Following a consultation with residents at the start of the year, we have now set how much of your Council Tax for 2018/19 will be paid to us.

Our main sources of income comes from central government funding, council tax, business rates and the income we get from chargeable services.

With funding from central government being reduced year on year, we have calculated that we will need to find £2.2 million in additional income or savings by 2022/23 to enable us to deliver a balanced budget.

Overall our budget which covers 86 different services including Housing, Benefits, Homelessness Prevention, Early Help, Leisure, Planning, and many more, is £30.6 million.

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Although we are making further efficiencies having looked at the numbers this year we have had to take the decision that to protect the services that make a real difference to our resident’s lives, our part of your Council Tax will increase by £5 for the average Band D house to £145 a year. This is less than 10p per week and this still only equates to just over 8% of your overall Council Tax.

For information on South Norfolk Council Tax visit:
www.south-norfolk.gov.uk/council-tax
T: 0808 178 7141

For information on parish and town councils visit:
www.south-norfolk.gov.uk/town-and-parish-councils

For information on the Police & Crime Commissioner for Norfolk please visit:
www.norfolk-pcc.gov.uk
T: 01953 424455

For information on the services provided by Norfolk County Council and its finances please visit:
www.norfolk.gov.uk/counciltax
T: 0344 800 8020

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Save time and money switch to ebilling
Electronic billing is a faster, more efficient way to receive your bills direct to your email.
Visit our website at: www.south-norfolk.gov.uk/ebilling

You can pay by direct debit in either 10 or 12 monthly instalments. To find out how, contact us at counciltax@s-norfolk.gov.uk or visit our website at www.south-norfolk.gov.uk/council-tax.
If you are worried about paying Council Tax, we have support available through our Council Tax Support scheme. Whether you’re a pensioner or of working age, working or unemployed, we help families, couples and single people who are on a low income. The amount of support will depend on how much income you have got coming into your household, your savings and the amount of Council Tax that you have to pay.

When you need a bit of extra support, the Help Hub can offer advice and guidance to get you back on track, whatever the problem.

Contact the team to find out more:
- www.south-norfolk.gov.uk/help-hub
- Phone 01508 533933
- Text ADVICE followed by your message to 87007

Visit our help desk at our Long Stratton Offices, Monday to Friday, 8:15am – 5pm
Community Grants

Are you part of a group or organisation doing something in your local community? Do you have an idea for something new such as improved facilities, purchasing new equipment for local clubs or funding activities for older residents? If you do, there is funding available across South Norfolk.

Contact your local councillor or the Communities Team on 01508 533747 to find out if you are eligible or visit: www.south-norfolk.gov.uk/community-grants

Dealing with debt

In debt and having difficulties making payments? Remember the golden rules:
• Don’t ignore the problem it won’t go away and the longer you leave it, the worse the problem gets
• Don’t keep the problem all to yourself – if you have a partner be open with them
• Get in touch with all your creditors and explain your difficulties. Go and see them, write or telephone
• Tackle your priority debts first – the debts which can mean you losing your home, having services cut off or going to prison.
• Don’t borrow money to pay off your debts without thinking carefully and taking advice. If you have to borrow, go to a reputable company, or consider the Eastern Savings & Loans Credit Union (telephone 03336 000690)
• Don’t ignore letters or telephone calls from creditors or those acting on their behalf – try and reach an agreement for payment, even if you feel their demands are unreasonable
• Get help – if you feel unable to cope, help is available

You can call the Council’s Welfare Rights and Debt Advisor on 01508 533617.
Reductions for people with disabilities

If you have a special room set aside for meeting the needs of a resident disabled person, you may be entitled to a reduction in your Council Tax. It may also be possible to qualify where there is an extra bathroom or kitchen required by the disabled person, or extra space to allow the use of a wheelchair indoors.

The relief is equivalent to reducing the valuation band to the one below, and ensures that disabled people do not pay more because of a need for extra space. For example, if your property is in band C you will pay the Council Tax for band B. A reduction is also available for band A dwellings.

Council tax banding

The amount of council tax you pay depends on the council tax band of your home. The Valuation Office Agency sets the band of your home based on open market property values at 1 April 1991.

You may appeal against the banding of your property if it is demolished, converted into flats, or when physical changes in the area affect the value of the property. You also have six months to appeal after becoming the new taxpayer, or the Listing Officer changing the band of your property, or a Valuation Tribunal changing the band of a property similar to yours.

To query the banding of your property, or to appeal, visit: www.gov.uk/council-tax, email cteast@voa.gsi.gov.uk, or call 03000 501 501

Council Tax East
Valuation Office Agency
Kings Wharf
20-30 Kings Road
Reading, RG1 3ER
Confused? about what goes in your green bin

Yes please
- Juice Cartons
- Empty Aerosol Cans
- Bathroom Bottles
- Tin Foil
- Tin Cans
- Cardboard
- Wrapping Paper
- Yoghurt Pots
- Plastic Bags

No thanks
- Textiles
- Nappies
- Toys
- Cat Litter
- Cling Film
- Light Bulbs

Please make sure it’s clean, dry and don’t bag it. Recycling the right item helps us keep council tax low and is good for the environment. To find out more about what you can recycle please visit www.south-norfolk.gov.uk/recycle
**Council Tax discounts**

**Discounts & charges for empty homes and second homes.**
The Council has some discretion over the level of discount, including whether to award any discount at all, from Council Tax in respect of certain categories of properties. South Norfolk Council will be applying such discounts as follows:

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### Empty Homes

Empty dwellings are defined as properties which are unoccupied and substantially unfurnished.

On first becoming empty there will be 100% discount from the daily charge where the property has not already been empty for one month. If a property remains empty for more than one month a 100% charge applies after the first month empty, for up to 24 months.

If a property remains empty after 2 years a premium of 50% will be payable in addition to the full charge. However, a premium will not apply to a dwelling which would be the sole or main residence of a person, but which is empty while that person resides in accommodation provided by the Ministry of Defence by reason of their employment. Billing authorities are also prevented from charging an empty homes premium in relation to an annexe in a property, where it is being used as part of the main dwelling. Properties which become and unfurnished, and require or are undergoing major repair works or structural alteration, will qualify for a discount of 50% for up to a year or until they become occupied or furnished, whichever occurs first. The discount may last less than a year if more than six months has elapsed since the completion of the works.

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### Second Homes

Second homes are properties that are furnished but where no one lives in them as their main residence.

A 5% discount is granted in respect of properties in this category. Unoccupied caravans and houseboats are treated as second homes (as by their nature they are not substantially unfurnished), but they will be granted a 50% discount.

Some job related dwellings also benefit from a 50% discount. This can apply if it is either a job related dwelling, or retained whilst you are living in a job-related dwelling as your main home. Your main home must be in England, Scotland or Wales.
Annexe Discount

This national discount will reduce the bill for the owner/occupier of an annexe (where not already exempt) by 50% where the following applies:

- The annexe is the main residence of a relative of the person liable to pay the Council Tax of the main dwelling, or
- The annexe is being used by a resident of the main dwelling as part of their main residence

Where an annexe is let out to someone who is not a relative, this discount will not be available to reduce the bill for the annexe. There are also exemptions from paying Council Tax in respect of annexes under certain circumstances.

Other Council Tax discounts

If you live alone your bill will be reduced by 25%. If you, or someone living with you, fits into one of the categories below, and there are no other adults living in the property you could also get a reduction:

- Full time students and non-British spouses of students, student nurses, foreign language assistants, apprentices and Youth Training trainees
- Patients resident in hospital
- People who are being looked after in care homes
- People with a permanent severe mental impairment
- People who are staying in certain hostels or night shelters
- 18 and 19 year olds who are at, or have just left, school
- Certain types of care workers (usually working for charities)
- People caring for someone with a disability who is not a spouse, partner or child under 18
- Members of religious communities (monks and nuns)
- People in prison (if not in prison for non-payment of Council Tax/a fine)
- People who benefit from diplomatic privileges or immunities
- Members and dependants of International Headquarters and defence organisations
- Members of visiting forces and their dependants

A person may also be eligible for a discretionary discount under certain circumstances.

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Council Tax exemptions

You may be entitled to an exemption from Council Tax if your property is:

Unoccupied

- Empty and owned by a charity (exemption up to 6 months only)
- Left empty by a person in detention
- Left empty by a patient now resident in a hospital, hostel, nursing or care home
- Left empty following the death of the owner or tenant (and owned solely by the deceased)
- A dwelling where occupation is prohibited by law, a planning condition or an Act of Parliament
- Empty awaiting occupation by a minister of religion from which to perform his/her duties
- Left empty by people receiving care
- Left empty by people providing care
- Left empty by a student who is the sole owner of the property, and when last occupied it was that person’s sole or main property
- With diplomatic privilege or immunity unoccupied and repossessed by the mortgage lender and the person responsible is a trustee in bankruptcy
- A pitch or mooring not occupied by a caravan or boat
- An unused annexe (or other self-contained unit) which cannot be let separately from the main property without breaching planning conditions

Occupied

- Student halls of residence
- Only by students
- By the Ministry of Defence for armed forces accommodation
- At least one resident is a member of a visiting force and solely or jointly liable to pay Council Tax
- Only by persons who are under 18
- Only by persons who are severely mentally impaired
- Annexe or similar

www.south-norfolk.gov.uk
self-contained property occupied by certain dependant relatives of the resident(s) living in the main dwelling.

- Dwellings which are the main residence of a person with diplomatic privilege and immunity.

**Who has to pay?**

There is one Council Tax bill per home. Only those aged 18 or over are liable to pay. Where there is more than one person aged over 18, the person who pays will be the one who appears highest on the list below:

1. Property owner living in the premises
2. Leaseholder living in the premises
3. A tenant living in the premises
4. Someone living there under a licence (i.e. with permission)
5. Anyone else living there not in 1-4 above
6. If no-one lives there the owner is liable (or tenant if the property is let).

People are jointly liable to pay the Council Tax bill if:

- They are at the same position on the list above, or

- If they are living together as joint tenants, or if they are married, or as part of a civil partnership, or living together as if they are husband and wife, or as if they were part of a civil partnership.

This means that if one fails to pay the other will have to pay the Council Tax in full. In some cases the landlord may be liable even if there is someone on the list.

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**Other help and support**

There may be support available to help with your living costs. These are some of the ways in which we may be able to help:

- Assistance to keep homes warm to help reduce the costs of energy bills

- Disabled Facilities Grant to help people with disabilities with home adaptations.

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**Worried about your Council Tax bill or if you think you may qualify for a reduction, please email:**
counciltax@s-norfolk.gov.uk
T: 0808 178 7141
or contact us via our website
www.south-norfolk.gov.uk

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www.south-norfolk.gov.uk
Your right to appeal

The Council will make decisions based on the law as to whether:

- A property should be subject to Council Tax
- A person is liable to pay Council Tax
- An exemption should apply
- A discount should apply
- You qualify for help under the Council Tax Support scheme operated by South Norfolk Council
- Any calculation of an amount of Council Tax to be paid.

You have a right to appeal against these decisions if you disagree. In the first instance appeals of this nature should be made via email or in writing to:

counciltax@s-norfolk.gov.uk

Council Tax,
South Norfolk Council,
Cygnet Court, Long Stratton,
Norwich, NR15 2XE

If the Council feels unable to agree to your appeal we will tell you how you can then appeal to the Valuation Tribunal Service.

For more information or to get in touch with us please visit our website www.south-norfolk.gov.uk

Useful contacts and further information

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<thead>
<tr>
<th>General Council enquiries</th>
<th><a href="mailto:council@s-norfolk.gov.uk">council@s-norfolk.gov.uk</a></th>
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<tr>
<td>Queries on Council Tax</td>
<td><a href="mailto:counciltax@s-norfolk.gov.uk">counciltax@s-norfolk.gov.uk</a></td>
</tr>
<tr>
<td>Council Tax Support/ Housing Benefit</td>
<td><a href="mailto:benefits@s-norfolk.gov.uk">benefits@s-norfolk.gov.uk</a></td>
</tr>
<tr>
<td>Business Rates</td>
<td><a href="mailto:nndr@s-norfolk.gov.uk">nndr@s-norfolk.gov.uk</a></td>
</tr>
<tr>
<td>24 hour telephone payments</td>
<td>Freephone 0808 178 7146</td>
</tr>
<tr>
<td>Debt advice/welfare rights</td>
<td>01508 533933</td>
</tr>
</tbody>
</table>

Opening hours: 8:15 to 5:00pm Monday to Friday

www.south-norfolk.gov.uk
Financial information

We publish information on the finances of South Norfolk Council and larger parish councils on our website, which can be accessed at www.south-norfolk.gov.uk/budgets.

Please let us know if you would like a printed copy of this information by contacting us at counciltax@s-norfolk.gov.uk, or on 0808 1787141.

Statement concerning adult social care funding

The Secretary of State for Housing, Communities and Local Government has 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 is the option of an adult social care authority being able to charge an additional “precept” on its council tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this “precept” at an appropriate level in each financial year up to and including the financial year 2019-20.

For more information please visit www.norfolk.gov.uk/counciltax
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To register please go to www.gov.uk/register-to-vote. You will need your National Insurance number and date of birth. If you would prefer to apply over the telephone please call us on 01508 533704.

If you have any queries please contact elections@s-norfolk.gov.uk

BULKY WASTE COLLECTION?

Contact us and we’ll take it away for you. Visit www.south-norfolk.gov.uk/bulky to book.

If your waste is fly tipped and traced back to you, you could face prosecution with a maximum fine of up to £5000.

To report fly-tipping visit: www.south-norfolk.gov.uk/flytipping
We have four excellent leisure centres offering an extensive range of facilities, classes and activities. Whatever your fitness level and whether you’re looking to lose weight, keep fit, tone up or build muscle - we’ve got something for everyone.

Find out more about Diss, Hethersett, Long Stratton and Wymondham Leisure Centre at www.south-norfolk.gov.uk/leisure