

# Your Council Tax explained

2025/26

## Understanding your Council Tax band

The Valuation Office Agency (VOA) is responsible for banding homes in England for Council Tax.

Council Tax bands are based on the open market value of a property - the price a home could have been sold for, as at 1 April 1991.

South Norfolk Council uses the Council Tax band to work out your

Council Tax bill and are responsible for Council Tax payment, discounts, exemptions and reductions.

If you think your property is in the wrong Council Tax band, read the VOA's guidance on how domestic properties are assessed for Council Tax Bands, along with guidance on challenging your Council Tax Band. To learn more Visit [www.gov.uk/guidance/contact-the-voa](http://www.gov.uk/guidance/contact-the-voa)

### Contact the VOA if you want to:

- Check your Council Tax band
- Challenge your Council Tax band
- Report changes to the use of your property
- Submit details about an annexe

Visit [www.gov.uk/guidance/contact-the-voa](http://www.gov.uk/guidance/contact-the-voa)

#### Property values Band (as at 1 April 1991)

|   |                    |            |
|---|--------------------|------------|
| A | up to £40,000      |            |
| B | £40,001            | - £52,000  |
| C | £52,001            | - £68,000  |
| D | £68,001            | - £88,000  |
| E | £88,001            | - £120,000 |
| F | £120,001           | - £160,000 |
| G | £160,001           | - £320,000 |
| H | exceeding £320,000 |            |

## Are you paying the right amount?

If you live alone, or if the other people living with you fit into one of the categories below, your bill could be reduced by 25%.

- Full-time students, student nurses, apprentices, youth training trainees.
- 18 to 19 year olds who are at, or have just left school.
- Hospital/hospice patients (permanent).
- Residential care/nursing home residents (permanent).
- Persons aged 18 or over in respect of whom Child Benefit is paid.
- Those with certain permanent severe mental health conditions.
- Hostel/night shelter residents.
- Members of religious communities.
- Full-time carers (excluding those caring for their spouse, partner or child under 18).
- Persons in detention.
- Members of international headquarters and defence organisations.
- Visiting forces.
- Partners of students who are not British.
- Diplomats.

Second homes receive a 5% council tax discount and are dwellings that are furnished but where no-one lives as their main residence.

## If you have a disability

Your council tax may be reduced by a band if your property has facilities which are essential or of major importance in meeting the needs of someone with a permanent disability living there – such as an extra bathroom or kitchen, extra space for use of a wheelchair indoors. These facilities must be essential or of major importance to the wellbeing of the disabled person.

## Living in the annexe of a relative's house?

If your home is self-contained, and it is part of a relative's main home you could receive a 50% council tax reduction. If you are elderly or disabled in that situation, you may not have to pay at all. If an annex is unoccupied it could be exempt from council tax. Contact the council tax team for more information. See bottom right for contact details.

## Empty properties

After 2 years empty properties are subject to a 200% charge, after 5 years a 300% charge and after 10 years a 400% charge – please note this is based on the period of time the property has remained empty, even if it has changed ownership during that period.

# Properties exempt from council tax

Please contact South Norfolk Council if your property falls into one of the following categories:

## Unoccupied properties

- It is owned by a charity and when last occupied was used for the purposes of the charity for up to six months.
- The owner/tenant is in prison.
- The owner/tenant is receiving personal care permanently in a hospital or home.
- It was formerly occupied by a now deceased person (owner or tenant).
- It is forbidden by law to occupy.
- It is awaiting occupation by a minister of religion.
- The owner/tenant is living elsewhere to provide personal care to another person or to receive personal care.
- The owner/tenant has moved to become a student.

- It has been repossessed by a mortgage lender.
- It is the responsibility of a bankrupt's trustee.
- It comprises a pitch or mooring unoccupied by a caravan or boat.
- It comprises a self-contained unit that cannot be let separately from the main property without breaching planning conditions.

## Occupied properties

- Only by students.
- Members of the armed forces in Ministry of Defence accommodation.
- Members and dependents of visiting forces.
- Person(s) under the age of 18.
- Those with certain permanent severe mental health conditions.
- People with diplomatic privilege or immunity.
- An elderly or disabled relative living in an annex which forms part of the main property.

## For more Council Tax information

[www.southnorfolkandbroadland.gov.uk/counciltax](http://www.southnorfolkandbroadland.gov.uk/counciltax)

t: 0808 178 7146 (to make a payment)

t: 0808 178 7141 (Council Tax)

Please be aware that our phone lines will be busier than normal during peak billing times. For general enquiries visit:

[www.southnorfolkandbroadland.gov.uk/council-tax-enquiry](http://www.southnorfolkandbroadland.gov.uk/council-tax-enquiry)



Scan me

# Council Tax Reduction Scheme

South Norfolk Council has a local Council Tax Reduction Scheme to help residents on a low income.

The amount of help depends on factors such as your age, income, savings, who lives with you and how much you pay.

**Contact the Benefit Service if you think you may be entitled and to make a claim**

## Online:

[www.southnorfolkandbroadland.gov.uk/benefits](http://www.southnorfolkandbroadland.gov.uk/benefits)

**Tel:** 0808 178 7143

**Email:** [benefits.snc@southnorfolkandbroadland.gov.uk](mailto:benefits.snc@southnorfolkandbroadland.gov.uk)

# Go paperless

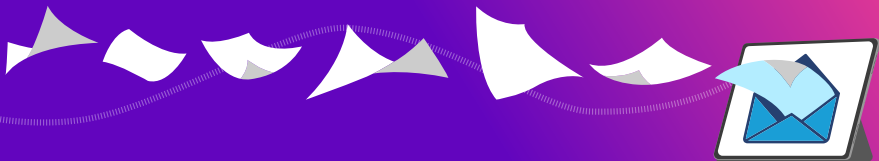


Get electronic notifications for your Housing Benefit or Council Tax Reduction.



## Email

[benefits.snc@southnorfolkandbroadland.gov.uk](mailto:benefits.snc@southnorfolkandbroadland.gov.uk)  
requesting notification via email and include your:  
Name, address, claim number.



# Change of Circumstances

If you are claiming Housing Benefit and/or Council Tax Reduction you must tell us within one month of any change about you or someone who lives with you that may affect your claim.

If you do not tell us about a change you could be receiving too much benefit and have to pay it back to us, or you may not be receiving enough benefit and miss out on your entitlement.

## Contact info:

**T:** 0808 178 7143

**E:** [benefits.snc@southnorfolkandbroadland.gov.uk](mailto:benefits.snc@southnorfolkandbroadland.gov.uk)

**W:** [www.southnorfolkandbroadland.gov.uk/benefits](http://www.southnorfolkandbroadland.gov.uk/benefits)

## Examples of changes you need to tell us are:



Change of  
address



Change in your  
household



Change of income  
for anyone who  
lives with you

# Extra help available

## If you're struggling, maybe we can help

Find out what extra financial help you may be entitled to by using our [Better Off Calculator](#).

[www.southnorfolkandbroadland.gov.uk/help-hub](http://www.southnorfolkandbroadland.gov.uk/help-hub)

You could be entitled to:

- Housing Benefit
- Council Tax Reduction
- Universal Credit
- Pension Credit
- Free school meals
- Disability Benefits

## Anglian Water reduced tariffs

Anglian Water have a number of tariffs that are designed to support customers who are on means tested benefits, may need to use more water due to a disability or are on a low income. Find out if you're eligible using our [Better Off Calculator](#)

[www.southnorfolkandbroadland.gov.uk/help-hub](http://www.southnorfolkandbroadland.gov.uk/help-hub)

## Cheaper broadband

Social Tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. To see if you're entitled to a reduced broadband bill contact your provider. If your provider doesn't offer a tariff, you can switch to one that does.

# Did you know

You could be entitled to financial support  
Scan here to try our better off calculator



## Norfolk Assistance Scheme

This is a fund managed by Norfolk County Council to help people who are unable to meet their immediate needs, i.e. food, bills, or everyday essentials.

0344 800 8020

## Warm Homes

Grants are available if someone is struggling to pay their energy bills or keep their home warm in winter.

01603 430103

[www.norfolkwarmhomes.org.uk](http://www.norfolkwarmhomes.org.uk)

## Discretionary Help

South Norfolk Council has extra support available for payments towards rent or council tax, when this is not being covered by your benefit entitlement.

Contact our Benefits Team for more information.

0808 178 7143

[benefits.snc@southnorfolkandbroadland.gov.uk](mailto:benefits.snc@southnorfolkandbroadland.gov.uk)

## Business Support

If you or your business requires any support or advice please get in touch.

01603 980441

[business.support@southnorfolkandbroadland.gov.uk](mailto:business.support@southnorfolkandbroadland.gov.uk)



# Online Services



- Set up or change your Direct Debit
- Tell us that you've moved
- Sign up for eBilling
- Make a payment



**My Account**  
Manage Council services  
online with My Account.

- See your Council Tax information
- View your bin collection days
- Set up alerts for planning applications
- Find out who your Councillor is and how to get in touch with them

