

# COUNCIL TAX BILL 2018/19



Please note the Council has changed it's bank account. The new details are:

Bank: **Lloyds Bank** Sort Code: **30-80-12** Bank Account Number: **14867260**

Please ensure you quote your Council Tax Account Reference when making a payment via online banking. Alternatively, you can set up a Direct Debit to make paying your Council Tax easier. Visit our website [www.iwight.com/counciltax](http://www.iwight.com/counciltax) for more information!

MISS ANNE EXAMPLE  
1 Example Road  
Examplington  
Isle Of Wight  
PO30 123

Date of Issue: 16-MAY-2018

Online Key: AB12CD34EF

Address of property giving rise to charge

668538[1]

## Council Tax Account Reference:

**1234567X**

(Please quote this account reference when making a payment or when communicating with the Isle of Wight Council)

**First instalment due on 01/06/2018**

**1 X 45.85**

**8 Other instalments due on 01/07/2018 to 01/02/2019**

**8 X 45.00**

Instalments to be paid by: Cash - Monthly

The previous years balance is not included in your instalment plan  
Please pay this amount separately within the next 14 days 254.02

### How your bill is calculated

Charge For Period	Band B	29-DEC-2017	31-MAR-2018	338.69	How the tax is arrived at for the band	% Increase
Single Person Discount		29-DEC-2017	31-MAR-2018	-84.67	Isle Of Wight Council	1120.03 3.0
Charge For Period	Band B	01-APR-2018	31-MAR-2019	1414.90	Examplington	69.25 13.1
Single Person Discount		01-APR-2018	31-MAR-2019	-353.73	Adult Social Care *	87.60 3.0
Local Council Tax Support		14-MAY-2018	31-MAR-2019	-655.32	Hants Police Authority	138.02 7.2
					<b>Overall % Increase</b>	6.4
					<b>Valuation Band: B</b>	<b>Disabled Band:</b>
					<b>Property Ref. No.: 1234567890123</b>	
					<b>Reason for Bill:</b> New Account First Bill	
* The Council Tax attributable to The Isle of Wight Council includes a precept to fund Adult Social Care. This results in an increase of 3.00% in addition to a base increase of 2.99%. These are both displayed to one decimal place.						
For more information, visit: <a href="http://www.iwight.com/ctinfo">www.iwight.com/ctinfo</a>						

**TOTAL DUE £ 659.87**



Direct Debit is the easiest way to pay your bill.  
To Find out more about paying by Direct Debit and to get set up, please visit our website [www.iwight.com/counciltax](http://www.iwight.com/counciltax)

Pay your instalments at any Post Office or any outlet where you see the PayPoint logo using this barcode



9826 1353 0161 2345 677

## How to Pay - [www.iwight.com/counciltax](http://www.iwight.com/counciltax)



Direct debit is the easiest payment method available for paying your Council Tax instalments. We offer a choice of payment dates, 1st, 10th or 20th of the month or half-yearly (2 instalments on 1st April and 1st September).

To set up a Direct Debit, please visit [www.iwight.com/counciltax](http://www.iwight.com/counciltax)

You can pay your Council Tax instalments over 10 or 12 months; if you wish to change your current plan, please visit [www.iwight.com/counciltax](http://www.iwight.com/counciltax). Until you get confirmation of the change in instalment date from the council, your instalments will continue to be payable as previously notified.

### Internet & Telephone

You can pay by Debit Card online at [www.iwight.com/counciltax](http://www.iwight.com/counciltax) or, to make payments by telephone, call our 24-hour payment line on 0845 0450076. You will need to quote your Council Tax Account Reference and the amount you wish to pay.

### Online Banking

You can pay your Council Tax via internet banking or Mobile banking. You will need the Council's bank account details:

Please note the Council's Bank details have changed to:

Bank Name: Lloyds Bank  
Sort Code: 30-80-12  
Account Number: 14867260

Please ensure that you quote your Account Reference Number as the payment reference.

### Post Office

Using the barcode printed on the front of your bill, you can pay at any Post Office or outlet displaying the PayPoint logo free of charge by either Cash or Debit Card

### The Allpay App

Search for, and download, the Allpay App from the Apple App Store / Google Play Store. Use the 19 digit payment reference number from the barcode on the front of your bill to pay your instalments

## Useful Information - [www.iwight.com/ctinfo](http://www.iwight.com/ctinfo)

### Council Tax Leaflet

Your 'Council Tax & Business Rates' leaflet forms part of the demand notice and contains information regarding Council Tax. It is available on our website: [www.iwight.com/ctinfo](http://www.iwight.com/ctinfo). You can request a hard copy of the leaflet free of charge.

### Your Information

The Isle of Wight Council, as a data controller, will process your personal information in accordance with the Data Protection Act 1998. Information provided by you may be shared with other departments within the Council, further details can be found at [www.iwight.com/counciltax](http://www.iwight.com/counciltax)

### About Your Bill

For adult social care authorities, Council Tax bills show two percentage changes, one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

The Isle of Wight Council has set a 2.99% increase in charges for 2018/19 and an additional 3.00% increase to support the delivery of Adult Social Care services, resulting in a total increase of 5.99%. Hants Police & Crime Commissioner has set an increase of £12 in Council Tax for a Band D household for 2018/19. More information can be found at [www.iwight.com/ctinfo](http://www.iwight.com/ctinfo). All percentage increases, as per Council Tax regulations, are shown to one decimal place on the front of the Council Tax Bill. Please note your instalments are due on or before the instalment date shown on the bill. If payments are late you may be sent a reminder. A maximum of 2 reminders will be issued during any financial year. If you need to be reminded for a third time, you will lose the right to pay by instalments and the balance for the year will become due. If you do not pay the amount on the reminder notice in full and on time a Magistrates court summons will be issued for the full balance due. This will incur costs which will be added to the account.

### Council Tax Banding

Each property is placed in a property band by the Valuation Office Agency. If you feel that the Council Tax Band is incorrect, you have the right of appeal. Please contact the Listing Officer, Valuation Office Agency, Council Tax West, Overline House, Blechynden Terrace, Southampton, SO15 1GW. Tel: 03000 501501. For more information visit [www.gov.uk/challenge-council-tax-band](http://www.gov.uk/challenge-council-tax-band)

### Other Disputes

If you think you should not be billed for council tax or a mistake has been made in calculating your bill you should write to the council tax office stating the reasons you dispute the decision.

Further information on how to appeal your bill can be found at: [www.gov.uk/council-tax-appeals](http://www.gov.uk/council-tax-appeals).

If the matter is not resolved an appeal can be made to The Valuation Tribunal at [www.valuationtribunal.gov.uk](http://www.valuationtribunal.gov.uk)

### Changes to Discounts

From 1 April 2017 properties which are unoccupied and substantially unfurnished as well as properties which are in need of, or undergoing, structural repair, are no longer eligible for a discount but will attract a full 100% charge from that date. Further details of this change as well as details and applications for other discounts, exemptions, reductions and disabled relief can be found at [www.iwight.com/counciltax](http://www.iwight.com/counciltax). If your bill indicates that a reduction has been allowed, you must tell the council of any change of circumstances that may affect your entitlement within 21 days of the change. If you have been awarded a reduction you are not entitled to you should notify the council immediately. Failure to notify the council may result in a penalty of £70.00.

### Local Council Tax Support

If you are on a low income or in receipt of Income Support, Jobseekers Allowance, Employment Support Allowance, other state benefit or low income, you may qualify for help towards your Council Tax and/or rent. You are unlikely to qualify for assistance if you have savings in excess of £6000. Application forms should be submitted without delay to avoid loss of benefit or support.

To apply, visit [www.iwight.com/housingbenefit](http://www.iwight.com/housingbenefit). If you qualify for Local Council Tax Support the reduction is shown as an annual figure on your Council Tax bill. You must tell us about any changes in your circumstances, which may affect your claim and supply evidence of this immediately as it may alter your entitlement. Failure to report a change of circumstances within 21 days of the change, may result in loss of support and a penalty of £70. If you have been awarded a reduction you are not entitled to, then you should notify the Council immediately. All changes for you and your partner (if you have one) and anyone else who lives with you, must be reported, some examples are;

- You or anyone living with you becomes (or ceases to be) a student
- To your income, and or savings;
- To your address, if you or someone in the household vacates or has any absence from the dwelling likely to last over 4 weeks;
- To the number or income/savings of other people living in your household;
- If you or someone who lives with you starts to receive or stops receiving Income Support / Job Seekers Allowance / Pension Credit / Employment Support Allowance / A Disability Benefit / Universal Credit;
- If a child ceases full time education or takes up full time work or child benefit ceases;
- You get married, form a civil partnership or start living with someone as if you are married or civil partners;
- If you or your partner's savings/investments are valued over £6,000 or increase above this level.

From 1st April 2018 the maximum help available to those on the Working Age Scheme is limited to a maximum of seventy percent of your liability and then further restricted to a maximum Band C valuation if your property is band D or above. Details of the changes to the Working Age scheme are available at [www.iwight.com/lcts](http://www.iwight.com/lcts)

### Council Tax Reductions

Council Tax regulations state that the council will assume that there are two or more adults aged 18 or over living in the property, unless advised otherwise. If only one adult lives in the property as their main home, the council tax bill may be reduced by 25%. To apply, please visit: [www.iwight.com/counciltax](http://www.iwight.com/counciltax)

A discount of up to 50% may be awarded depending on the number of disregarded people who live in the property. In some cases, even if two adults live in the property you may still qualify for a discount, examples are, if one adult is:

- A Student/Apprentice
- A full-time carer
- Suffering from severe mental impairment

If anyone living in your home has a disability and uses a wheelchair in the home or needs an extra bathroom/room adapted to meet their special needs they may be entitled to a reduction.

### Contact Information

Please quote your Council Tax Account Reference when contacting via the methods below.

Email: [council.tax@iow.gov.uk](mailto:council.tax@iow.gov.uk)

Web: [www.iwight.com/counciltax](http://www.iwight.com/counciltax)

Tel: (01983) 823901

REVENUES SERVICES

PO BOX 238

NEWPORT

PO30 9FP