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What do I need to do now?

It is your responsibility to tell us if anything is incorrect.

- If we have made a mistake we will put it right immediately.
- If you disagree with the amounts used you must tell us in writing, what you disagree with, why you disagree and what action you would like us to take.

Important Information if you are getting or have applied for a Council Tax Reduction

Please read the notes below. If you have any queries you can telephone us on 01792 635353, email us at benefits@swansea.gov.uk or write to us at the address overleaf.

What do I need to do now?

You must check this letter carefully to make sure everything is correct. You must tell us if you think anything is wrong or missing, such as items of income or people in your home.

If you want to know more about this decision you can ask for an explanation or a written statement of reasons within one calendar month of the date of this letter.

If you have made your claim for a Council Tax Reduction with the Department for Work & Pensions, they will have told us that your claim is in respect of **Council Tax Benefit**. Where this is the case, please be aware that the council has awarded you a **Council Tax Reduction** (which replaced **Council Tax Benefit** from the 01/04/2013). If you did not intend to claim for, or receive a **Council Tax Reduction**, you must tell us immediately.

If you think your Council Tax Reduction is wrong write to us within a calendar month of the date of this letter stating what you disagree with and why you disagree.

How and when will my Council Tax Reduction be paid?

Your reduction will be credited to your council tax account and will appear on your demand notice as a Council Tax Reduction. If the amount of council tax reduction awarded is 100% of the council tax charged, your property is exempt for council tax purposes.

What if my circumstances change?

You, or anyone acting on your behalf, must tell us straight away about any changes that might affect your Council Tax Reduction, in writing, to the Benefits Section, City and County of Swansea, Civic Centre, Oystermouth Road, Swansea, SA1 3SN or by email to benefits@swansea.gov.uk.

The following are examples of changes of circumstances that everyone must report promptly to the Benefits Section:

- You and / or your partner are in receipt of / or become entitled to Universal Credit.
- You change your address
- The number of people living in your home changes
- You, your partner or someone else in your household starts or finishes work or has a change in their income or savings
- Any of your children leave school
- Any changes to your tax credits
- You leave your address at all (e.g. you go on holiday or into hospital)
- You and / or your partner go into prison
- You become a student

If you do not receive Pension Credit you must also tell us

- About any change to your or your partner's income and / or savings
- If you and / or your partner stop receiving Income Support, Job Seeker's Allowance or Employment and Support Allowance – **you must not rely on the Department for Work and Pensions or the Job Centre to tell us**

If you are receiving Savings Pension Credit you must tell us

- If your savings go over £16000 (this includes stocks, shares, bonds and the value of any property other than your home that you own)

Please note that the above list is not exhaustive. If any circumstances not listed above change please contact the Benefits Section.

NB Failure to report any such change within 21 days of its occurrence may render you subject to a penalty of £50 and / or prosecution for an offence.

It is a criminal offence:

- To knowingly fail to tell us, in writing, within 21 days of any change(s) in your circumstances, about any such change(s) that might affect the amount of Council Tax Reduction you are paid.
- To make a false statement to obtain a Council Tax Reduction.

Help us stop fraud

We want to make sure that people who are entitled to a Council Tax Reduction get the help they need and that those who abuse the scheme are stopped from doing so. If you think someone is wrongly getting a Council Tax Reduction or any other benefit let us know by telephoning 0800 854440 or by reporting it online at www.swansea.gov.uk/benefitfraud. All reports are dealt with in confidence.

What if my circumstances change?

If at any point your circumstances change you must tell us immediately.

If you do not contact us to tell us of a change in circumstances that would result in you **receiving more Council Tax Reduction** you could potentially lose out on Council Tax Reduction you are entitled too.