Council tax single person discount review – frequently asked questions

What happens if I don't complete the form?

We will assume that your situation has changed and you are no longer entitled to the discount. Your single person discount will be removed and a revised bill will be sent to you.

What credit information do you hold on me?

We do not hold any credit information. If you want to see your credit file, you should contact any of the major credit referencing agencies:
- CallCredit
- Experian
- Equifax

What happens if I return the form after the 14 day deadline given?

As long as the form is returned within a reasonable amount of time, you will not be penalised. If the form is very late, you may end up receiving a reminder letter. If you do receive a reminder letter, you should complete the form as previously requested.

What should I do if someone is using my address for correspondence only?

Please provide their name and the address at which they actually live so that it can be verified. You can supply more information if you think it relevant to assist your claim.

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

Yes; please include all the details of your current situation.

I receive mail for the previous occupiers; what should I do about this?

You need to write on the envelope that the person no longer lives at the address and return it to the sender.

A friend stays with me three or four nights a week; does this mean I am no longer entitled to the discount?

If your friend keeps their belongings at your house it will be classed as their main residence and you will no longer be eligible for the discount. Some of the questions we may ask are:
- Where does your friend stay for the other nights? If they stay at various addresses but keep their belongings at your property, their main residence would be your address.
• What address do their doctor / dentist hold for them? If it is your address, it is their main residence.
• Does your friend work away and stay at your address on their days off? Your address would be their main residence.

You should provide as much information as possible – if necessary, you can use a separate sheet. If you are unsure, please contact us for advice.

Why am I being asked to return my information to a Pershore address?

All returned forms are being handled by Civica at their specialist mailing centre at Pershore. The information you provide will be electronically scanned onto your Council Tax account.

What is data matching?

Civica matches the Council Tax database with third party sources and specialist validation services. Addresses of those in receipt of a single person discount are passed to an agency that runs a search to match other data sources such as the electoral register or credit agreements. The agency then provides Civica with a list of possible adults at the property.

Does it breach the Data Protection Act?

No. Civica holds the data for the correct purposes i.e. the levying and collection of a tax. The data is held for as long as required then destroyed. No database is compiled that could be shared with or accessed by other bodies or sources.