

This leaflet explains what to do if you think the decision about your Council Tax Support is wrong

Introduction

When you apply for Council Tax Support, or you tell us about a change in your circumstances, you will get a decision in writing. If you think the decision is wrong, you can ask for it to be looked at again.

There are different ways you can do this. You can contact us

- within a month of our decision and you can ask for a written explanation of it. This is called a statement of reasons
- and ask us to revise our decision
- if you are still unhappy after this, or if we do not reply within two months you can appeal to the Valuation Tribunal.

You can only request any of these if you are the 'person affected' by our decision.

Who is a person affected?

A person affected is

- the claimant
- someone acting on your behalf appointed by the Court of Protection
- someone who holds 'power of attorney' for you.

Council Tax Support appeal procedure

- If you are unhappy with a decision we have made you can ask us to look at it again. There is no time limit for this. Your request must be in writing and should contain your reasons for the request. The more information you give us, the easier it will be for us to deal with your request.
- Once we have reconsidered our decision we will write to you, within two months of the request being made, to tell you our decision.
- If you still disagree with our decision, or if you have not heard from us after two months, you can make an appeal directly to the Valuation Tribunal.

What is a 'statement of reasons'?

A 'person affected' can ask us to provide a written statement of reasons explaining our decision in more detail within one month of it being made.

If you want to ask for a statement of reasons you should complete the section on page 6 of this form. Tick the statement of reasons box and tell us the date of the decision you would like more information about. We will write to you with an explanation as quickly as possible.

What is an appeal?

If you are unhappy with a decision we have made you can ask us to reconsider it. Remember there is no time limit for you to do this.

If our decision is wrong, we will correct it and you will get a new decision in writing with new appeal rights.

If our decision is right, we will write to you and explain why we cannot change it. If you still disagree you can then appeal to the Valuation Tribunal. You have two months from the time we make our decision to do this.

If you do not receive a reply

If you have not received a reply from us after two months of contacting us you can appeal to the Valuation Tribunal. You have up to four months from when you contacted us to do this.

Decisions you cannot appeal against

Most decisions we make can be considered by the Valuation Tribunal, but there are some that they cannot. For example,

- what information and evidence you need to provide
- about our Council Tax Support scheme.

What is the Valuation Tribunal?

The Valuation tribunal is an independent organisation that deals with Council Tax and rating appeals.

For more information please visit www.valuationtribunal.gov.uk

It is important to note that the Valuation Tribunal is not the same organisation that considers appeals about Housing and Council Tax Benefit. These are heard by HM Courts and Tribunals Service. For more information about these appeals please see our leaflet 'how to make an appeal' - form number 06.

What the Valuation Tribunal looks at

The Valuation Tribunal can only look at the evidence, law and circumstances at the time we make the decision you are appealing against.

They cannot look at any changes in your circumstances that may have happened since the decision was made.

If you have a change in your circumstances that could affect your entitlement you must tell us straight away. Do not wait for the appeal hearing.

What do I do now?

Decide if you would like to ask for a statement of reasons of if you want us to reconsider our decision. If you have already done this and are still unhappy you will need to contact the Valuation Tribunal at www.valuationtribunal.gov.uk

Fill in all the boxes on pages 5, 6 and 7.

Then tell us why you think our decision is wrong. Give us as much information as possible as this will make it easier for us to make the right decision. If you have other evidence that you think is important send it in with your request.

Council Tax Support appeal form

If you are the claimant please enter your details in Section A. If you are not the person claiming Council Tax Support, please enter the claimant details in Section A and your details in Section B.

Section A

| | |
|------------------------------|--|
| Title (Mr, Mrs, Miss, Ms) | |
| First name | |
| Surname | |

| | |
|----------------------------|--|
| Address including postcode | |
|----------------------------|--|

| | | |
|------------------|------|--------|
| Phone numbers | Home | Mobile |
| Email address | | |
| Reference number | | |

Section B

| | |
|------------------------------|--|
| Title (Mr, Mrs, Miss, Ms) | |
| First name | |
| Surname | |

| | |
|----------------------------|--|
| Address including postcode | |
|----------------------------|--|

| | | |
|------------------|------|--------|
| Phone numbers | Home | Mobile |
| Email address | | |
| Reference number | | |

| | |
|--|--|
| What is your relationship to the claimant? | |
|--|--|

Declaration

I declare that the information I have given is correct as far as I know. I agree to the Council making any enquiries to check the information I have given. I understand that I can be prosecuted if I give false information.

Signed

Date

Print name

Independent advice

If you need free and independent advice you can contact Citizens Advice.

Rochford Office, Back Lane, Rochford SS4 1AY

Open Tuesday 10.00am–2.00pm
Thursday 10.00am–2.00pm
Phone: 0344 477 0808

Rayleigh Office, Civic Suite, Hockley Road, Rayleigh SS6 8EB

Open Monday 10.00am–2.00pm
Thursday 10.00am–2.00pm
Friday 10.00am–2.00pm
Phone: 0344 477 0808

How to contact us

If you need help filling in the form

You can phone us on 01702 318197 or 01702 318198 between 8.30am to 5.30pm, Monday to Thursday and 8.30am to 5.00pm Friday.

You can come into the office from 8.30am to 12 noon Monday, Tuesday, Thursday and Friday or 12 noon to 5.00pm on Wednesday.

We are closed at the weekend. Our address is on the front of this form.

You can also email us at revenues&benefits@rochford.gov.uk

If you would like this information in large print, Braille or another language, please phone 01702 318197 / 318198.



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Rochford Essex SS4 1BW
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Website: www.rochford.gov.uk