



Leaflet MCL11

A guide to claiming Disabled Relief



Merseyside authorities working together

This leaflet is one of a series produced by a number of Merseyside authorities to help you understand Housing Benefit and Council Tax Benefit. It is a general guide. People have different circumstances, so please contact us if you need more detailed advice. Addresses are on the back of this leaflet.



Knowsley Council
www.knowsley.gov.uk



The City of Liverpool
www.liverpool.gov.uk

Sefton Council 
www.sefton.gov.uk

 **WIRRAL**
www.wirral.gov.uk

FIGHT FRAUD – PLAY YOUR PART

Benefit Thieves take money from your pocket. Don't turn a blind eye and let them get away with it. If you know or suspect a Benefit Thief, report it in confidence. You do not have to give your details.

Call FREE on **0800 0730532** or use the simple Online Form at
www.knowsley.gov.uk

You can also get this information in other formats and languages. Please phone **0151 443 4031** or email **customerservices@knowsley.gov.uk**

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1. What is Disabled Relief?

Disabled relief is a reduction in your Council Tax if there is a disabled person, whether adult or child, in your household and you can answer **Yes** to one of the following:

- Do you have a second bathroom used for 'personal washing' (not just a toilet/washbasin) which is needed and predominantly used by the disabled person?
- Do you have a second kitchen which is needed and predominantly used by the disabled person?
- Is a wheelchair used indoors?
- Is there a room that is predominantly used by the disabled person and required to meet their needs as a disabled person? This could include a room that is used to house dialysis equipment, or a room for physiotherapy.

Please note that no account is taken of your income, so even if you are receiving a high income you could still qualify for this reduction.

2. What is the reduction?

If you qualify, you will be charged as though your property was in the Valuation Band lower than that at which it has been valued. For example, if your home is in Valuation Band B, you'll get a bill for a home in Valuation Band A. However, the valuation list itself will not be altered.

Disabled Relief is not Council Tax Benefit. You can get this reduction as well as Council Tax Benefit.

Band A properties

People in band A properties will still receive a reduction of one sixth of their Council Tax.

If you need any help or information please contact us. Details are on the back of this leaflet.

3. How do I apply for Disabled Relief?

If you wish to apply for Disabled Relief please complete the application form in this leaflet. The claim needs to be made by the person who is liable for the Council Tax. If you are unable to complete this form yourself you can:

- Ask someone to complete it on your behalf (eg a friend, social worker) or
- Visit one of our One Stop Shops

4. How long does the relief last for?

A renewal form will be sent to you each year asking you to confirm that the circumstances remain the same. It is important that you inform us straight away if the disabled person is no longer at the property.

5. If I am unhappy with your decision, can I appeal?

If your application is refused you can appeal against our decision. Your appeal must be made in writing direct to us. You must give the reasons for your appeal and provide any supporting evidence.

We will look at our decision again and let you know if we are going to allow your appeal. If we decide not to allow your appeal, you have a right of a further appeal to an independent tribunal.

For further information visit www.valuation-tribunals.gov.uk

6. Could I be entitled to any other discounts?

This will depend on the number of residents, however if there is a disabled person living at the property you may also qualify for other discounts. Examples of this would be if there is a carer, or a person suffering from a severe mental impairment.

For more information, see our leaflet "Council Tax Discounts" on your Council Tax.

7. What if I have a query?

You can telephone us or you can call in person at any of the One Stop Shops. You can write a letter to us or e-mail us. Details are at the back of this leaflet.

8. What happens next?

The information you have provided on your form will be looked at.

We may later request a note from a doctor, or any qualified professional such as an occupational therapist or social worker confirming the nature of the disability. We may also need to visit the property to confirm the details on the form.

9. Application Form - (This must be completed by a liable Council Tax payer)

Name of Council Tax payer	
Property address	
Postcode	
Contact telephone	
E-mail address	
Council Tax account number	
Name of the disabled person	

Grounds for the application:

Please tick the relevant box(es) if your dwelling has any of the following facilities:

A. a room which is predominantly used by, and is required for meeting the needs of a disabled person.

B. a second bathroom or kitchen required for meeting the needs of a disabled person.

C. sufficient space to allow use of a wheelchair indoors, and the disabled person needs to use a wheelchair indoors.

Please sign the declaration below:

The information given on this form is correct to the best of my knowledge. I undertake to notify you immediately if I believe that I am no longer entitled to a reduction granted in respect of this application.

Applicant's Signature:

Date

About your disability -

In support of your application we may require a doctor or other qualified professionals, such as an occupational therapist or a social worker to confirm in writing that these facilities are required to meet the needs of the person with the disability. Please write the name, address and profession of a person that we can contact, in the space provided below.

Name (block letters)	
Profession	
Address	
Postcode	
Telephone number	

Leaflets and where to get them

All of these leaflets are available free of charge. You can get them from the One Stop Shops, Citizen Advice Bureaux and libraries. You can also download copies on www.knowsley.gov.uk.

For your ease, all of the leaflets have a reference to identify them:

MCL1	Starting Work
MCL2	Help with Rent
MCL3	Help with Council Tax
MCL4	How to claim Housing Benefit/Council Tax Benefit
MCL5	Help with Disputing a Benefit Decision
MCL6	Information for Landlords
MCL7	Housing & Council Tax Benefit Discretionary Housing Payments
MCL8	Housing & Council Tax Benefit for Young People
MCL9	Second Adult Rebate
MCL10	Council Tax Discounts and Exemptions
MCL11	Council Tax Disabled Relief
MCL12	Students



How to contact us

Information relating to the services which the Council provides and how to contact the various departments can be obtained from any Branch Library or One Stop Shop

In person: Please call at:

Huyton One Stop Shop
Municipal Buildings
Archway Road
Huyton
Merseyside
L36 9XJ

Kirkby One Stop Shop
Municipal Buildings
Cherryfield Drive
Kirkby
Merseyside
L32 1TX

Prescot One Stop Shop
Prescot Shopping Centre
Aspinall Street
Merseyside
L34 5GA

Halewood One Stop Shop
5/21 Ravens Court
Leathers Lane
Merseyside
L26 0UP

One Stop Shop opening times:

Monday to Friday 9.00am to 5.00pm

Saturday 9.30am to 1.00pm (Huyton, Kirkby and Prescot offices only)

By post: Please write to:

Housing Benefit Section
Knowsley Borough Council
Municipal Buildings
Cherryfield Drive
Kirkby
Merseyside
L32 1TX

By telephone:

Please ring contact centre on
0151 443 4042

By e-mail:

benefits@knowsley.gov.uk

By fax:

0151 443 4142

Disabled access is available at all of the One Stop Shops. The following facilities are available:

- Wheelchair/pram access and lowered desks
- Minicom telephone system for hearing impaired people. Please dial: 0151 443 4248
- Advisors trained in British Sign Language (up to Level 2)
- Access to BTs language line through which we can contact an interpreter in minutes
- Private interview rooms
- Friendly staff who are happy to assist