

Contacting The Office

You can contact the office by: -



Council Tax only email to
swindoncounciltax@liberata.com



phone on 0845 8500 962
(8.30am-5.30pm) local call
rates apply



writing to:
The Director of Revenues
& Benefits
Swindon Borough Council
Civic Offices, Swindon SN1 2JH



For further information or to
print Benefit forms or to print or
complete Council Tax exemption
and discount forms please see
our website at www.swindon.gov.uk/housing/counciltax

Fraud Hotline

“Do you know someone who
is falsely claiming benefit”
Don't let them get away with it.
Ring the Fraud Hotline on
01793 464690

Other Revenues and Benefits information leaflets available

- 1 *Who can claim and how (People over 60)*
- 2 *Who can claim and how (People under 60)*
- 3 *Under 25's/Young People*
- 4 *Lone Parents*
- 5 *Students*
- 6 *People from abroad*
- 7 *Working and claiming*
- 8 *Changes in circumstance*
- 9 *Overpayments*
- 10 *Rents and Charges*
- 11 *Pre Tenancy Determinations*
- 12 *Non-dependants*
- 13 *Absence from home*
- 14 *Claiming benefit on two homes*
- 15 *Backdating*
- 16 *Discretionary Housing Payments*
- 17 *Second Adult Rebate*
- 18 *Customer service and home visits*
- 19 *Child Care Costs*
- 20 *Self-Employed*
- 21 *Information for landlords*
- 22 *Disputes and appeals*
- 23 *Savings and investments*
- 24 *Counter Fraud*
- 25 *Verification of documents*

If you would like to receive this
information in another language or in
another format such as large print, Braille
or on audio tape, please contact Customer
Services on 01793 463725 for further
information.

Dealing With Bereavements

Version 1 February 2007

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Housing
Benefit

Council
Tax

Second Adult
Rebate

Rent

Council Tax
Benefit

Pension
Credits

Dealing With Bereavement

The Council understands that the loss of someone close to you is a difficult time. When we are aware of such circumstances the Council and all its officers do try and provide all the assistance possible.

This leaflet is designed to provide help and information on the services operated by the Revenues and Benefits Department, so that surviving partners and other close relatives receive the discounts and benefits they are entitled to.

We know that at such a time, dealing with Council Tax and Benefits matters may not be a priority, but we want to ensure that bereaved members of the public receive all their discounts and benefits. Any delay in applying may affect Benefit entitlement.

Council Tax

The Council Tax office does receive a list of the registered deaths for the area, and provided the home address of the person is given, the Council Tax record is amended accordingly.

In order to confirm the details and discuss any discounts or benefits, however, it is advisable to contact the office by one of the methods shown at the back of this leaflet.

Council Tax Exemption & Discounts

- If the property is unoccupied, a full exemption from Council Tax can be claimed from the date of death and for up to 6 months after the grant of probate or letters of administration. After the period of 6 months ends a discount of 10% can be claimed.
- If the property remains occupied by only one adult, a discount of 25% can be claimed.

In order to claim these exemptions or discounts please contact us.

If the Council Tax account is in credit a refund will be produced and sent to the Executors or surviving partner. Due to the number of checks we undertake with all refunds, payments take at least two weeks to produce. Refunds to executors are sent in the name of -' Executors of ' rather than a named individual. If this will cause you any difficulties please contact us in order to discuss this matter. To be able to make payment to a named individual we may require probate certificates or proof of administration.

Housing and Council Tax Benefits

If the deceased was in receipt of Housing Benefit or Council Tax Benefit, the Benefits section should be contacted straight away to ensure that benefit entitlement is recalculated. In such cases any surviving

partners will need to make a new application for Benefit. Any delays could result in benefit being overpaid. **For more information please read Revenues & Benefits leaflet 1 (Who can claim and how (People over 60) or leaflet 2 (Who can claim and how (People under 60))**

If Housing Benefit or Council Tax Benefit has not previously been awarded, surviving partners or persons who continue to reside in the property may be entitled to claim. If you think you may be entitled to benefit, you will need to complete a claim form. **For more information please read leaflet 1 (Who can claim and how (People over 60) or leaflet 2 (Who can claim and how (People under 60))**

If you are not entitled to the discount of 25% from your Council Tax bill because you have another adult living in the property you may still be able to get help. This is called Second Adult Rebate. **For more information please read leaflet 17 (Second Adult Rebate)**

When you make a claim for Housing Benefit or Council Tax Benefit, you must complete the claim form by answering all of the relevant questions. We will need to see proof of your National Insurance Number, proof of your identity, proof of savings and capital, proof of earnings, proof of your household, proof of any other income and where applicable proof of your rent and tenancy. **For more information please read leaflet 25 (Verification of documents)**