

Council Tax Support

Help with your Council Tax





What is Council Tax Support?

Council Tax is a property-based tax paid to local authorities. If you're on a low income, you may be entitled to help towards paying your Council Tax. This is Council Tax Support, also known as Council Tax Reduction.

Each local council is responsible for operating its own Council Tax Support scheme so there may be differences across the country in eligibility and the amounts of support given.

Can I claim it?

If you're on a low income or claiming certain benefits you may be able to claim Council Tax Support. You can claim whether you own your own home or are renting, and regardless of your employment status.

How much will I get?

The amount of Council Tax Support you will get depends on things like:

- which benefits you receive
- your age
- your income
- your savings
- who you live with
- how much Council Tax you pay.

“My care costs a lot more since my fall. But now I receive Council Tax Support it’s really helped me make ends meet.”
Reg, 89



Other Benefits and Council Tax Support

You may get more Council Tax Support if you receive a disability benefit such as Attendance Allowance, Disability Living Allowance, Personal Independence Payment, or Carer's Allowance.

If you receive the Guarantee Credit part of Pension Credit you may get your Council Tax paid in full. If you don't receive the Guarantee Credit part of Pension Credit but you have a low income and less than £16,000 in savings, you may still get some help.

If you don't currently receive Pension Credit, it's a good idea to read our guide **Pension Credit** as even a small amount can entitle you to other support.

You should also get a benefits check to make sure you're not missing out on any money. Contact your local Age UK or go to www.ageuk.org.uk/benefits-check to use our online benefits calculator.

“Age UK's benefits calculator changed my life. I now get Council Tax Support and Pension Credit – giving me over £1,000 extra each month!”
Rosa, 71





Council Tax discounts and exemptions

Other than Council Tax Support, there are other discounts and exemptions you can claim to reduce your Council Tax bill. These could apply to you if:

- you live alone
- you and/or someone you live with has a severe mental impairment, such as dementia or a learning difficulty
- you're a carer
- your home has adaptations that make it suitable for someone living in it who has a disability
- your property is empty – for example, if you have left it to go into hospital or a care home
- your sole or main residency is somewhere else
- you have another person living with you who is not your partner and whose income is low (known as Second Adult Rebate). This is not available in Wales.

Some local councils may also offer discretionary discounts, for example because your home is flooded. Check with your local council to find out what support they offer and be prepared to provide evidence to them.

How do I apply?

Contact your local council to see whether you can claim any discounts or exemptions on your Council Tax bill.

If you need any help with your claim, contact your local Age UK.

What if my application is turned down?

If your claim for Council Tax Support or a discount or exemption is turned down, you can appeal the decision.

You should first appeal to the local council that made the decision. Their contact details should be on the decision letter you receive.

If your appeal is unsuccessful, you can make a further appeal to the Valuation Tribunal for England (see page 7). You have two months to make an appeal after receiving the decision from your local council. The contact details should also be on your decision letter. In Wales, you can appeal to the Valuation Tribunal for Wales (see page 7).

In England, you can't appeal against a decision to refuse any discretionary discounts your local council may offer. In Wales, you can appeal against discretionary discount decisions.



Useful organisations

Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and website.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

In Wales, contact Age Cymru: **0800 022 3444**

www.agecymru.org.uk

In Northern Ireland, contact Age NI: **0808 808 7575**

www.ageni.org

In Scotland, contact Age Scotland: **0800 124 4222**

www.agescotland.org.uk

Valuation Tribunal

Independent appeals tribunal that handles Council Tax appeals.

Tel: **0300 123 2035**

www.valuationtribunal.gov.uk

In Wales, contact Valuation Tribunal for Wales

www.valuation-tribunals-wales.org.uk

This information guide has been prepared by Age UK and contains general advice only, it should not be relied on as a basis for any decision or action. Neither Age UK nor any of its subsidiary companies or charities accepts responsibility to ensure any information is up to date and accurate. Please note that the inclusion of named agencies, websites, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age UK or any of its subsidiary companies or charities. Age UK is a charitable company limited by guarantee and registered in England and Wales (registered charity number 1128267 and registered company number 6825798). The registered address is Tavis House, 1–6 Tavistock Square, London WC1H 9NA. Age UK and its subsidiary companies and charities form the Age UK Group, dedicated to helping more people love later life. ID204137 04/19 publication April 2019, next review date April 2020.

What should I do now?

You may want to read some of our other relevant guides, such as:

- **More money in your pocket**
- **Pension credit**

You can order any of our guides or factsheets by giving our Advice Line a ring for free on **0800 169 65 65** (8am-7pm, 365 days a year).

Our friendly advisers will also be able to help answer any questions you have about anything you've read.

All of our publications are available in large print and audio formats.

There's plenty of really useful information on our website, too. Visit **www.ageuk.org.uk/moneymatters** to get started.

If contact details for your local Age UK are not in the below box, call Age UK Advice free on **0800 169 65 65**.



0800 169 65 65
www.ageuk.org.uk



Age UK is a charitable company limited by guarantee and registered in England and Wales (registered charity number 1128267 and registered company number 6825798). Registered address: Tavis House, 1-6 Tavistock Square, London WC1H 9NA. Age UK and its subsidiary companies and charities form the Age UK Group, dedicated to helping more people love later life. ID204137 04/19