

Council Tax discount and exemption reviews – frequently asked questions

Why have I been sent this letter?

You have been sent a letter as we have identified that you are currently in receipt of an exemption or discount.

Eastbourne and Lewes Councils' are committed to keeping the Council Tax we charge as low as possible. Protecting our tax base helps us to do this. One of the ways that we protect our tax base is to carry out regular Council Tax discount and exemption reviews.

Reviews help to ensure that all discounts and exemptions have been correctly claimed, which helps us to protect essential public funds and services and also allows us to give help to our customers where it is needed the most.

The information that we receive is checked against our records. It is also checked against other data sets such as credit bureau data in order to verify that the discount has been correctly claimed.

How long do I have to return the form?

We would appreciate it if you could return the form within 21 days of the date of the letter. As long as the form is returned within a reasonable amount of time you will not be penalised but to avoid any unnecessary removal of a discount or exemption please contact us if you are unable to return the form to us within the specified 21 days.

What happens if I don't return the form?

If you have not contacted us or returned a completed form we will assume that you no longer wish to claim and the discount or exemption will be removed from your Council Tax account.

I have already contacted the council to inform of a change in circumstances. Do I still need to complete the form?

Yes. Please complete and return the form telling us about the change and details of your current situation.

What should I do if my circumstances are not covered in the lists above?

If there is any information that you would like to provide in addition to the form please attach a covering letter detailing the information and return both the form and cover letter together.