

Understanding your Council Tax Reduction

The amount of Council Tax Reduction you have been awarded is shown on your Council Tax bill. If you would like further help or information please visit our website. Alternatively you can call us on 01243 534509, email benefits@chichester.gov.uk or write to us at the address shown on your bill.

Please note your new year entitlement is calculated in advance and is therefore subject to change.

From April 2018 the council introduced a new CTR class for working age people in receipt of Universal Credit. If you are liable to pay Council Tax and are in receipt of Universal Credit your CTR award will be calculated with reference to the income bands below.

	Single Household		Couple Household		1 Child Household		2 or more Children	
	Income Band		Income Band		Income Band		Income Band	
Reduction	From	To	From	To	From	To	From	To
100%	£0.00	£100.00	£0.00	£150.00	£0.00	£200.00	£0.00	£250.00
80%	£100.01	£120.00	£150.01	£170.00	£200.01	£220.00	£250.01	£270.00
60%	£120.01	£140.00	£170.01	£190.00	£220.01	£240.00	£270.01	£290.00
40%	£140.01	£160.00	£190.01	£210.00	£240.01	£260.00	£290.01	£310.00
20%	£160.01	£180.00	£210.01	£230.00	£260.01	£280.00	£310.01	£330.00
0%	£180.01	+	£230.01	+	£280.01	+	£330.01	+

For claimant's receiving CTR under the banded scheme for UC claims there is a discretionary fund. This is for claims where it can be demonstrated that the scheme has financially disadvantaged them and caused financial hardship. Requests should be made in writing to the benefits team. Further information can be found in the local Council Tax Reduction scheme.

For more information please visit our website www.chichester.gov.uk/counciltaxreduction

What should I do if I think the decision is wrong?

The amount of Council Tax Reduction awarded is based on the household and financial information details you have given us. If you require a more detailed explanation this calculation, please contact the benefits office to request this. We aim to reply to you within 14 days.

If you are aggrieved by the way your Council Tax Reduction has been calculated you should write to the Council, stating the reasons why. The Council will consider the grievance and notify you in writing of the outcome. If you remain dissatisfied, or have had no reply within 2 months, you may appeal directly to the Valuation Tribunal for England.

www.valuationtribunal.gov.uk/CTReduction.aspx

What if my circumstances change?

You must inform us in writing of any changes in your circumstances, which may affect your claim straight away. **It is your responsibility to do this.** Do not rely on anyone else, such as the Department for Work and Pensions, to do this for you. Types of changes includes:

- A change in any type of income or savings; or
- A change to your household.

If you don't tell us about changes your claim may be incorrect and it may be determined that you are entitled to less Council Tax Reduction. This may mean that you will not have paid enough Council Tax.

It will be your responsibility to ensure that any additional amounts of Council Tax due are paid.

It is an offence not to tell us about changes in your circumstances that affect the amount of Council Tax Reduction that is awarded. Where you fail to advise of any changes in your circumstances we may decide to take further action, including criminal proceedings.

Manage your Benefits online

You can use this online service to make a claim, up-date your details, tell us about a change in circumstances and submit evidence for your claim. To access this service and for more information go to www.chichester.gov.uk/myaccount and select 'My benefits'.

Help us stop fraud

If you know someone who is claiming benefit or council tax reduction fraudulently please contact the National Benefit Fraud Hotline on 0800 854 440 or online at www.gov.uk/report-benefit-fraud