

Council Tax Rebate: Frequently Asked Questions (FAQs)

The following FAQs have been split up to answer general questions everyone may have and then for specific questions from Direct Debit payers and non-Direct Debit payers:

General Queries:

- **Why can you not simply take it off my council tax bill?**
The Government have asked to us make direct payments to households. If you pay by Direct Debit, we will make the payment directly to the bank account used to collect the Direct Debit shortly after the first Direct Debit for the April instalment has been paid. If you don't pay by Direct Debit, you will receive a letter from the Post Office that will enable you to claim the rebate at any Post Office. You will need to take the letter and identification in order to claim the payment.
- **Do I need to pay this back?**
No, the payment does not need to be paid back.
- **What can I spend it on?**
The payment is being given to help with energy costs, for example, towards your gas and electricity bills but you have the final say on how it is used.
- **Will this be an annual rebate?**
No this is a one-off payment.
- **Is this payment taxable?**
No, it isn't.
- **How do I know this isn't a scam to get my bank details?**
We have had reports of scam callers saying they are from the Council asking for bank details to pay the rebate into. This is not a call from us. We will never contact you by telephone to ask you for your bank details.

My Council Tax Band:

- **How can I find out what band my property is in?**
This is shown on your council tax bill, or you can find this online at <https://www.gov.uk/counciltax-bands>
- **I think my band is too high and I will miss out, can I appeal this?**
If you appeal after 1st April then even if you are successful, we cannot make a payment to you under the rules. We would therefore not advise taxpayers to contact the VOA to enquire about a band review specifically in order to become eligible.
- **I'm awaiting the results of a rebanding – what do I do? If I'm re-banded in A-D, will I qualify?** If your appeal is concluded after 1st April 2022 councils are not required to make a payment to you under the rules. We would therefore not advise taxpayers to contact the VOA to enquire about a band review specifically in order to become eligible.

Moving in or out of my property:

- **What happens if I move out of the area later in the year, do I need to pay the rebate back?** No, the payment does not need to be paid back.
- **I moved into my property on 2nd April 2022 what am I entitled to?**
You are not entitled to a council tax energy rebate from Melton Borough Council. In order to be eligible, you need to be the liable council taxpayer on 1st April 2022. You may be entitled to claim the rebate at the property you lived in on 1st April 2022. If your previous property was outside of Melton, you would need to contact the Council where you used to live.
- **My property is newly built and doesn't have a band yet, will I get £150?**
If you occupied the property on or before 1st April 2022 and meet the other eligibility criteria, then yes, when the property is subsequently banded by the Valuation Office, we will be able to make a payment to you in due course. (Providing this is no later than 30/09/22)

I don't pay Council Tax:

- **I don't pay council tax; will I get it?**
No, if you aren't liable to pay council tax you will not receive a payment
- **My council tax bill is paid by my parents/employer and not me, how will I get the money?** If you are the liable person but someone else pays your bill, we will check our records to make sure that we don't make a direct payment where the name on the bank details does not match the liable person. In these cases, you may receive contact from the Council asking if you are happy for the payment to be made directly to the person paying the direct debit (or you will receive a letter from the Post Office that will enable you to claim the rebate at any Post Office. You will need to take the letter and identification in order to claim the payment).
- **I do not have anything to pay against my bill because I receive 100% Local Council Tax Support, so do I still get the rebate?**
Yes, if you meet all of the other eligibility criteria.
- **I don't pay council tax, but I am liable i.e., have a full exemption -how come I am still entitled to it?**
You are eligible if you meet all of the criteria, the payment is for energy use not linked to how much council tax you pay.

Landlord and Tenant:

- **I'm a landlord who is liable for several properties – is this payment one per property or once per person?**

The payment will be made to the person who is liable to pay council tax. This should be the person/s who live in the property, for example, the tenant, not the landlord, if they pay council tax.

- **I pay rent and my landlord asks me to contribute to energy costs, but he is bill payer, what happens?**

If you are liable to pay council tax on 1st April 2022 you will receive the payment. This means that in most cases we will pay the tenant as they are liable to pay council tax.

- **I am a lodger will I get a payment?**

No, the payment is per household and will be paid to the liable person

Not eligible for the payment:

- **My home in Melton is a second home, can I apply?**

No, second homes are not eligible

- **I own an empty home; will I get it?**

No, empty homes are not eligible

- **I live in armed forces accommodation will I get a payment?**

No, properties owned by the Ministry of Defence are not included in this scheme. We understand that a separate scheme will apply.

More about the rebate payment:

- **This isn't enough money; I need more help?**

Please contact Melton Citizens Advice as they may be able to help.

<https://www.Meltoncab.org.uk/> Your energy provider may also be able to offer advice on how you can reduce your energy bills or offer you a better tariff.

- **I'm in my overdraft and I want to use this to pay bills rather than pay off my overdraft, can I do this?**

Yes, we can supply eligible households with a letter which you can send to your bank, so you can exercise your 'first right of appropriation' for the money

- **I don't want the money, there must be more worse off people than me, what can I do?** The Government have determined who is eligible to receive the payment. We have to distribute the money according to the rules.

- **Can I talk to someone about this, as I think my situation is complicated?**

Yes, please contact the Council on 01664 502502

Direct Debit Payers

- **I pay my council tax by Direct Debit, when will I receive this?**

If you pay by Direct Debit, we will make the payment directly to the bank account used to collect the Direct Debit shortly after your first Direct Debit for the April instalment has been paid. We will check our records to make sure that we don't make a direct payment where the name on the bank details does not match the liable party. In these

cases, the liable person will be contacted to explain how they will receive their rebate. (From the Post Office that will enable you to claim the rebate at any Post Office. You will need to take the letter and identification in order to claim the payment). If your Direct Debit is paid on the 1st of April 8th April 15th April or 22nd April, we will make the payment to you within the next 7-10 days.

- **I pay by Direct Debit so you have my bank details, why can't you pay me now?**

We can't make any payments until after the 1st of April 2022 has passed as this is the eligibility date. The Government also require us to verify the bank details we hold are correct. We will do this by waiting for the first instalment to be debited from your account before we make the payment.

Non-Direct Debit Payers:

- **If I sign up to pay my council tax by Direct Debit, will it be paid quicker?**

Direct Debits must be set up by 31st March 2022 to enable us to make the payment directly, otherwise you will receive a letter from the Post Office that will enable you to claim the rebate at any Post Office. You will need to take the letter and identification in order to claim the payment. You can set up a Direct Debit online at: <https://www.melton.gov.uk/council-tax/your-council-tax/pay-your-council-tax/>

- **When can I expect to receive my payment?**

You should receive a barcoded letter from the Post Office after 15th April, we encourage you to claim the payment as soon as you can.

- **I'm moving out soon; can I still claim it?**

It depends when you are moving out. You need to be in occupation for the whole of the day on 1st April 2022 in order to be eligible for payment.

- **Our Council Tax account is in a joint name. Who can go to the Post Office to collect the payment?**

We can't split the payment in half, so one of the liable persons will need to collect the payment by going to a Post Office, taking the letter you receive and identification with you.

- **What happens if I do not collect my payment?**

The Post Office barcoded letter will expire 3 months after the date it is issued. If you do not collect the payment, we will credit the amount onto your Council Tax Account.

- **I have lost my letter, what can I do?**

Please contact us, we will be able to cancel the original letter and issue you with a new one. If later on, you find the original letter, please destroy it as you will not be able to use it.

- **My name/address has changed so it's different from that shown on the letter, can I still collect the payment?**

You will need to notify us of the change. We will cancel the letter and issue you with a new one. We will also update your council tax account, so this is correct as well. Please tell us about the change online here <https://www.melton.gov.uk/council-tax/your-council-tax/view-council-tax-account/>