A guide to your Council Tax 2020/21
What your Council Tax helps pay for
Examples of £s per household spending on services in 2020/21

Services to elderly and vulnerable people
£717

Child Protection
£335

Public Transport
£88

Tackling crime and anti-social behaviour
£68

Street Cleansing
£43

Refuse Collection
£32

Street Lighting
£29

Parks and Open Spaces
£13

Job Creation
£12

Figures based on 139,484 dwellings
Who pays the Council Tax?

Usually the owner or tenant who lives in a property is responsible for paying Council Tax. Council Tax charges for an empty property will be payable by the owner.

How is my Council Tax calculated?

Properties are valued by an independent Listing Officer and put into one of eight Council Tax bands with Band A being the lowest rate and H the highest. Your band is shown on your bill.

If you believe your property has been valued incorrectly, you can appeal to the Valuation Office Agency within six months of becoming the Council Tax payer.

To enquire about the Council Tax band given to your property or for further information about appeals visit [www.gov.uk/topic/local-government/council-tax](http://www.gov.uk/topic/local-government/council-tax).

To contact the Valuation Office Agency telephone 03000 501501.

Discounts

If you live alone you qualify for a 25% discount.

Some people in a household may also not be counted when deciding if this discount applies, including:

- full-time students and student nurses
- people living in hospitals/care homes
- people with severe mental impairment
- 18-19-year-olds still in school/having just left school
- people caring for someone who is disabled and living with them (not a partner or child)
- people staying in hostels or night shelters

People with disabilities

Council Tax reductions are available if you have a disabled person in your household.

The discount will take you to the band below your actual band. If you are already at Band A, you will still receive a reduction. To qualify, your home must:

- have an extra room, bathroom or kitchen which is required to meet the needs of the disabled person or
- have sufficient space for the disabled person to use a wheelchair indoors.

Empty properties

An additional premium of 100% Council Tax will be added to properties that remain empty and unfurnished for 2 years or more and this will increase to 200% where empty for 5 years or more. This means that up to 300% Council Tax may be payable. Certain empty properties are exempt from the Council Tax.

Annexes

A 50% Council Tax discount may be available on annexes where used together with the main house as someone’s home or where used by a relative of the taxpayer of the main property.
Exemptions

The following properties are exempt from Council Tax.

Empty properties:
- Owned by charities (up to 6 months)
- Where the taxpayer is in prison
- Where the owner has moved to a care home, nursing home, hospital or elsewhere to receive care
- Following the death of the taxpayer (up to 6 months after probate)
- That cannot be occupied by law
- Waiting for a minister of religion
- Where the owner has left to give care to someone else
- Owned and last used by a student
- Repossessed by a mortgagee
- Where a trustee under a bankruptcy is liable
- Empty annexes such as ‘granny flats’

Occupied properties in which:
- Only students live
- Only people under 18 live
- Only people with a severe mental impairment live
- A dependant relative lives in a self-contained part of a larger property.

Full details on exemptions, discounts and reductions can be found at:
www.nottinghamcity.gov.uk/counciltax

If you would like to apply please contact the Council Tax service on 0115 718 1777; email counciltax@nottinghamcity.gov.uk or visit the Customer Hub at Loxley House, Trent Street NG2 3NG

Changes to discounts and exemptions

If you are receiving a discount or exemption you must tell us within 21 days of any changes that may affect it. A penalty can be imposed if you fail to do so.

Appeals

If you wish to appeal against a decision not to grant an exemption, discount or disabled relief, or you believe you are not the person who should pay the Council Tax, contact the Council Tax service. If you are still not satisfied with the decision you can appeal to an independent tribunal.

Financial Information

Financial information about the City Council is available online at:
www.nottinghamcity.gov.uk/information-for-residents/council-tax/how-council-tax-is-calculated-and-used

If you would like this information printed and sent to you, this can be arranged free of charge by contacting 0115 718 1777.
Council Tax Support

Since April 2013 the Council has been responsible for providing Council Tax support for households on low incomes.

However, the amount of money available for this means that all households, except low income pensioners, have to pay something towards their Council Tax bills.

If you are of working age, the maximum help you can receive is 80% of your bill. If you are a pensioner you may receive more. If you have a low income and your savings or capital are less than £16,000 you could qualify.

If you are receiving Council Tax support it is important that you tell us immediately about any changes in your circumstances. This includes changes in income or benefits for you or anyone living with you, or if someone moves in or leaves your address. Failure to do so could result in the incorrect amount of support being paid and may result in you being prosecuted or a penalty being imposed.

Are you receiving universal credit? Getting universal credit does not mean you will automatically get council tax support. You need to make a separate claim for this.

To make a claim or to find out more go to www.nottinghamcity.gov.uk/information-for-residents/benefits, visit the Customer Hub, Loxley House, Trent Street NG2 3NG or your local Housing Office, or call 0115 718 4444. You can also email benefits.housing@nottinghamcity.gov.uk

What happens if I don’t pay?

If you do not pay your instalments on time we can ask the Magistrates Court to issue a liability order against you. This will incur costs of up to £67.50.

If the tax remains unpaid we can ask an enforcement agent to collect it for us. This will cost you £75 for every liability order and a further £235 if the agent has to visit you.

We know that paying the tax can sometimes be difficult. We don’t want to send your debt to an enforcement agent and so if you are finding it difficult to pay you need to talk to us about making a payment plan.

Can this affect my credit rating?

If the court issues a liability order against you this may affect your ability to obtain future credit such as mortgages, rent agreements, loans, mobile phone contracts etc.

Setting up your Direct Debit

The easiest way to pay the Council Tax is by Direct Debit. You can choose one of five payment dates to suit you to pay over 10 or 12 months or opt to pay weekly or fortnightly.

If you currently do not pay by Direct Debit you can quickly set this up online at www.nottinghamcity.gov.uk/counciltax or complete and return the Direct Debit instruction on the back page.

What if I am struggling with debts?

Don’t ignore debt problems. Contact the Council Tax service immediately if you have any problems paying your bill.

If you have more general problems with debt there are a number of advice agencies that can help you with debt management. For more information visit: www.nottinghamcity.gov.uk/information-for-residents/benefits/welfare-rights-service or call the Welfare Rights team on 0115 915 1355
You are safer at home, work and on the roads than ever before thanks to Nottinghamshire Fire and Rescue Service (NFRS)

In 2019, firefighters attended just over 15,000 emergency calls, not just to fires and incidents on our roads, but also to flooding, animal rescue incidents and to support other emergency services where lives were potentially at risk. But responding to incidents is only part of what we do. In recent years we have seen the number of incidents attended by our firefighters fall - and this is in no small part due to the commitment and dedication of our staff, who are working to help prevent these incidents happening in the first place.

We actively visit people at home, at school and in business to provide advice and support to help create safer communities in Nottingham and across the county. Our Safe and Well visits, which see NFRS staff fitting smoke alarms and giving valuable advice to people in their own homes, are targeted towards those most at risk, and are designed to ensure that people are not only safe from fire but from a host of other potential incidents in the home. Meanwhile, the Service’s interactions and engagements with local businesses helps to keep thousands of employees and members of the public safer while at work or going about their daily business.

To carry on this work in what is a demanding, changing environment, the Service needs £45.2m this year. The Nottinghamshire and City of Nottingham Fire Authority has therefore approved a council tax increase of 1.95% for the services that we provide. This represents an extra £1.56 per year contribution for those living in a Council Tax Band D property - helping us to continue delivering a service that prevents fires and other incidents, while ensuring our firefighters will be there when people need them most.

Where the money comes from:

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<thead>
<tr>
<th></th>
<th>£26.1m</th>
<th>£5.4m</th>
<th>£11.1m</th>
<th>£2.3m</th>
<th>£0.3m</th>
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<tr>
<td>Council Tax</td>
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<td>Government Grant</td>
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<td>Business Rates</td>
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<td>Pension Grant</td>
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<td>Earmarked Reserves</td>
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What does this mean for you?

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<tr>
<th>Property Band</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
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<tr>
<td>Annual Increase*</td>
<td>£1.04</td>
<td>£1.21</td>
<td>£1.39</td>
<td>£1.56</td>
<td>£1.91</td>
<td>£2.25</td>
<td>£2.60</td>
<td>£3.12</td>
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<tr>
<td>Total Amount</td>
<td>£54.24</td>
<td>£63.28</td>
<td>£72.32</td>
<td>£81.36</td>
<td>£99.44</td>
<td>£117.52</td>
<td>£135.60</td>
<td>£162.72</td>
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*specific contribution to NFRS

You are safer at home, work and on the roads than ever before thanks to Nottinghamshire Fire and Rescue Service (NFRS)

Save time, go online!

It’s quick and easy to manage your Council Tax online at:

nottinghampcity.gov.uk/counciltax

Access your account 24 hours a day, 7 days a week from the comfort of your own home, using the device of your choice. You can:

- Look up your account and see how much you need to pay
- Set up a Direct Debit or update your bank details
- Tell us you are moving
- Request or cancel a Single Person Discount
- Register for paperless billing.
£20m return from commercial activity helps protect services

The City Council raises around £20m each year from commercial activities which helps to cushion vital services from cuts in our Government funding, which has fallen from £126m to £25m over the last nine years.

Here are some of the things we do to generate extra income…

We’re one of the few councils that still owns its local bus company – NCT – which brought in £1.5m profit this year to invest in local council services.

We sell or scrap untaxed, unclaimed cars we tow away bringing in £50,000 – enough to resurface a road.

We sell flowers to Blackpool and provide landscaping services to other councils and organisations raising £350,000 a year – the cost of providing four new playgrounds a year.

We run cafés in our parks and elsewhere raising an extra £50,000 a year – helping us to maintain the most competitive school meal prices for our schools.
This section about your address and payment details is not part of the instruction to the bank or building society.

Please state your preferred payment frequency and date.

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<thead>
<tr>
<th>Licence to pay</th>
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<tr>
<td>Licence to pay weekly</td>
<td>(each Friday)</td>
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<td>over 10 instaurments</td>
<td>(to March)</td>
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<td>8</td>
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Phone

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Phone

Banks and building societies may not accept direct debit instructions for some types of accounts.

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Signature(s)

Institution to your bank or building society

Council Tax Reference (if known)

850583

Institution to your bank or building society to pay by Direct Debit

Name and full postal address of your bank or building society branch

Admiral 4270, Nottingham NG1 9YR

Nottingham City Council, Council Tax

To the Manager

Name of holder(s)

Address

Postcode

Bank of building society

The Direct Debit Guarantee

1. This guarantee is offered by all banks and building societies that accept instructions to pay direct debits.

2. If there are any changes to the amount or frequency of your direct debit, Nottingham City Council will notify you 10 working days in advance of your account being changed.

3. If an error is made by Nottingham City Council or your bank in connection with your direct debit, you are entitled to a full refund of the amount paid from your bank or building society. If you suspect a refund, you must pay the amount you are entitled to and immediately inform the bank or building society.

4. If you receive a refund and are still entitled to, you must pay the amount. If you fail to pay, Nottingham City Council may take legal action.