

## Council Tax Demand Notice

### Statement on discounts and exemptions

This statement forms part of the demand notice:-

<b>Narrative on bill</b>	<b>Discount</b>	<b>Reason for discount</b>
Single Person Discount	25%	One adult only living in a property which is their sole or main residence
Discount Disregard	25%	There is only one adult who is counted when we work out how many adults live in a property or where two awards of 25% are made there are no adults who are counted living at the property. See below for further explanation.

If you have been given a discount or an exemption, you must let us know if it is incorrect or if your circumstances change in any way. If you do not let us know within 21 days, you may have to pay a £50 penalty.

### Explanatory notes

#### 1. Discounts –

If only one adult lives in a property, there will be a discount of 25%. The following adults are not counted when we work out how many adults live in a property -

- Full-time students, student nurses, apprentices and youth training trainees.
- Long term hospital patients and people in care homes.
- People who are severely mentally impaired.
- People staying in certain hostels and night shelters.
- Careworkers working for low pay, usually for charities.
- 18 and 19 year olds who are at or have just left school.
- People over 18 years old who are entitled to child benefit.
- People caring for someone with a disability who is not a spouse, partner or child under 18 years old.
- Members of religious communities such as monks or nuns.
- Members and dependants of visiting forces.
- Non British spouses of students.
- Diplomats.
- Care Leavers under 25 years old

The bill for a property where one of two adults is not counted will be the same as that for a property with only one adult and will get a 25% discount. Where someone who is not counted lives alone or with other people who are not counted, they will get a 50% discount. Where no-one lives at a property in certain circumstances the owner may get a 50% discount. See Empty Properties below for more information

## 2. Exempt properties –

If your property is exempt, you do not have to pay Council Tax. The exemptions are:

<b>Exemption Class</b>	<b>Reason for Property Exemption</b>
A	Needing, having or has had structural or major repair work and substantially unfurnished (exempt for up to 12 months).
B	Unoccupied and owned by a charity (exempt for up to 6 months).
C	Unoccupied and substantially unfurnished (exempt for up to 6 months).
D	Left unoccupied by person(s) detained in prison.
E	Left unoccupied by person(s) permanently in hospital or a nursing/care home.
F	Unoccupied through death of resident(s) (exempt for up to 6 months after probate or letters of administration).
G	Occupation prohibited by law.
H	Unoccupied and held for a minister of religion.
I	Left unoccupied by person(s) receiving care in another place (other than a hospital or nursing or care home).
J	Left unoccupied by person(s) living and providing care elsewhere.
K	Unoccupied, owned and last occupied solely by student(s).
L	Unoccupied and repossessed property.
M	Halls of residence predominantly for student accommodation.
N	Occupied solely by student(s), to include a student's spouse or dependent who is not a British Citizen and is prevented from working or claiming benefit and school and college leavers.
O	Owned by Secretary of State for Defence.
P	Occupied by members of visiting forces.
Q	Unoccupied and held by trustee in bankruptcy.
R	Unoccupied caravan pitch or boat mooring.
S	Occupied solely by person(s) under 18.
T	Unoccupied but forms part of another property and is difficult to let.
U	Occupied solely by person(s) who is (are) severely mentally impaired.
V	Properties occupied by certain diplomats.
W	Annex or self contained part of property occupied by an elderly or disabled relative of the residents living in the rest of it
X	Occupied solely by care leavers under the age of 25 or a property that is solely occupied by a combination of care leavers and students.

### **3. Empty properties and second homes –**

There is an exemption from the charge for up to six months for properties that are unoccupied and substantially unfurnished and this is followed by the full charge after the exemption has finished.

Where a property has been unoccupied and substantially unfurnished for more than a year the charge will then increase to 150% (this includes a 50% premium charge). With effect from 1<sup>st</sup> April 2023 this charge will change from 150% to 200% (this includes a 100% premium charge).

Certain properties are excluded from the premium charge.

They are:

- Properties marketed for sale or let – this is time limited to one year
- Annexes forming part of a main property
- Property which would be someone's residence if they were not residing in armed forces accommodation.

To be classed as substantially unfurnished there cannot be any furniture or furnishings at the property other than carpets, curtains and items that are fixtures.

In order to grant this exemption, we may need to arrange a visit to your property. We can also request to inspect the property at any time after the exemption has been granted.

The period of the exemption begins from the date that furniture is removed from the unoccupied property regardless of any changes in liability or ownership.

Empty furnished properties that are no-ones residence and second homes will in most cases attract the full charge.

### **4. People with disabilities –**

If your property has been adapted for the needs of a disabled person, you may get a Disablement Relief reduction in your Council Tax. If your property is in bands B to H, we would calculate your bill as if the property has been placed in the band immediately below the one shown in the valuation list. If your property is in band A, we would reduce your Council Tax by a fixed percentage.

### **5. Council Tax Reduction –**

The Council Tax Reduction Scheme could help you pay towards your Council Tax if you are on a low income. This replaces Council Tax Benefit from April 2013.

For more information on any of these reductions please go to [www.cardiff.gov.uk/counciltax](http://www.cardiff.gov.uk/counciltax) or contact us. You can also fill in an application for a single person discount, disablement relief or request a Council Tax Reduction form online.

## **6. Council Tax Valuation Bands –**

The Valuation Office Agency completed a revaluation of all property in Wales and each property has been placed in one of nine bands according to its capital value at the 1<sup>st</sup> April, 2003. Your Council Tax bill shows the band for your property. The bands in Wales are: -

<b>Band</b>	<b>Property Values</b>
A	Up to £44,000
B	£44,001-£65,000
C	£65,001-£91,000
D	£91,001-£123,000
E	£123,001-£162,000
F	£162,001-£223,000
G	£223,001- £324,000
H	£324,001-£424,000
I	£424,001 and above

If you have any queries on your banding you can contact the Valuation Office Agency using <https://www.gov.uk/contact-voa> or call 03000 505505. Lines are open Monday to Friday, 8.30am to 5.00pm.

## **7. Appeals -**

For more information on your banding or to appeal against it, please contact the Valuation Office Agency using <https://www.gov.uk/contact-voa> or call 03000 505505.

If you want to appeal against certain decisions made by us, such as matters about liability, chargeable properties and the calculation of your Council Tax, please contact us so that we can review your case. If you are not happy with our review, you can appeal to a Valuation Tribunal

## **8. Joint and several liability for students –**

Students cannot be held jointly liable for Council Tax with people who are not students. If you think you have been billed incorrectly, please contact us. For more information regarding students and council tax please go to [www.cardiff.gov.uk/counciltax](http://www.cardiff.gov.uk/counciltax)

## **9. Discretionary reduction -**

We have the discretion to give reductions to individuals or to specific categories of properties. We determine the level of this reduction because we must pay the full cost. The reduction will only be considered where there are exceptional circumstances and any other reductions have already been claimed. To make an application you should write to the Council Tax Manager PO BOX 9000, Cardiff, CF10 3WD or email [ctax@cardiff.gov.uk](mailto:ctax@cardiff.gov.uk) outlining your reasons. Always quote your council tax account number when you contact us.

## **10. Data protection and information sharing -**

The information that the Council holds in relation to Council Tax will be treated as confidential and will be processed as permitted in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). Information may be shared with other Council services for the purposes of fraud prevention and detection and to comply with any legal and regulatory requirements. This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for these purposes. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes

For further information see our Fair Processing Notice condensed text at [Privacy Notice \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/privacy-notice) and the Fair Processing Notice full text on the Wales Audit website [Privacy and cookie policy | Audit Wales](https://www.walesaudit.gov.uk/privacy-and-cookie-policy) or contact: The Information Governance Manager, Room 537 County Hall, Cardiff CF10 4UW Email [dataprotection@cardiff.gov.uk](mailto:dataprotection@cardiff.gov.uk)

## **11. Methods of payment**

You can pay your Council Tax bill by the following ways:

### **Direct Debit**

To set up a direct debit: - complete an application form online at [www.cardiff.gov.uk/counciltax](https://www.cardiff.gov.uk/counciltax)

NB: you can also now pay weekly by direct debit

### **Internet**

Payment may be made by Debit or Credit Card through the internet. You can access this service at [www.cardiff.gov.uk/counciltax](https://www.cardiff.gov.uk/counciltax)

### **Debit/Credit Card**

To use our automated payment system, call 02920 445900 .This system is available 24 hours a day, 365 days a year. Before you call, you'll need your

Council Tax Account Number, your Debit or Credit Card and the amount you wish to pay.

### **Paying by Post**

Send your cheque or postal order to us. Make your cheques or postal orders payable to the City of Cardiff Council, not an individual officer. Please do not send cash and remember to quote your council tax account number whenever making payment. Post dated cheques will not be accepted.

### **In Person**

You can pay by cash or cheque at all Post Offices. You can pay by cash only at shops that display the PayPoint sign. You'll need a council tax payment card to make these payments. If you do not have a card, please contact us.

### **Bank Details**

Nat West Bank, 96 Queen Street, Cardiff, CF10 2GR  
Our sort code number is 52-21-06  
Our account number is 20408838

## **12. Spreading payment**

If you wish to extend your instalments to run until March instead of January please email us (remember to include your name and address) at: [ctax@cardiff.gov.uk](mailto:ctax@cardiff.gov.uk), telephone (029) 2087 2087 or set up a direct debit as described above. This means you will be paying less per month. We will then send you an amended bill which will include your new instalments.

## **13. Change in circumstances**

If your circumstances or address has changed, you need to let us know straight away. You need to give us as much information as possible. For example, the date you changed address, your new and previous address, the full name of the person who has bought your previous property and so on. You can also fill in a Change of Address form online at [www.cardiff.gov.uk/counciltax](http://www.cardiff.gov.uk/counciltax)

## **14. Correspondence**

The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

## **15. Online services**

As well as being able to set up a direct debit and notify us of a change of circumstance on line you can also use your council tax account number to log in and view details of your council tax liability, the payments that you have made and any charges that are due.

To access all of the on line services, log onto our website

[www.cardiff.gov.uk/counciltax](http://www.cardiff.gov.uk/counciltax).

To manage your personal account, simply log in by clicking “My Council Tax on line”. All you need is your Council Tax account number. This number can be found on your Council Tax bill or any correspondence from us.

## **16. Register for Electronic Billing**

It is the quicker, easier more environmentally friendly way to manage your bills. To sign up simply visit [www.cardiff.gov.uk/counciltaxebills](http://www.cardiff.gov.uk/counciltaxebills) and follow the instructions or download our Cardiff Gov App for free on the Apple or Google Play Stores. [www.cardiff.gov.uk/app](http://www.cardiff.gov.uk/app)

## **17. Contact us**

Always quote your Council Tax account number when you contact us

Phone: 029 2087 2087  
Opening hours: Mon – Fri 8.30am – 6pm

Address: Council Tax, PO BOX 9000, Cardiff CF10 3WD

Online: [www.cardiff.gov.uk](http://www.cardiff.gov.uk)

Email: [ctax@cardiff.gov.uk](mailto:ctax@cardiff.gov.uk)

In person: Visit your local hub, for details of opening times & locations please visit [www.cardiff.gov.uk/hubs](http://www.cardiff.gov.uk/hubs)

**This document is available in Welsh / Mae'r ddogfen hon ar gael yn  
Gymraeg**