

Council Tax Support

What is Council Tax?

Council Tax is set by local councils to help pay for local services like policing and refuse collection. It applies to all domestic properties, including houses, bungalows, flats, maisonettes, mobile homes or houseboats, whether they are owned or rented.

Council Tax is worked out by your local council, which sets the rates for each year. The amount you have to pay depends on the value of your property and the current rates for your local council.

Am I eligible for Council Tax Support?

You can claim Council Tax Support if you are:

- on income support or job seekers allowance
- on a low income
- employed or self employed
- in receipt of pension credit

This will mean you will have some, or all, of your Council Tax paid for you. Council Tax Support is paid to you through a reduction of your Council Tax bill. Read more at [Newcastle City Council website](#)

How much Council Tax Support is available?

Everyone of working age who's eligible for council tax support has to pay a contribution towards their council tax. This means they will pay the first 20% of their council tax before support can be received from the local authority.

There are some exceptions to this rule, for example severely disabled people and people eligible for Pension Credit may receive more support. For more information please visit [Council Tax Reductions](#).

How can I apply for Council Tax Support?

You can apply for Council Tax Support at

- Online at www.newcastle.gov.uk

- Contact [Newcastle City Council: Council Tax Enquiries](#)

[Search Newcastle](#), a resource centre for older people in the West of Newcastle, run an advice drop-in where you can get help with council tax problems and completing application forms. The drop-in is open Monday to Friday, from 10am to 1pm.

How can I check my council tax rates?

[MyAccount](#) allows you to access your council tax, housing benefit and business rates online for free 24 hours a day, seven days a week. This is a secure online service for Newcastle residents and businesses. You will receive an 'unlock' code in your council tax bill and/or benefit notification. This code allows you to access MyAccount to:

- Check your account whenever you want
- Get access to your bills and notifications securely
- Get email alerts when new bills or notifications are issued
- Notify Newcastle City Council immediately of any changes in your personal details

Or alternatively contact [Newcastle City Council: Council Tax Enquiries](#)

Where can I get benefits advice?

You can get benefits advice from a local independent service. They can help guide you through the application process and explain how some benefits may impact upon another:

- [Citizens Advice Newcastle](#) give advice to anyone in Newcastle
 - [Newcastle Welfare Rights Service](#) give advice to people in priority groups including those over 65. They have [self help material](#) on their website.
 - [Search Newcastle](#) give benefits advice to older people in the West of Newcastle
 - Find more about [benefit advice services](#) in Newcastle
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Other Useful Information

- [Money Advice Service](#) provides online information on the full range of benefits that you may be entitled to. This also includes where to find more help and advice.
- [Payment Exception Service](#) was introduced as cheques are no longer used to pay state benefits and Pension credit. Information Now has more details on the service available to those unable to use bank accounts.
- [Discretionary Housing Payments](#) – are additional payments available from Newcastle City Council that you can apply for if you are finding it difficult to pay your rent and already receive Housing Benefit.

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Useful Organisations

Citizens Advice Newcastle (CAN)

Website: <http://citizensadvice-newcastle.org.uk>

Telephone: 0191 229 2750

Address: 4th Floor, City Library, NE1 8AX

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Newcastle City Council: Council Tax Enquiries

Website: <https://www.newcastle.gov.uk/services/council-tax/how-pay-your-council-tax/council-tax-who-has-pay>

Telephone: 0191 278 7878

Address: Council Tax Section, NE1 8QH

Housing Benefit Enquiries – Newcastle City Council

Website: <https://www.newcastle.gov.uk/services/benefits/housing-benefit/housing-benefit-and-council-tax-reduction-useful-forms>

Telephone: 0191 278 7878

Address: Benefits Department, NE1 8QH

Money Advice Service

Email: enquiries@maps.org.uk

Website: www.moneyadviceservice.org.uk

Telephone: 0191 278 7878

Address: Holborn Centre, EC1N 2TD

Search Newcastle

Email: info@searchnewcastle.org.uk

Website: www.searchnewcastle.org.uk

Telephone: 0191 273 7443

Address: Carnegie Building, gNE4 8XS

Related Articles

[Attendance Allowance](#)

[Disability Living Allowance \(DLA\)](#)

[Housing Benefit](#)

[Dealing with debt](#)

[Getting advice about your finances](#)

[How to pay for adaptations to your home](#)

[Advocacy support to get your voice heard](#)

[Universal Credit](#)

[How to challenge a benefit decision](#)

[Managing your money](#)