

Personal information

- Email address and access to it.
- Mobile phone number.
- Details of your health.
- Bank account details - UC is paid direct to your bank account so you will need an account set up before you can apply.

Housing information

- Rent - how much it is and if it includes any service charges.
- How often it is due.
- Who your landlord is.
- Your landlord's name, address and phone number.

You will need to check your tenancy agreement for this information.

Financial information

- Income - details of any income that you have coming in.
- Capital - any accounts, savings or assets that you hold.

After you have claimed you will need to attend an interview at the Job Centre to provide evidence. If you don't attend, your claim will be cancelled.

Assessment period

Your claim will take up to five weeks to be assessed before you get your first payment therefore you will need to budget for this. You can request an advance payment when you have your first meeting with your work coach.

Where to get help and access

The Department for Work and Pensions

Additional information regarding Universal Credit is available at www.gov.uk/universal-credit and www.understandinguniversalcredit.gov.uk/

Citizens Advice

Your local Citizens Advice can provide help and support with making and maintaining a claim and budgeting.

E: advice.enquiry@cadat.org.uk
T: 03444 111 444

South Norfolk Council Benefits Team

We can provide help and support with making a claim for Universal Credit. Also, If you don't have internet access at home, you can access the internet at our council offices at South Norfolk House, Cygnet Court, Long Stratton NR15 2XE.

Your Local Library

- All libraries in our district offer free internet access to the public.
- Customers can log on for a two-hour session.
- Library staff and volunteers have been trained in the Universal Credit process so will be able to offer advice should you need it.

Your housing provider

Get support with making and maintaining a claim. If you have any concerns about being able to pay your rent, regular contact with your landlord is important.

Council Tax

Council Tax Reduction is not included in Universal Credit, therefore you must apply for Council Tax Reduction separately with South Norfolk Council.

Can I get my council tax bill by email?

✓ 17:00

Yes you can just visit www.south-norfolk.gov.uk/counciltax . This is our preferred method of billing as it helps keep our costs down and is quicker for you.

✓ 17:02

Anything else I can do?

✓ 17:08

You can also set up or change a direct debit to pay your council tax, just go to www.south-norfolk.gov.uk/counciltax

✓ 17:10

Can I see my account details?

✓ 17:15

Yes you can. Set up an account and then you can see your account details, outstanding balance, any payments that are due and any bills or letters we have sent.

✓ 17:20

What if I'm on a low income?

✓ 17:22

You can make a claim for council tax reduction by going to www.south-norfolk.gov.uk/benefits

✓ 17:35

Cool, Thx



✓ 17:42