



**VALUATION BANDS**

The Valuation Office Agency, not the council, allocates a valuation band to every home. The banding is based on the value of your home at 1 April 1991. The council uses the valuation banding to work out your council tax bill.

Band	Range of Values
A	Up to and including £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

Your council tax bill shows which band applies to your home.

**Querying your council tax band**

If you have reason to believe your council tax band may be wrong, please contact Coventry Valuation Office (VOA) Tel: 0121 410 3700 and ask to have it reviewed.

Email: [birminghamgroup.vo@voa.gsi.gov.uk](mailto:birminghamgroup.vo@voa.gsi.gov.uk)

Address: Sherbourne House, Manor House Drive, Coventry, CV1 2TG.

Please bear in mind that if your home is already in band A, the lowest band, the VOA cannot reduce the band further. Check with your council to see whether you are eligible for any discount on your bill.

Further information is also available at [www.vo.gov.uk](http://www.vo.gov.uk).

If, having raised your query with the VOA, you still believe your banding is incorrect; you can make a formal challenge (known as a proposal to alter the list) but only under limited circumstances.

Generally you can only make a proposal within SIX MONTHS of:

- Becoming a new council taxpayer for a property
- The VOA notifying you that your banding has changed

You can also appeal at any time if:

- Your property has been demolished
- Physical changes in the local area or to the property itself has had an adverse effect on the 1 April 1991 market value

- Your property has been adapted to make the property suitable for someone with a disability.

For a full list of circumstances when a valid proposal is permitted visit [www.vo.gov.uk](http://www.vo.gov.uk) or contact Coventry Valuation Office on **0121 410 3700**. Fax number is **0121 410 3799**.

**Other appeals**

As well as banding appeals, you may also appeal if you consider that you are not liable to pay Council Tax, for example, because you are not the resident or owner, or because your property is exempt; or that Stratford-on-Avon District Council has made a mistake in calculating your bill. If you wish to appeal on these grounds you must first tell Stratford-on-Avon District Council in writing so that we can reconsider your case.

You can get details of the appeal procedures (including the role of Valuation Tribunals) from Revenues and Housing.

You should note that making an appeal does not allow you to withhold payment of the tax. If your appeal is successful you will be entitled to a refund of any overpayment.

**Discounts**

If you are the only person over 18 living in your home you are entitled to a 25% discount. Dependent upon the status of your property you may be entitled to a discount if your property is unoccupied. Discounts can also be claimed because certain people may not be included when counting the number of people in your household. For example those who may be disregarded include, **students; apprentices; student nurses; Youth Training trainees; people caring for someone who is not a spouse, partner or child under 18 and people with severe mental impairment.**

If you think you may be entitled to a discount which is not shown on your bill, please contact the Council's Contact Centre (Telephone 01789 260990). If your bill indicates that a discount has been allowed, you must tell Stratford-on-Avon District Council of any change of circumstances which affects your entitlement. If you do not you may have to pay a penalty of £50 the first time this happens, and £200 every time afterwards.

If you would like to pay by Direct Debit please complete the box below, together with the Direct Debit instruction overleaf.

Or telephone 01789 260990.

Your council tax account reference number can be found on the front of your bill.

<b>Name</b>
<input type="text"/>
<input type="text"/>
<b>Address</b>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Direct Debit payers will have the choice of any one of the following four payment dates:- 7th, 14th, 21st or 28th of the month.

Please indicate your preferred choice of date

## The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Stratford-on-Avon District Council will notify you ten working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Stratford-on-Avon District Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.