

Council Tax Support



Help with your Council Tax



What is Council Tax Support?

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

All local councils use the same Council Tax Support scheme for people over State Pension age. However, if you haven't yet reached State Pension age, the scheme can vary between councils, so you should contact your local council to find out about eligibility requirements and the amount of support you could receive. In Wales, the Council Tax Reduction schemes are broadly the same in each local council area.



This symbol indicates where information differs for Wales.

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 make a claim whether you own or rent your home and regardless of your employment status.

How much will I get?

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

- your age
- your income, including any benefits you receive
- your savings
- who lives with you
- how much Council Tax you pay.

“My care has cost a lot more since my fall. But my Council Tax Support has 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 Guarantee 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 claim Pension Credit, it's a good idea to read our guide **Pension Credit**. Even receiving a small amount can entitle you to other support.

If you're not over State Pension age, Council Tax Support is worked out using 'working age scheme' rules, which tend to be less generous. Check with your local council for the rules in your area.



You can also get a benefits check to make sure you're not missing out on any money. You can visit www.ageuk.org.uk/benefits-check to use our online benefits calculator or contact your local Age UK. In Wales, contact your local Age Cymru.

“I'm really glad I used the benefits calculator. I now get Council Tax Support and Pension Credit – I hadn't realised I'd be entitled to them.”

Rosa, 71





Council Tax discounts and exemptions

As well as Council Tax Support, there are other discounts and exemptions you can claim to reduce your Council Tax bill. These may apply to you if:

- you live alone
- you 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 to make it suitable for someone with a disability who lives there
- your property is empty – for example, if you've left it to go into hospital or a care home
- your sole or main residency is somewhere else
- you live with another person who isn't your partner and whose income is low (known as Second Adult Rebate). This isn't available in Wales.

Some local councils may also offer discretionary discounts – for example, if your home is flooded. Check with your local council to find out what support it offers and be prepared to provide evidence to support your claim.

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. In Wales, contact your local Age Cymru.

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.

First, appeal to the local council that made the decision. Its 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 (page 7). You have two months to make an appeal after receiving the decision from your local council. You can't appeal against a decision to refuse any discretionary discounts your local council may offer.



In Wales, you can appeal to the Valuation Tribunal for Wales (page 7) and you can appeal against discretionary discount decisions.



Useful organisations

Age UK

We provide information and advice 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 Advice: **0300 303 44 98**

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 in England.

Tel: **0303 445 8100**

www.valuationtribunal.gov.uk

In Wales, contact the **Valuation Tribunal for Wales**

Tel: **01633 255003**

www.valuationtribunal.wales

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What should I do now?

You may want to read some of our relevant information guides and factsheets, 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 are there to help answer any questions.

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



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