

# Council Tax Demand Notice Notes

**Register online to view your account and receive your bill electronically:** [www.kingston.gov.uk/council-tax](http://www.kingston.gov.uk/council-tax)

## Tell us about changes that affect your Council Tax Bill or set up a Direct Debit

Please go to [www.kingston.gov.uk](http://www.kingston.gov.uk) to tell us about your changes, inform us about a change in your circumstances, including applying for or cancelling sole occupier discount, inform us about moving house, set up or change a Direct Debit or view your Council Tax account. For Landlords and Managing Agents of multiple properties there is now a facility to report all changes via the website.

## Important if you receive a Discount or Exemption

If you have been awarded a discount or exemption and you are not entitled to it you must tell the Council Tax Office within 21 days from the date your circumstances change. If you delay in notifying us it is a serious offence, we may prosecute you or impose a penalty.

## Do you receive a Sole Occupier Discount?

If you are receiving a sole occupier discount this is because there is only one adult over the age of 18 years living in your property. You must tell us immediately if this is incorrect or if any resident children become 18 years of age, even if they are at school, college, university or unemployed. **In order to identify any fraud or error, we will be checking our records against a credit reference agency.** If your circumstances have changed which will affect your entitlement to this discount please notify us immediately.

## Paying less Council Tax

The full Council Tax bill assumes there are at least two adults over 18 years of age resident in the property. Below is a guide to the most commonly claimed discounts and exemptions. The full list of discounts and exemptions available and ways to apply can be found on our website at [www.kingston.gov.uk](http://www.kingston.gov.uk) or by contacting the Council Tax Team. **Students should notify us of changes at [www.kingston.gov.uk](http://www.kingston.gov.uk).** All discounts are assessed on an individual basis.

### Discounts

- Single occupancy discount – one adult over age of 18 years in occupation.
- 18 years or over for whom Child Benefit is payable.
- Full-time students at recognised educational establishments.
- Apprentice or Youth Training Trainee.
- An 18 or 19 year old who has just left school.
- Carers providing full-time care to someone in the household, not husband or wife or child under 18 years old. Charity employed resident carers.
- Person who is severely mentally impaired
- Convicted or remand prisoners (but not for non-payment of Council Tax or of fines) and persons detained under the Mental Health Act.

A full list of discounts, exemptions and long term empty property premiums can be found on our website [www.kingston.gov.uk](http://www.kingston.gov.uk)

### Exemptions

- Unoccupied property due to the owner being in a care home, or hospital. (Class E)
- Person who would be liable is deceased: For a period of up to 6 months after probate or letters of administration were granted. (Class F)
- Living in another property to receive or give care. (Class I & J)
- Dwelling repossessed by mortgagee. (Class L)
- Dwellings occupied only by students, school or college leavers or by certain spouses or dependants of students. (Class N)
- Dwellings occupied by severely mentally impaired persons. (Class U)

### Disabled Band Reduction

- If someone in your household (an adult or a child) is disabled and uses a wheelchair indoors or requires an extra bathroom or kitchen or another room solely for their needs or equipment you may be entitled to a reduction. Please contact us to discuss your circumstances.

## Annexes

A 50% reduction may apply for people living in annexes provided they are related to the person liable to pay for the other property or if the annexe is unoccupied it must be being used by the person liable for the other dwelling as part of their main residence. Please contact us to discuss your circumstances.

## Council Tax Reduction Scheme

If you are in receipt of a low income, whether this is earned or state benefits, you may be entitled to get help with your Council Tax payments. To apply for help please complete the online application form at [www.kingston.gov.uk](http://www.kingston.gov.uk). **Making an application for Council Tax Reduction will not allow you to withhold or delay payments – these must be made as advised on the most recent Demand Notice issued to you.**

## General Data Protection Regulation 2016 - Privacy Notice

You have a right to know how the Revenue and Benefits Department is holding information about you, what information we are processing about you, what we are using it for and who we share it with.

This information is set out on a privacy notice on our website at [www.kingston.gov.uk/council-tax](http://www.kingston.gov.uk/council-tax)

**Other ways to contact the Council Tax Team** (if you do not have access to the website or have questions that are not dealt with on the website):

**By telephone:** 020 8547 5000, 9am to 5pm Monday to Friday

**By email:** [ctax@kingston.gov.uk](mailto:ctax@kingston.gov.uk)

**In person:** Guildhall 2, 9am to 5pm Monday to Friday. **Appointment basis only.**

Where possible, send to the email address shown above, scanned images or photographs of all documents you wish to submit.

If you have specific communication needs we can provide Large Print Bills, and a text relay service for people who are D/deaf, hearing impaired, or have a speech impediment. Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter. Please contact us on 020 8547 5000.