

Support for individuals - council tax

Hardship fund for people on Council Tax Reduction

The government has confirmed details of a £500million hardship fund. Under this scheme, people in receipt of Council Tax Reduction will receive a minimum of £150 off their council tax bill for 2020/2021, unless their bill is less than £150, in which case their bill will be reduced to zero. This is in addition to any support they already receive.

The councils are now working to confirm the amount each individual qualifying household will receive off their bill – as soon as this is complete, revised bills will be issued.

Council tax payments

Where possible, people should continue to pay their bills as normal. If someone is genuinely having difficulty paying their council tax, they should contact our council tax team on:

- South residents - sodc.counciltax@secure.capita.co.uk / 0345 302 2313
- Vale residents - vowh.counciltax@secure.capita.co.uk / 0345 302 2315

People who are currently not being paid, and are struggling to pay their bill, are encouraged to apply for Council Tax Reduction – their account will then be put on hold for 30 days while their application is processed.

To apply for Council Tax Reduction please visit southoxon.gov.uk/ctrs or whitehorsedc.gov.uk/ctrs

For more information about support and advice for individuals please visit southoxon.gov.uk/covid19 or whitehorsedc.gov.uk/covid19