

What to do if you think our decision about your Council Tax Reduction is wrong?



What to do if you think our decision about your Council Tax Reduction is wrong?

The notification letter you have received will tell you how we have worked out your reduction, how much reduction you will receive or the reason why you do not qualify for a reduction.

You should always read the reduction notification letter carefully to make sure that we have worked out your reduction correctly.

You must inform us immediately if any of the information in the letter is wrong or missing.

If you are not happy with our decision you can:

1. ask for an explanation
2. ask for a written statement of reasons
3. ask us to look at the decision again (this is a revision)

Before you can appeal directly to the Valuation Tribunal you must first ask us to look at the decision again. You should do this in writing within one month of the date of your decision letter. Where we fail to respond to your revision request within two months you can then appeal directly to the Valuation Tribunal.

Once we have considered your request we will write to you to explain any changes we have made, or to explain why we cannot change our decision.

If you still disagree with our decision, you can appeal **directly** to the Valuation Tribunal for England, which are an independent body.

Ask us to explain our decision

If you do not understand the assessment of your Council Tax Reduction you should contact us immediately and we will explain the reasons for our decision. (See page 6 for contact details).

Statement of reasons

The statement of reasons is an explanation in writing of the reasons for our decision. You have the right to ask us for a written statement of reasons. Should you want a written statement of reasons you should ask for this within one month of the date of your decision letter.

Ask us to look at our decision again

If you want us to reconsider a decision we have made, where you think we have made a mistake or you have information and evidence which you believe will change our decision, you can request a **revision**.

To ask for a revision you should complete the form on pages 7 and 8 and return this to us within one month of the date of your decision letter.

You can only ask for a revision if you are a person affected by the decision.

You are affected if:

- you are the person who has applied for a Council Tax Reduction or
- you are someone the applicant has authorised; or
- you are someone who has the power of attorney to act on the applicant's behalf

When we receive your request for a revision another officer will look at the original decision. Once we have considered your request we will write to you to explain any changes we have made, or to explain why we cannot change our decision.

There are strict time limits for appealing to the Valuation Tribunal:

- If we reply to you within two months, you have a further two months from the date of our reply to appeal to the Valuation Tribunal.
- If we do not reply to your dispute within two months of your first contacting us, you can appeal directly to the Valuation Tribunal. You must appeal within four months of the date that you disputed our decision.

Appealing against our Council Tax Reduction decision

If you believe our Council Tax Reduction decision is wrong you have a right of appeal to the Valuation Tribunal for England.

You can only appeal directly to Valuation Tribunal for England where:

- We have re-examined the original decision and upheld that it is correct. You have two months from the date of our reply to appeal.
- We have not responded to your request for a revision within two months. You have four months from the date that you disputed our decision to appeal.

You should not submit your Council Tax Reduction appeal direct to the Council as we will not be able to consider your appeal and will tell you to contact the Valuation Tribunal.

The appeal forms are available directly from the Valuation Tribunal or can be found on their website.

Appeals to the Valuation Tribunal must be made to:

CTR Team, Valuation Tribunal Service, Hepworth House, 2 Trafford Court, Doncaster DN1 1PN

If you have queries please phone the Valuation Tribunal on **0300 123 1033** or visit their website. **www.valuationtribunal.gov.uk**

You cannot appeal to the Valuation Tribunal regarding the following specific matters:

- the local CTR scheme provisions as set by the council

Late Appeals

An out of time appeal may be allowed by the Valuation Tribunal where you have failed to appeal within the time limits due to circumstances beyond your control.

In such a case you must complete a form that is available on the Valuation Tribunal website

<http://www.valuationtribunal.gov.uk> and provide them with reasons why you were unable to make the appeal within the deadline.

You can withdraw the Council Tax Reduction appeal at any time before the hearing by writing to the Valuation Tribunal.

You must continue to pay your Council Tax until your case is heard by the Valuation Tribunal.

You should also inform us within 21 days if you or your household's circumstances change.

What happens if I am also unhappy with my Housing Benefit Decision?

Council Tax Reduction is not a benefit, it is a reduction that is made to a Council Tax account.

The appeals process is different to appeals against Housing Benefit.

If you are unhappy with both your Housing Benefit decision and your Council Tax Reduction decision you will need to make two separate appeals. You cannot make one joint appeal covering both decisions.

A decision by the Valuation Tribunal is not binding on a Housing Benefit decision and does not mean that the same decision will be made on your Housing Benefit claim.

For more information about what to do if you are unhappy with your Housing Benefit decision please read our separate leaflet titled Disagreeing with a Housing Benefit and or Council Tax Benefit decision*

*You can only appeal a Council Tax Benefit decision if you are making a late appeal in relation to Council Tax Benefit paid up until the 31st March 2013.

How to Contact Us

If you would like to contact us or need help and advice go to www.haringey.gov.uk/contact-benefits

Please send this form and any proof to:

Shared Service
Centre | Benefits
Haringey Council
PO Box 10505
Wood Green
London N22 7WJ
E-mail: benefits@haringey.gov.uk

Council Tax Reduction dispute request

Full Name

Address

Date of Birth

Council Tax Reduction reference number

National Insurance number

Daytime phone number

E-mail address

Date of the decision

Please write the date of the decision we sent to you that you disagree with.

Please tick the box or boxes that apply to you.

I would like you to explain your decision.

I would like a written Statement of Reasons.

I would like you to look at the decision again.

Use this to tell us what you think is wrong with our decision. Tell us why you want us to look at the decision again or write the clear reasons for your dispute. Please continue on a separate sheet if you need to. You can attach as much information or evidence to support your dispute as you want. Please ensure that any evidence submitted is original.

If it more than a month after the date of our decision, use this space to tell us why you did not send us this form sooner.

Signature

Date

Return to: Shared Service Centre | Benefits, Haringey Council,
P.O. Box 10505, Wood Green London N22 7WJ