

# Independent Advice is available from your local Citizens Advice Bureau

## **Bishop's Stortford**

Methodist Church  
34B South Street,  
BISHOP'S STORTFORD,  
Hertfordshire,  
CM23 3AZ

## **Hertford**

Wallfields  
Pegs Lane  
Hertford  
Herts  
SG13 8EQ

## **Stevenage**

Sixth Floor  
Daneshill House  
Danestrete  
Stevenage  
SG1 1BY

## **Buntingford**

Manor House  
High Street  
Buntingford  
SG9 9AB

## **Hertfordshire telephone advice line**

# **03444 111 444**

**10am-4pm Monday - Friday**

**[www.ehcas.org.uk](http://www.ehcas.org.uk)**

## **Information**

If you would like a translation of this document in another language, large print, Braille, audio, or electronic, please contact us:

### **For East Herts Council**

#### **Hertford Office:**

Wallfields  
Pegs Lane  
Hertford  
Herts  
SG13 8EQ

01279 655261

#### **Bishop's Stortford Office:**

Navigation House  
(Shopmobility)  
Riverside  
Bishop Stortford  
Herts  
CM23 3AS

Our opening hours are as follows:

Tuesdays - Wallfields, Hertford, 10am-2pm.

Wednesdays - Bishop's Stortford, 10am-2pm.

Thursdays - Wallfields, Hertford, 10am-2pm.

Fridays - Bishop's Stortford, 10am-2pm.

### **For Stevenage Borough Council** 01438 242440

Customer Services Centre,  
Daneshill House, Stevenage,  
Herts SG1 1HN

Mon - Fri 9am - 5pm

Email: [benefits@hertspartnership-ala.gov.uk](mailto:benefits@hertspartnership-ala.gov.uk)

[www.eastherts.gov.uk](http://www.eastherts.gov.uk) [www.stevenage.gov.uk](http://www.stevenage.gov.uk)

We will provide signers, lipspeakers and deaf blind interpreters by appointment.

(We need to see original documents. If you visit our office we will verify and copy your documents for you)

# **How to appeal Council Tax Support**

**The Benefits Service,**  
Council Offices, Wallfields, Pegs Lane  
Hertford SG13 8EQ

SBC Tel: 01438 242440

EHC Tel: 01279 655261



Council Tax Support is a local scheme for residents of East Herts Council and Stevenage Borough Council. Following consultation this scheme has been agreed by the councillors.

You do have the right of appeal against some of our decisions but you cannot appeal if you think our scheme is unfair.

## Getting your Council Tax Support right

Council Tax Support is to help you pay your Council Tax. We want to be sure that you are getting all the Council Tax Support that you are entitled to. You may have extra information that we did not take into account when we worked out your Council Tax Support. We may have made a mistake. We want to know and make sure your Council Tax Support is right.

## How is Council Tax Support calculated?

The rules are complicated and cannot be explained here, but you are entitled to a detailed explanation, in writing, of how we worked out your Council Tax Support. Even if you did not qualify for any Council Tax Support, you can still ask for a detailed explanation of why not. You can ask for an explanation at any time. We should provide the answer within 14 days.

## Unhappy?

For example:

- Do you disagree with the information we have used?
- Do you think we were wrong to say that you did not qualify for any Council Tax Support?
- Do you disagree with the amount of the “Non Dependant Deduction”?
- Do you think we should backdate your claim?

If any of the above apply, or you think there is something else wrong, you should write to us and ask us to look at it again. Please give your reasons as fully as possible.

Our address and phone number are on the back of this leaflet. You can either:

- ask for an explanation within one month of the date of your notification letter;
- ask us to look again at the decision within one month of the date of your notification letter
- appeal against the decision - this can only be in writing. If you appeal against the decision your appeal will be heard by an independent tribunal administered by the Valuation Tribunal. But you must appeal to us first.

## What happens after the decision is looked at again?

If the decision can be changed we will send you a new decision. If we cannot change the decision we will tell you why. If you still disagree, you have the right to appeal.

## How should I appeal?

An appeal can be made at any time in writing. Please give your reasons as fully as possible.

## What happens when I appeal?

If you appeal, we will look at the decision again to check that it is correct. If we do not change the decision we will tell you within 2 months. You can then appeal directly to the Valuations Tribunal. You must make your appeal to the Valuations Tribunal within 4 months of your appeal to us. You can appeal on-line or by post, the form is available at [www.valuationtribunal.gov.uk](http://www.valuationtribunal.gov.uk)

The Valuation Tribunal will then contact you to explain what happens next with your appeal.

If you would like independent advice to help you with your appeal you can contact your local Citizens Advice Bureau. Their addresses are on the back of this leaflet.

## It is your right!

The Council Tax Scheme is a legal right. If you think we have got it wrong, do not be afraid to challenge our decision. The appeal process will not cost you anything. If you want to study the law dealing with Council Tax Scheme, please feel free to do so at The Council offices. It is often best if you make an appointment first, or we could send you a copy of the relevant sections by post.

Visit our website at

[www.eastherts.gov.uk](http://www.eastherts.gov.uk)

[www.stevenage.gov.uk](http://www.stevenage.gov.uk)

Email us at [benefits@hertspartnership-ala.gov.uk](mailto:benefits@hertspartnership-ala.gov.uk)