

Council Tax Support FAQ

What is the maximum Council Tax Support I can get?

Support can be up to 100% of the Council Tax bill for any applicant.

What do you need to know about my Income and Savings?

To find out how much money you have coming in we need details of your earnings, unearned income and any savings you have. Earnings mean your gross wage minus your tax, national insurance payments and half of any contributions you make to a pension scheme. Unearned income is any other income you receive.

What date will my claim start from?

Entitlement generally begins on the Monday following receipt of the claim, even if the claim is received on a Monday. However, a claim may be backdated for a maximum of 6 months for Working Age Claimants and 3 months for Non-Working Age Claimants (depending on your circumstances) from when a request is made and where the claimant can show "good cause" as to why the claim was not made earlier. You must apply on time to prevent loss of support that you may be entitled to.

How long will it take to process my application?

The Council aim to process new applications, once all supporting evidence has been received, within 19 calendar days.

If you are already in receipt of an award and notify a change in your circumstances the Council aim to process the change within 7 calendar days.

How will I know how much Council Tax Support I will get?

A notification informing you of your award figure and details of how it has been calculated will be issued to you along with a revised Council Tax Bill.

I have had a change in my circumstances since I last claimed Council Tax Support what should I do?

If you receive Council Tax Support and have had any change in circumstances since you last claimed, such as a person may have moved in or out of your property, or you may have had an increase in your income, savings or capital you must tell us.

- Online using the Housing Benefit and Council Tax Support Form
- You can also request an application form by contacting Customer Services.

What can I do if I am unhappy with the level of support I am awarded?

You can ask for a revision or appeal the decision.