

Contact Details:

Email: council.tax@shropshire.gov.uk
business.rates@shropshire.gov.uk
benefits@shropshire.gov.uk

Revenues & Benefits postal address is:

Revenues & Benefits

Shropshire Council
 PO Box 4749, Shrewsbury
 Shropshire SY1 9GH

Contact Revenues & Benefits on:

Benefits 0345 678 9001
Council Tax 0345 678 9002
Business Rates 0345 678 9003
Payment Line 0345 678 9009

For general Shropshire Council enquiries:

Our postal address is:

Shropshire Council visit www.shropshire.gov.uk
 Shirehall, Abbey Foregate or call 0345 678 9000
 Shrewsbury, Shropshire SY2 6ND email customer.service@shropshire.gov.uk

National Benefit Fraud Hotline: 0800 854 440

If you can read this but know someone who can't please contact us on 0345 678 9000 so we can provide the information in a more suitable format.

Fair processing notice - How we use your information

The information that you provide will be processed in accordance with Data Protection and other relevant legislation. This authority has a duty to protect the public funds it administers and may use information held about you for the prevention and detection of fraud and other lawful purposes. This may include, but is not limited to, matching Council Tax data with electoral registration records. The council will also use the information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share this information with other bodies responsible for detecting or preventing fraud or auditing or administering public funds. We will not disclose your personal information to third parties for marketing purposes.

Council Tax demand notice explanatory notes

Council Tax Valuation Bands

Most dwellings are subject to Council Tax. There is one bill for each dwelling, whether it is a house, bungalow, flat, maisonette, mobile home or houseboat, and whether it is owned or rented.

Each dwelling has been placed into one of eight bands by the Listing Officer of the Valuation Office Agency, according to its open market value at 1st April 1991.

Valuation Band	Range of Values	
A	Up to and including £40,000	
B	£40,001	£52,000
C	£52,001	£68,000
D	£68,001	£88,000
E	£88,001	£120,000
F	£120,001	£160,000
G	£160,001	£320,000
H	£320,001	and above

The valuation band for your dwelling is shown on your Council Tax bill. You may look at any property's valuation band on the Valuation Office Agency website (www.voa.gov.uk)

Appeals to the Valuation Office Agency

The grounds for appeal against your property's valuation band are as follows:

- You became the Council Taxpayer in respect of a property for the first time and you think your valuation band is incorrect - your appeal must be made within 6 months
- The Listing Officer has altered the band. This may occur when the property is sold and the previous owner added an extension
- You believe that the banding should be changed because there has been a reduction in the dwelling's value - for example part of it has been demolished
- You start or stop using your property to carry out a business or the balance between domestic and business use changes

Any appeal against the banding, made within the first six months, can be made by calling **03000 501501**. Any other banding appeal should be made in writing to the **Listing Officer, Valuation Office Agency, 2 Broadway, Broad Street, Birmingham, B15 1BG** or via email to ctwest@voa.gsi.gov.uk

You may appeal to the council if you think:

- You are not liable to pay the Council Tax, for example because you are not the resident or owner of the property
- Your property should be exempt
- The amount shown on your bill is incorrect

You should make any appeal in writing. The council will consider your case and if we have not contacted you within two months or if no agreement has been reached by this time, you have a further right of appeal to the Valuation Tribunal. Making an appeal does not allow you to withhold payment or part payment of the Council Tax. If your appeal is successful you will be entitled to a refund of any overpayment.

Reductions for people with disabilities

If you, or someone who lives with you, needs an extra room (which could include an extra bathroom or kitchen) or extra space in your property because of a permanent disability you may be entitled to a reduced Council Tax bill. A reduced bill will be calculated as if your property had been placed in a band immediately below the one shown in the valuation list. People in a band A property may also be entitled to a reduced Council Tax bill. If you think that you are entitled to a reduction and it is not shown on your bill, please contact the Council. If your property has any special features which have been added for a resident with a disability which reduces the value of the property and you do not think they have been taken into account in the valuation band, you should contact the Listing Officer (see "Appeals to the Valuation Office Agency" section).

Discounts

A full Council Tax bill assumes that there are two or more adults living in a property. If you are the only adult living in your property you are entitled to a 25% discount. The following people do not count when calculating the number of adult residents:

- Prisoners
- Patients resident in a home
- Care workers or carers
- Foreign diplomats
- Residents of hostels
- School leavers
- Severely mentally impaired
- Non British partners/dependant of a student
- Patients resident in hospital
- Apprentices
- Youth training trainees
- Members of religious communities
- Members of visiting forces
- People for whom child benefit is payable
- Full-time students, student nurses

If all the adults resident in your property are not counted, then a discount of 50% will apply. If all but one of the adults resident in your property are not counted, then a discount of 25% will apply.

Empty Property

From 1st April 2004, billing authorities have been able to vary the level of discount on second homes and empty homes.

From 1st April 2013 there has been no discount awarded for second homes.

From 1st April 2014 a property that has been unoccupied and unfurnished for more than two years was charged an additional 50% Council Tax premium. With effect from 1st April 2019, the premium will be increased from 50% to 100%.

From 1st April 2018 empty homes will receive 100% discount for one month from the point they become both unoccupied and substantially unfurnished and then no discount will apply afterwards.

From 1st April 2018, the 50% discount for an unoccupied and unfurnished property requiring structural alteration or major works to render it habitable was removed.

Please note these are irrespective of a change in ownership.

Annexes

With effect from 1st April 2014 a 50% discount is awarded in respect of Annexes that are either occupied by people related to the person liable to pay the council tax of the main dwelling, and for people living in dwellings with annexes which are unoccupied provided they are using those annexes as part of their main residence.

Exempt Properties

Some properties are exempt from Council Tax.

- B Unoccupied properties owned by charities (exempt for up to six months)
- D Properties left empty by prisoners
- E Properties left empty by long stay patients in hospitals and care homes
- F Properties left empty by deceased persons
- G Properties where occupation is prohibited by law
- H Empty clergy properties
- I Properties left empty by people moving to receive personal care from another
- J Properties left empty by people moving to provide personal care to another
- K Properties left empty by students
- L Repossessed properties
- M Halls of residence
- N Properties occupied by students or school leavers
- O Armed forces accommodation, ie barracks
- P Properties occupied by members of visiting forces
- Q Properties left empty by bankrupts
- R Unoccupied caravan pitches and houseboat moorings
- S Properties occupied only by person(s) under 18
- T Unoccupied annexes which form part of a single property and may not be let separately without a breach of planning consent
- U Properties occupied only by person(s) who are severely mentally impaired
- V Property where at least one person who would otherwise be liable is a diplomat
- W Annexes and similar accommodation occupied by an elderly or disabled relative

For further information please go to www.shropshire.gov.uk/council-tax

Council Tax Support Scheme

The Council Tax Support Scheme assists people with low income by reducing their Council Tax bill. Council Tax Support is not awarded to you automatically - you must claim it. To apply online go to www.shropshire.gov.uk/benefits or e-mail benefits@shropshire.gov.uk Please note that normally benefit can only be awarded from the Monday following the date a claim is received by the Council. You must not withhold payment or part payment of the Council Tax whilst awaiting the outcome of your application. If you are in receipt of Council Tax Support you have a duty to inform Shropshire Council of any changes in circumstances that may affect your entitlement as soon as possible. This could be changes in your earnings, benefit entitlement, capital / savings, or the number of adults resident in the property. Failure to do so may lead to your benefit being stopped and you owing the council money.