



Your Council Tax and Business Rates Explained

April 2024 - March 2025



Council Tax

How to pay your bill	3
Getting help to pay your bill	4
Council Tax Support Scheme	5
Discounts	7
Appeals	9
How we deal with benefit cheats	10
Changed your circumstances?	11
Electronic billing	11
How your Council Tax is calculated	11
Our Income and Expenditure	12
How to contact us	19

Business Rates

How to pay your bill	3
Business Rate information	13
Setting rateable values	13
National non-domestic rating multiplier	14
Business Rate instalments	14
Rating advisers	14
Subsidy Control	14
Unoccupied property rating	15
Reliefs / Discounts	16
How to contact us	19

Helping Hand Tameside can signpost you to services who can support you with:

- Taking control of your money and seeing if you're entitled to financial support
- Improving your mental health and wellbeing
- Housing problems
- Building your work skills and finding routes into employment
- Getting online and building confidence new technology
- Finding food support and help with childcare
- Becoming more energy efficient and available energy support

Tameside Metropolitan Borough
Find help local to you.

#HelpingHandTameside

Scan QR code for more information

Visit www.tameside.gov.uk/helpinghand

How to pay your bill

Direct Debit

Direct Debit is the easiest way to pay your Council Tax or Business Rates. It is cost-effective, efficient and couldn't be simpler. Complete a direct debit instruction from the Council's website at

tameside.gov.uk/payments

Direct Debit means your payments are collected automatically each month. Your payments are covered by the Direct Debit Guarantee Scheme. We will continue to collect your payments each year until you instruct us otherwise.

Direct Debit payments can be taken from your bank on the 1st, 15th or 23rd of each month.

On the web

To make a payment go to

tameside.gov.uk/payments

To check your Council Tax balance and inform us of any changes register for the self service system.

Visit **tameside.gov.uk** select Council Tax and click on self service.

Standing Orders

Council Tax or Business Rates payments can be made by standing order at your bank. See the back of your bill for further details.

Payments can also be made:

- At the Post Office
- At any payzone outlet, using your Council Tax or Business Rates bill
- If required we can provide a copy of your bill in braille, audio or large print, please telephone 0161 342 2015.

Full payment details can be found on the back of your Council Tax or Business Rates bill.

The Customer self-service system can be located by visiting: **tameside.gov.uk/counciltaxandbenefits** and then selecting Self Service

Getting help to pay your Council Tax bill

If you find monthly payments difficult, you can arrange to pay your bill weekly or fortnightly. If you choose this method you will need to notify us so that we can amend your instalment details.

You can arrange to pay your Council Tax bill in 12 monthly instalments. If you choose this method you will need to email the Council Tax Team at counciltax@tameside.gov.uk

If you are experiencing difficulties paying your bill, please make early contact by using the contact details at the back of this booklet. We will check that your bill is correct, and identify any reductions you may be entitled to that you may have not claimed.

Alternatively you can contact:

Welfare Rights & Debt Advice Service

For Benefits and Debt Advice

tameside.gov.uk/welfarerights

0800 074 9985

(Monday and Wednesday

9.30am – 12.30pm)

Detailed below are other agencies, which offer free advice if you are experiencing financial difficulties:

Tameside Citizens Advice Bureau

tamesidecab.org.uk

Tel: 0808 278 7805

National Debtline

nationaldebtline.org/EW

Tel: 0808 808 4000

Advice Tameside

advicetameside.org.uk

Housing Advice

tameside.gov.uk/Housing/Housing-Services

Tel: 0161 331 2700

Shelter

england.shelter.org.uk

Tel: 0808 800 4444

Money Advice Service

www.moneyadviceservice.org.uk

Libraries

You can pay Council bills at any of our eight libraries, during staffed hours. Payments can be made by debit/credit card and your reference/invoice number will be required. Library staff can also verify documents for Housing Benefit or Council Tax Support purposes and provide information on other Council Services. If you need help to make a claim for Housing Benefit or Council Tax Support, either face to face or over the telephone an appointment can be made with Customer Service staff. For full details of our library opening hours please visit www.tameside.gov.uk/libraries or telephone, 0161 342 2031. For details of how to contact Customer Services see page 6.

**DOES THAT
SIT RIGHT
WITH YOU?**

#SittingRightWithYou



Anyone, of any age, gender and background, can experience domestic abuse. Does that sit right with you?

**DOMESTIC ABUSE
AWARENESS**

If you're worried about yourself, or someone you know visit www.tameside.gov.uk/domesticabuse or call **0800 328 0967**. It's time to talk about it.

Council Tax Support Scheme

The Council Tax Support Scheme provides financial assistance to Council Tax payers on a low income whether they rent or own their own home, or live rent-free, by reducing the amount of Council Tax they have to pay.

Claimants of state pension age receive support based on prescribed regulations. Claims for working age claimants are based on the Council's local scheme.

Who is it for?

People on a low income who are liable to pay Council Tax may be entitled to help.

How is it worked out?

The Council will look at the money you and your partner have coming in as well as your savings. The Council will also look at your other circumstances such as your age and whether anyone else lives with you.

With this information the Council will work out if you qualify for Council Tax Support. If you can get Council Tax Support, this will not affect the amount of money you receive in other benefits.



HM Government

Help for Households

Need help with childcare costs?

Get help that fits your family so you can juggle work and life.

Find out more at

childcarechoices.gov.uk

Childcare
Choices

The main aspects of the Council Tax Support Scheme 2024/2025 for working age claimants are:

- A maximum limit of 75% to the amount of Council Tax Support that can be paid
- Council Tax Support is limited to the level that would be given for a band A property
- There is no provision for backdates

Customer Services offers specialist advice on Council Tax issues including discounts, exemptions and can help to make a claim for Council Tax Support or notify a change of circumstances.

Access to the service is by appointment only and these will take place either by telephone or face to face at Tameside One, Ashton. Appointments can be made as follows:

- Telephone 0161 342 8355
- Email cs.referrals@tameside.gov.uk
- Web chat via the Tameside MBC website – www.tameside.gov.uk
- By visiting any library in person during staffed hours
- Professionals supporting a vulnerable person can book an appointment on their behalf

You can find more information at tameside.gov.uk/ctss

How to claim

You can claim Council Tax Support straight away by using the online application form at tameside.gov.uk/ctss

ARE YOU LOOKING FOR A NEW ROLE?

Fostering allows you to make a real difference to the lives of local children.

Visit tameside.gov.uk/fostering to enquire today.



FOSTER FOR TAMESIDE
CHANGE A LOCAL CHILD'S LIFE

 **Tameside**
Metropolitan Borough Council

 **FOSTER**
FOR TAMESIDE

Full Council Tax assumes there are two adults living in the dwelling. If only one adult lives in a dwelling the Council Tax will be reduced by 25%.

Second Homes

If the property is furnished and another property in England or Wales is your main residence, you will be required to pay 100% of the Council Tax charge.

Properties which are not the owners sole or main residence, and which are used as a second home from 01 April 2025 onwards will be required to pay 200% of the Council Tax charge.

Empty Properties

If the property is not your only or main residence and is empty, you will be required to pay 100% of the Council Tax charge.

Long Term Empty over 12 months

If the property is unfurnished and is not your only or main residence and has been empty for more than 12 months, you will be required to pay 200% of the Council Tax charge. Even if you have not owned the property for 12 months you will still be liable for the charge if it has been empty under a previous owner and is still empty.

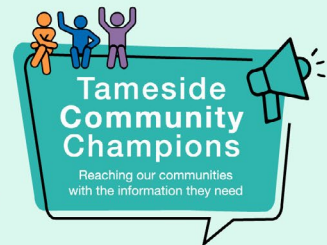
Period property has been empty	Charge
Less than 1 year	100%
Between 1 year and 5 years	200%
Between 5 and 10 years	300%
10 years or more	400%

Become a Tameside Community Champion

can you help provide family, friends and residents with information to help them access a range of support and advice services available in Tameside

Sign up to become a community champion.

www.tameside.gov.uk/communitychampions



Other Discounts

Some people are not counted when looking at the number of adults resident in a property if they meet certain conditions.

You may be eligible to a discount where there are:

- full-time students, student nurses, apprentices, youth training trainees and initial teacher-training trainees
- patients resident in hospital
- people who are being looked after in care homes
- people who are severely mentally impaired
- people staying in certain hostels or night shelters
- 18 to 19-year-olds who are at, or have just left school
- careworkers working for low pay. Usually for charities
- people caring for someone with a disability who is not a spouse, partner or child under 18
- people living in an annexe owned by a family member who occupies the main property
- members of visiting forces and certain international institutions
- people in prison (except those in prison for non-payment of Council Tax or a fine).

For a full list of all discounts or for further information visit:

tameside.gov.uk/counciltax/discounts

Disability Reduction

If you or someone who lives with you (adult or child) has a room or an extra bathroom or kitchen, or extra space in your property to meet special needs arising from a disability, you may be entitled to a reduction in your Council Tax.

The bill may be reduced to that of a band immediately below that shown on the valuation list. If your home is in band A you will already be in the lowest Council Tax band, however, you may still qualify for a reduction.

To apply for a Council Tax discount, please visit:

tameside.gov.uk/counciltax/discounts

If your bill indicates that a discount, exemption, or disability reduction has been allowed, you must tell Tameside Council within 21 days of any change in circumstances which affects your entitlement to that discount.

If you fail to do so you may be required to pay a penalty of £70.

Appeals

Property Bands

The Valuation Office Agency (VOA) set Council Tax Bandings, any appeals should be made directly with them. You may appeal against your property banding where:

- You believe that the banding should be changed because of an increase or reduction in the value of the property due to building work being carried out on the dwelling, i.e. demolition, extensions or converting the property from houses to flats
- You adapt part of your dwelling for business use and it is entered into the Non Domestic Rating list
- The Valuation Office Agency has altered a list without a proposal having been made by a taxpayer
- Physical changes in the locality affecting value; or within 6 months of the following: A band change to your property made by the Valuation Office Agency; a band change made to a similar property to yours has been made by a Tribunal or Court; you have become a taxpayer at the property in the last 6 months
- Where a property is in severe disrepair or dereliction you can appeal to the Valuation Office Agency to request that the property be removed from tax.

Reductions or increases in value resulting from the general state of the housing market do not affect the banding of your property.

You can contact the VOA at any time using gov.uk/contact-voa to find the relevant details. If you cannot use the online service, call 03000 501 501. Lines are open Monday to Friday, 9:30am to 4:30pm, or email ctinbox@voa.gov.uk.

Contact address: Valuation Office Agency, Durham Customer Service Centre, Wycliffe House, Green Lane, Durham, DH1 3UW

Council Tax

You may also appeal if you think that you are not liable to pay Council Tax. For example, because you are not the owner, or because the property is exempt, or you believe we have made a mistake in calculating your bill. If you wish to make an appeal on these grounds you must first notify us in writing so that we have the opportunity to review the case.

Please write to:

Tameside Council Tax Service, PO Box 304, Ashton-under-Lyne, OL6 0GA.

Making an appeal does not allow you to withhold payment of Council Tax. Payments should continue to be made in accordance with the instalments shown on your bill. If your appeal is successful you will be entitled to a refund of any overpaid Council Tax.

Warning about Council Tax “Appeal” Calls

If you are contacted by a company claiming they can get you a refund by having your home moved to a lower Council Tax band, please bear in mind the following:

- The companies have not been appointed by Tameside Council
- Attempts to change your Council Tax band by using one of these companies usually requires a non-refundable up-front fee, or they will often take a large percentage of any overpayment secured
- Any appeal could result in your property band going up rather than down, resulting in a higher Council Tax charge.

If you genuinely believe your Council Tax property band is wrong, you can appeal without incurring costs or requiring assistance from any other company. For further information visit:

www.gov.uk/challenge-council-tax-band

How we deal with benefit cheats

Benefit Fraud investigations are undertaken by the Department for Work and Pensions under the umbrella of the Single Fraud Investigation Service. The Council is committed to tackling Benefit Fraud.

Typical examples of benefit fraud are:

- * People who work but do not declare this when they claim benefit.
- * People who claim as a single person but actually live with a partner.
- * People who claim from an address but do not live there.
- * People who do not tell us the full amount of income, savings or capital when they claim benefit.

To report suspected Benefit Fraud

You can ring the Benefit Fraud Hotline service on **0800 854 440** which is a free phone number and all calls are treated in absolute confidence. A trained member of staff will take any information you can provide regarding people committing benefit fraud.

For further information visit:

www.gov.uk/report-benefit-fraud

We're closing in
with hundreds of benefit thieves being reported



If you suspect someone of benefit fraud in your area
call the Fraud Hotline: 0800 854 440

Changed your circumstances?

Please tell us immediately of any changes in your circumstances, which may affect your Council Tax liability.

These are some of the changes that should be reported:

- If you move house
- Someone comes to live with you
- Someone leaves your property
- If you feel you should be entitled to a discount or an exemption
- If you cease to be employed or start work.

Electronic Billing

Electronic Billing is a more effective and efficient way to receive your Council Tax bill.

To receive your Council Tax bill by email rather than post, please visit:

www.tameside.gov.uk select **Council Tax**, Benefits and click **Self Service**.

From there you can register to view your

Council Tax account online. When registered you will be prompted to sign up for e-billing. Simply provide your email address and select the “email with link” option and confirm.

You will then be advised how to view your on-line Council Tax bill.

How your Council Tax is calculated

Most homes will be subject to Council Tax. There will be one bill per home whether it is a house, bungalow, flat, maisonette, mobile home or houseboat, and whether it is owned or rented. The Valuation Office Agency has allocated each property to one of eight valuation bands according to its market value on 1st April 1991.

Property Valuation Band	Tameside £	Mossley £
A (Up to and including £40,000)	1,460.23	1,467.11
B (£40,001 - £52,000)	1,703.61	1,711.63
C (£52,001 - £68,000)	1,946.99	1,956.16
D (£68,001 - £88,000)	2,190.37	2,200.69
E (£88,001 - £120,000)	2,677.11	2,689.72
F (£120,001 - £160,000)	3,163.86	3,178.76
G (£160,001 - £320,000)	3,650.60	3,667.80
H (More than £320,000)	4,380.73	4,401.37

This table details the amount of Council Tax payable by band, including Mossley Parish precept.

Our Income and Expenditure

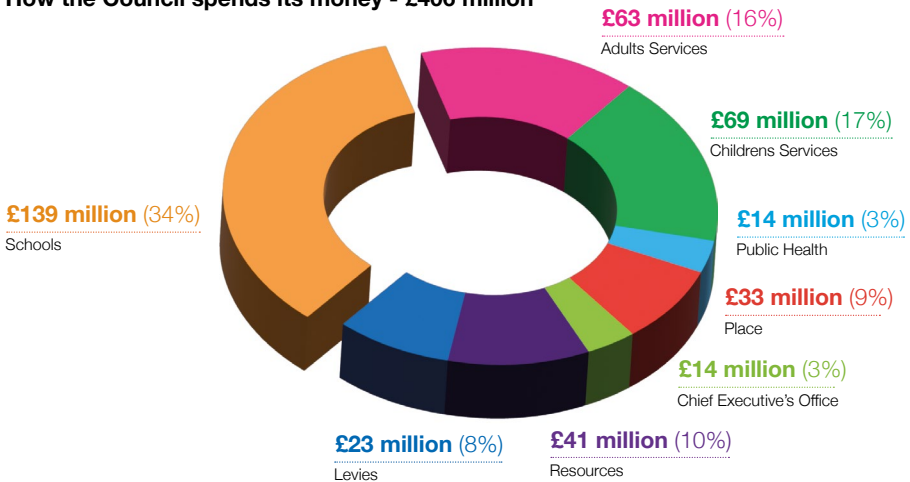
The extent of total Council expenditure is dictated by the amount of income or funding we receive. In the light of future financial constraints it has become even more important that the Council continues to align limited resources with key Council priorities, which are all influenced by local priorities,

input from public consultation, consultation with local businesses, Government policies, performance information and external inspections. The charts below summarise the sources of funding received by the Council and how we plan to utilise them in the upcoming financial year.

Where we get our funding from - £406 million



How the Council spends its money - £406 million



The Council's funding is mainly made up of Central Government grants and money raised through Council Tax and locally retained Business Rates.

You can view detailed information regarding the expenditure of the Council and precepting authorities at www.tameside.gov.uk/counciltax.

Business Rates

Non-Domestic Rates

Business Rates collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services.

From 1 April 2017, Tameside Metropolitan Borough Council is part of the Greater Manchester 100% Business Rates Retention Pilot. This sees the Council retain 99% of the Business Rates income collected locally (1% is given to the Greater Manchester Fire Authority) rather than pay 50% of this income to Central Government as it has had to do since April 2013.

As a result of the Pilot, Central Government support through the Revenue Support Grant and Public Health Grant will cease to be paid to the Council. Instead income generated through local taxation such as Business Rates and Council Tax, and self-generated income will be needed to pay for essential Council Services in your area. This provides a direct financial incentive for the Council to work with local businesses to create a favourable local environment for growth since the Council will be increasingly reliant on the income generated by the future growth in Business Rates revenues.

Further information about the Business Rates system, including transitional and other reliefs can be obtained at [tameside.gov.uk/BusinessRates](https://www.tameside.gov.uk/BusinessRates)

Rateable Value

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is set by the Valuation Officers of the Valuation Office Agency (VOA), an agency of His Majesty's Revenue and Customs.

They draw up and maintain a full list of all rateable values, available at www.gov.uk/introduction-to-business-rates. The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date.

For the revaluation that came into effect on 1st April 2023, this date was set as 1st April 2021. The Valuation Officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong. Full details on your rights of appeal are available from the Valuation Office Agency. Your billing authority can only backdate any Business Rates rebate to the date from which any change to the list is to have effect.

Going forward the revaluations will be done every 3 years; the next revaluation is planned for 1st April 2026.

If you are concerned that your business rates may be incorrect, you can check the information the VOA has used and let them know if something is incorrect using this guide: www.gov.uk/guidance/check-and-challenge-your-business-rates-valuation-step-by-step

The VOA is responsible for calculating the rateable value of your property. Local councils use the rateable value to calculate your business rates bill. They are responsible for billing and collection of business rates including any relief from payment. Business rates are based on your property's rateable value. The Valuation Office Agency (VOA) maintains the Non-domestic Rating List. This includes setting the rateable values of business properties. To understand why your property has a certain Rateable Value please visit www.gov.uk/introduction-to-business-rates/how-your-rates-are-calculated

Rating Multiplier

The local authority works out the Business Rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers: the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. The current multipliers are shown on the front of your bill.

Business Rates Instalments

Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has put in place regulations that allow businesses to require their local authority to enable payments to be made through 12 monthly instalments. If you wish to take up this offer, you should contact the local authority as soon as possible.

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge.

However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS - website - <https://www.rics.org>) and the Institute of Revenues, Rating and Valuation (IRRV - website www.irrv.org.uk) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct.

Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Subsidy Control

The new UK subsidy control regime commenced from 4 January 2023. The new regime enables public authorities, including devolved administrations and local authorities, to deliver subsidies that are tailored for local needs. Public authorities giving subsidies must comply with the UK's international subsidy control commitments. The subsidy control legislation provides the framework for a new, UK-wide subsidy control regime. Further information about subsidy control can be found on the gov.uk website at: www.gov.uk/government/collections/subsidy-control-regime

Information Supplied with Demand Notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available at tameside.gov.uk

Unoccupied Property Rating

Business Rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate.

Full details on exemptions can be obtained from your local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on your bill.

Partly Occupied Property Relief

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Please email businessrates@tameside.gov.uk for further information.

The following are reliefs in place at 01 April 2024 and may be extended to include any other local scheme as directed by central Government:

- Small Business Rate Relief
- Rural Rate Relief
- Retail, Hospitality and Leisure Relief
- Charity and Community Amateur Sports Club Relief
- Relief for Local Newspapers
- Public Toilet Relief
- Transitional Relief
- Supporting Small Business Relief
- Heat Network Relief
- Hardship Relief
- Improvement Relief

Further information can be found at: <https://www.gov.uk/apply-for-business-rate-relief>

Small Business Rate Relief

Ratepayers who occupy a property with a rateable value which does not exceed £50,999 (and who are not entitled to other mandatory relief or are liable for unoccupied property rates) will have their bills calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic rating multiplier.

In addition, generally, if the sole or main property is shown on the rating list with a rateable value which does not exceed £15,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 100%.

For a property with a rateable value of not more than £12,000, the ratepayer will receive a 100% reduction in their rates bill. Generally, this percentage reduction (relief) is only available to ratepayers who occupy either-

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,899.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £19,999 outside London or £27,999 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase. The Government has introduced additional support to small businesses.

For those businesses that take on an additional property which would normally have meant the loss of small business rate

relief, the Government has confirmed that they will be allowed to keep that relief for a period of 12 months. Where a ratepayer meets the eligibility criteria and has not received the relief they should contact their local authority. Provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will automatically continue to receive relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by a ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are:

- the property falling vacant,
- the ratepayer taking up occupation of an additional property, or
- an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Discretionary Relief

Section 69 of The Localism Act 2011 amends Section 47 of the Local Government Finance Act 1988 and allows the Council the power to give discretionary relief on Business Rates accounts. All areas of discretionary relief will normally be granted for up to one financial year or as stipulated by Government conditions for Local Business Rates Discount wholly funded by central Government. If necessary any relief will be subject to an annual review process. The Council reserves the right to review the award should the circumstances of the organisation change during the period of the award.

2024/25 Retail, Hospitality and Leisure (RHL) relief scheme guidance

In the Autumn Statement 2023 the Government announced the extension of the Business Rates relief scheme for retail, hospitality, and leisure properties in 2024-25. The Retail, Hospitality and Leisure (RHL) relief scheme which will provide eligible, occupied, retail, hospitality, and leisure properties with 75% relief, up to a cash cap of £110,000 per business. Under the cash cap you cannot in any circumstance exceed the £110,000 cash cap across all of your hereditaments in England. This relief will be automatically applied to bills where we believe businesses to be eligible. If you have any queries regarding this relief scheme, please contact businessrates@tameside.gov.uk

Charity and Community Amateur Sports Club Relief

Charities and registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the charity or the club, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the club (or of that and other clubs). The local authority has discretion to give further relief on the remaining bill.

Relief for Local Newspapers

The Government is providing funding to local authorities so that they can provide a discount worth up to £1,500 a year for 5 years from 01 April 2020 to 31 March

2025 to office space occupied by local newspapers. You can only get the relief for one property per newspaper even if more than one property is used as offices for the newspaper. If several local newspapers use the same office, they can only get the relief on one newspaper title, and this is subject to state aid limits. More information can be obtained at: <https://www.gov.uk/apply-for-business-rate-relief/local-newspaper-relief>

Public Toilet Relief

In 2021 the Non-Domestic Rating (Public Lavatories) Bill came into force which gives public lavatories 100% relief from Business Rates effective 01 April 2020.

The relief will not apply to toilets of a larger unit of rateable property (a “hereditament”), for example, toilets in public libraries. It amends Part 3 of the Local Government Finance Act 1988 to ensure that, in relation to an eligible hereditament which consists wholly or mainly of a public lavatory, the chargeable amount will be zero. This provides, in effect, a 100% mandatory relief for eligible public lavatories in England and Wales. The relief will be applied automatically to the Business Rates account.

Supporting Small Business

In the Autumn Statement 2022 the government announced a new Supporting Small Business (SSB) relief scheme which will cap bill increases at £600 per year for any business losing eligibility for Small Business Rate Relief or Rural Rate Relief at the 2023 revaluation. This relief will be for years 2023/2024, 2024/2025 and 2025/2026.

The scheme also provides support for those previously eligible for the 2022/23 SSB scheme and facing large increases in 2023/24 but in those cases for one further year only. Although this relief is fully funded by central government it must be administered under the local discretionary relief policy in accordance with legislation 2023/24 Supporting Small Business (SSB) relief scheme guidance can be found here [Business Rates Relief: 2023 Supporting Small Business Relief, local authority guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/business-rates-relief-2023-supporting-small-business-relief-local-authority-guidance).

The backdating of reliefs is subject to a maximum period of 6 months from the end of the financial year to which it relates, subject to eligibility.

Further information about transitional arrangements can be found at: www.gov.uk/introduction-to-business-rates.

Heat Network Relief

Heat Network Relief was introduced on 01 April 2022 to support decarbonisation. You can get this relief if your property is only used or mainly used as a heat network. A heat network supplies heating or cooling to other properties from a central source.

To be eligible, the heat network must:

- take its energy from a low carbon source.
- supply heating and cooling to other properties - for example, homes, shops, public buildings, hospitals, and offices.

The heat network must not supply heat or cooling for industrial use - for example, to create products in factories. To check your eligibility for this relief, contact the VOA by visiting <https://www.gov.uk/contact-voa>

Hardship Relief

The local authority has discretion to give hardship relief in specific circumstances. Full details can be obtained from the local authority. Please email businessrates@tameside.gov.uk for further information on any of the reliefs.

Improvement Relief

The relief is scheduled to commence from 01 April 2024 and applies to works completed by 31 March 2028 (with qualifying works completed by that date benefitting from 12 months of relief). To check your eligibility for this relief please visit the VOA website for more details.



Are you a Tameside Resident?
Are you in employment on low pay or are self-employed?
Would you like free professional support to upskill or increase your earnings?


If you are interested in this opportunity sign up now!
 Email tamesideinwork@tameside.gov.uk
 Call 07518299713 Sign up at www.tameside.gov.uk/tamesideinwork

How to contact us

Council Tax


 tameside.gov.uk/counciltax

 counciltax@tameside.gov.uk

 0161 342 2015

Council Tax Recovery


 revenuesmail@tameside.gov.uk

 Tel: 0161 342 2045

Business Rates

 tameside.gov.uk/businessrates


 businessrates@tameside.gov.uk

 0161 342 2233

Benefits

 tameside.gov.uk/benefits

 benefitsteam@tameside.gov.uk

 0161 342 3708

It's quicker, easier and cheaper to do it on-line

www.tameside.gov.uk/counciltaxandbenefits

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