



What to do if you think the decision about your Council Tax Support is wrong

If you think the decision about your Council Tax Support is wrong, this leaflet gives you more information you need about:

- Asking us to look at your Council Tax Support again and reconsider it.
- Making an appeal to Boston Borough Council which can progress to an independent tribunal.

Council Tax Support is not a benefit. Council Tax Support is a reduction made to a council tax account by issuing you a discount. Because of this the appeals process differs slightly to that which was in place for council tax benefit.

The decision

If you get a decision in writing from us about Council Tax Support, and you do not agree with the decision that has been made, you or a person acting on your behalf will need to write to us at the address at the top of the leaflet advising that you are aggrieved by the decision.

You must say why you think the decision is wrong. It is not enough to say "I do not agree with the decision" or "The money is not enough". The reason you give should provide specific details. If you are aggrieved by more than one decision, you must say why you do not agree with each one. You can do this by completing the back page of this advice leaflet.

Time Limit

This should be done as quickly as possible after we have made our decision. We will look at our decision again, and we must do this within 2 months of receiving your written notification.

If the decision can be changed:

- We will change the decision from the date of the original decision
- If you do not agree with the new decision, you can ask us to look at it again

If the decision cannot be changed:

- We will send you a letter telling you that we cannot change it. The letter will provide you with the reasons for this decision
- The letter will tell you if you can appeal against the original decision

If you make an appeal to Boston Borough Council and the Council fail to respond, you will be able to appeal to the Council Tax Valuation Tribunal Service in accordance with the Council Tax Appeals Regulations.

What to do if you do not agree with our decision

If you do not agree with the original decision or the outcome of the reconsideration by Boston Borough Council, you can appeal to the Valuation Tribunal Service.

You can only make an appeal to the Valuation Tribunal Service **after** you have asked Boston Borough Council for a reconsideration.

Time limit

You have a maximum of 4 months to apply to the Valuation Tribunal Service. The 4 months start from the date you first wrote to Boston Borough Council to advise you were aggrieved by the decision.

How to appeal to the Valuation Tribunal Service

There are various ways you can appeal to the Valuation Tribunal Service – you can:

Write to the Valuation Tribunal Service:

Council Tax Reduction Team
Valuation Tribunal Service
Hepworth House
2 Trafford Court
Doncaster
DN1 1PN

Email: Or you can email (*email address to be confirmed*)

Telephone: 0300 123 2035

Further information can be found on the Valuation Tribunal Service website:
www.valuationtribunal.gov.uk.

Matters that cannot be subject of an appeal

The following specific matters cannot be the subject of an appeal under these provisions:

- the local Council Tax Support scheme provisions as set by Boston Borough Council
- any discretion applied to recover an overpayment of Council Tax Support
- who to recover an overpayment of Council Tax Support from
- suspending or restoring Council Tax Support
- any re-assessment resulting in you not advising us of a change in your circumstances within 21 days of the date of change
- any decision to refuse to grant a reduction under section 13A(1)(b) Local Government Finance Act 1992.

Advice

For independent advice or help with your appeal, you might want to contact an advice agency or organisation such as Boston's Citizens Advice Bureau on 01205 315915 or a solicitor.

Boston Borough Council will not pay any legal fees or travelling expenses relating to the appeal.

