

Your Guide to Council Tax 2020-21

Only payments received by 21st February 2020 are shown on your bill. If you have made a payment since that date, this will not be included on your bill. Please log into your MyHarrow Account (MHA) to check your payment has been received by following this link: [MyHarrowAccount](#)

If you have made a payment since the above date and the payment concerned has put your account in credit, and you do not pay by Direct Debit, please deduct the amount of the overpayment from your 1st April 2020 instalment and continue to pay your instalments as per your annual bill from 1st May 2020 onwards.

If there has been a change to your liability since 21st February 2020 this will not be shown on your annual bill and a new bill will be sent to you after the 1st April 2020. The new instalments on your bill do not include any balance outstanding from 2019/2020 but any credit as at 21st February 2020 will have already been taken into account to reduce your instalments for 2020/21.

You can see an explanation of the bill by following this link to a sample bill:
www.harrow.gov.uk/ctaxbill

1. Why does my bill show a balance outstanding?

Any unsummonsed balance still owing must be paid in full by 31st March 2020. Check your MHA to see when your instalments are due as there may be a final payment due on a date in March 2020.

If you were issued with a Summons and the balance is already with Enforcement Agents then you must contact them to make payment. If your balance is on an arrangement with us, ensure your arrangement is up to date and continue with the payments in addition to your New Bill to avoid recovery action. This summonsed balance will be shown as 'subject to court proceedings' on your annual bill.

2. I want a refund for the credit on my account instead of it being used to reduce what I owe for 2020/21

Download the Refund Request Form at www.harrow.gov.uk/ctaxrefund and then complete it and upload it at www.harrow.gov.uk/evidenceform.

If you request a refund, your bill for 2020/21 will have to be recalculated and this will increase your monthly payments. This is because they are currently reduced by the amount of the credit concerned. You will not get a new bill until after 1st April 2020.

3. How can I make payment?

You can view methods of payment on our website at www.harrow.gov.uk/ctaxhowtopay or see the back of your Council Tax Bill.

Direct Debit Payments see www.harrow.gov.uk/ctaxdirectdebit. If you were previously paying by Direct Debit and this has not been cancelled, this will automatically continue to be your method of payment and you will not need to set up a new Direct Debit instruction for the new Financial year.

4. I want to pay over 12 months not 10

You have two options to pay over 12 months:-

To pay by Direct Debit go to www.harrow.gov.uk/ctaxdirectdebit or to pay by other ways submit a request at www.harrow.gov.uk/ctaxenquiry so we can set up a payment plan through to March.

Note: If you pay your April instalment as shown on your bill, we can then recalculate the balance over the remaining 11 months. Otherwise your revised bill will give 11 instalments from May to March 2021 and this will increase what you have to pay each month as there will only be 11 months remaining in which to pay your annual Council Tax bill and not 12.

5. I can't pay on the 1st of the month

All non-Direct Debit payments must be made on the 1st of each month. If you cannot pay on the 1st you have an option to set up a Direct Debit and you will have a choice of dates comprising, 5th, 10th, 15th, 20th, or 25th of each month. If you would like to set up a Direct Debit, complete our online Direct Debit form www.harrow.gov.uk/ctaxdirectdebit

6. I need to stop the 1st of April Direct Debit from being collected what can I do?

You must contact your bank and arrange to have the Direct Debit instruction cancelled. If you opt to pay by Direct Debit in the future you will need to set up a new Direct Debit instruction at: www.harrow.gov.uk/ctaxdirectdebit.

7. My bill does not show my discount/exemption/relief?

If you have submitted an application for a reduction to your Council Tax in the last 4-6 weeks it may still be awaiting processing. You must continue to pay as per your bill as this is not grounds for withholding payment. Once your application has been processed, a revised bill will be issued if you are successful and your future instalments will be recalculated. If you have been awarded a full exemption and your Council Tax account is in credit, you can request a refund from www.harrow.gov.uk/ctaxrefund Please log onto your MyHarrowAccount to check the discount/exemption/relief has been applied on your account before you do this. You can also check the status of the application and any letters that we have sent to you.

If you believe you qualify for a discount or exemption view our council tax pages at www.harrow.gov.uk/counciltax to see if you may qualify. You can upload your application at www.harrow.gov.uk/evidenceform.

8. My property is now occupied what do I need to do/I've moved out/sold my property?

Complete the online move in/out form at www.harrow.gov.uk/move. Following successful completion of the online form, the Council Tax Payer will receive a revised or a new bill as confirmation of the updated Council Tax records.

9. Changes to Council Tax Support Scheme

Following an 8 week public consultation in 2019, the council has agreed to change its Council Tax Support scheme with effect from 1st April 2020.

Details of the changes can be found by visiting www.harrow.gov.uk/counciltaxsupport

You can also check your entitlement to Council Tax Support by using our online calculator that can be accessed from the same web address as above.

10. I get Universal Credit, Income Support, Job Seekers Allowance, Employment Support Allowance, Pension Credit Guarantee or have a low income; can I get a reduction in my Council Tax?

If you have previously applied for and become entitled to Council Tax Support (CTS), your entitlement will automatically be calculated for 2020/21 based on your circumstances known to us. If you have made a new claim or submitted a change of circumstances recently and have not yet received a revised bill showing any entitlement or change of entitlement, you will, in the meantime, need to start to pay your Council Tax.

11. I don't agree with how much Council Tax Support I am getting

You can visit your MyHarrow Account to view your total entitlement to Council Tax Support entitlement at MyHarrowAccount

If you think your Council Tax Support is incorrect, you can ask us to review the decision. To do this you must write to the Council giving reasons why you believe the decision is incorrect and send all supporting documentation. You can also go online to submit your dispute at www.harrow.gov.uk/ctsdisputes

If you are not satisfied with the decision from the Council, you can appeal to an independent Valuation Tribunal within two months of our decision. You must however still pay your council tax as per your bill, whilst you have an appeal outstanding.

12. Why have I been charged for Adult Social Care?

We are applying a precept of 2% on Council Tax to be spent exclusively on local social care needs. This means that because Harrow has also increased its Council Tax by 1.99%, the overall increase for this year is 3.99% including the Adult Social Care precept.

13. Why have I been charged for GLA?

Please refer to the online Council Tax booklet at www.harrow.gov.uk/counciltaxguide

14. I don't agree with my Council Tax Band?

You should contact the Valuation Office Agency (VOA) to explain why you think your valuation band is wrong. You must be able to provide evidence.

Telephone: 03000 501 501

<https://www.gov.uk/challenge-council-tax-band>

15. I've got an appeal outstanding on my band; do I have to pay this bill?

Yes. The current bill remains payable until a decision regarding your appeal has been reached and communicated to you.

16. Why am I being charged an extra 200% for my empty property?

This is for long-term empty properties. From 1st April 2019 the charge was increased from 150% to 200% for properties empty over 2 years and now from the 1st April 2020, if your property has been empty for five years or more you will be charged an extra 200% on your bill i.e. 300% of the normal Council Tax charge. If you want help on how to bring your property back into use, see our empty homes website page and www.harrow.gov.uk/derelictproperty

17. How can I contact the Council about my Council Tax.

Please see if you can find the answer to your question on our webpages at

www.harrow.gov.uk/ctax If you cannot find the information that you want then submit an enquiry via our online system at www.harrow.gov.uk/ctaxenquiry

Contact details are also on our bills.

Save time and transact online at:

www.harrow.gov.uk