

## Tonbridge & Malling Borough Council

**Council tax valuation:** Council tax is paid on domestic dwellings. These include houses, bungalows, flats, maisonettes, mobile homes and houseboats. There will be one bill per dwelling. Each dwelling has been given a band by the Valuation Office Agency. The band is based on the dwelling's market value as at 1 April 1991. Your bill will show which band your dwelling is in.

**Band A** up to £40,000

**Band B** £40,001 to £52,000

**Band C** £52,001 to £68,000

**Band D** £68,001 to £88,000

**Band E** £88,001 to £120,000

**Band F** £120,001 to £160,000

**Band G** £160,001 to £320,000

**Band H** over £320,000

**Appeals:** If you think your property's band is too high, you need to [contact the Valuation Office Agency](#). **Do not appeal to us**, as we cannot change your property's band until told to do so by the Valuation Office. You must not withhold payment while your appeal is being dealt with. If your appeal is successful, we will refund any overpayment.

If you think that your council tax bill is wrong for some other reason, you should contact us first. If we cannot resolve the issue, you may appeal to the independent Valuation Tribunal. Information about the [Tribunal](#) can be found on its website.

**Discounts:** The full council tax charge assumes that there are two adults resident in a dwelling. If there is only one, we give a 25% discount. When we count the number of persons in a property, some are not counted, such as full-time students; the severely mentally impaired; and school-leavers. If no adult is counted, we give a 50% discount.

Properties that are empty (unoccupied and substantially unfurnished) or classed as second homes do not receive a discount. Properties undergoing, or requiring, major repair can receive a 100% discount for up to one year. Properties that have been empty for at least 2 years pay an additional premium.

If you think you might be entitled to a discount, please let us know. **If you already receive a discount you must tell us, within 21 days, if there is any change in your circumstances that might affect your entitlement. You could be liable to a penalty of £70 if you do not declare this information.**

### Bogus call alert

Some people have been getting calls from companies claiming to represent the council and asking for personal information such as bank details.

**Council staff would never request information or payments of council tax this way**, so please do not give out any details. If you have been contacted or have any concerns please call the Council Tax helpline 01732 844522 or email [revenues@tmbs.gov.uk](mailto:revenues@tmbs.gov.uk)

**Other information:** The Council's website [www.tmbc.gov.uk](http://www.tmbc.gov.uk) contains information regarding its budget and those of some parish councils. The website also shows links to the budget information for Kent County Council; Kent Police; and Kent Fire & Rescue. To request a hard copy of that information, please email [revenues@tmbs.gov.uk](mailto:revenues@tmbs.gov.uk) and we will send you a copy free of charge.

**Exempt dwellings:** Some dwellings are exempt from council tax, including properties occupied wholly by students; persons under 18; and the severely mentally impaired. If you think your property may be exempt, please call the Council Tax helpline 01732 844522 or email [revenues@tmbs.gov.uk](mailto:revenues@tmbs.gov.uk)

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**People with disabilities:** If your property has been adapted to meet the needs of a disabled person, you could be entitled to a reduced bill. If you think you might be entitled to a reduction, please call the Council Tax helpline 01732 844522 or email [revenues@tmbc.gov.uk](mailto:revenues@tmbc.gov.uk)

**Other reductions:** The Council has discretion to reduce the amount a person is liable to pay depending on the circumstances of the case.

**Help with paying your council tax:** If you are on a low income, you might be entitled to a discount through the council tax reduction scheme. For more information about our scheme, visit [Apply for council tax reduction](#)

### COUNCIL TAX ONLINE

You can sign up, view and manage your Council Tax using our Citizen Access online system.

You are able to:

- Register for paperless billing
- View your account, including your balance and recent payments
- View your Council Tax bills and any recovery notices
- Apply for or cancel single person discount
- View any discounts or exemptions you receive
- Register for Council Tax or tell us you have moved
- Update your contact details
- Set up a direct debit
- Tell us you have moved
- Make a payment.

### Is your home unoccupied?

Properties that have been empty for at least two years currently pay an additional 100% council tax premium. This means you pay £5,000 if the basic charge is £2,500.

This premium increases to 200% if a property has been empty for at least 5 years and 300% for properties that have been empty for at least 10 years.

If you do not already have plans for bringing your home back into use, the Council wants to help. We can offer free advice and guidance to help identify the options available, including:

- Free advice on renovation works where the property is in poor condition;
- Advice on available funding to assist with the cost of renovation works where the property has been empty for six months or longer; and
- Advice and help on letting the property

For further information on bringing your empty property back into use, contact [privatesectorhousing@tmbc.gov.uk](mailto:privatesectorhousing@tmbc.gov.uk)