



Frequently Asked Questions Guide

counciltaxreductionreview.scotland.gov.uk

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1. CTRRP background

What does CTRRP stand for?

Council Tax Reduction Review Panel

What is a review panel?

It is an addition to the Scottish Tribunals Service, providing a further review service when assessing an individual's Council Tax Reduction.

The review panel is drawn from a judicial panel appointed by the Cabinet Secretary for Finance, Employment and Sustainable Growth. To be appointed, members of the panel have to be a suitably qualified and experienced tribunal judge and possess personal qualities appropriate to holders of a judicial office. Independence and impartiality are among those qualities.

What is the Council Tax Reduction scheme?

The United Kingdom Welfare Reform Act 2012 abolished Council Tax Benefit from April 2013, removing support for council tax from the benefits system. In Scotland, providing support now falls to the Scottish Government. Local authorities now administer applications for Council Tax Reductions and Housing Benefit separately, from April 2013.

The Scottish Government's Council Tax Reduction scheme started on 1 April 2013. It creates a schedule of means tested reductions to an individual's council tax liability.

What is a Council Tax Reduction review request?

A review request is when you think a Local Authorities Council Tax Reduction decision is wrong and you have a right in law to ask an independent review panel to look at it, providing the panel application criteria has been met.

2. How to apply

When can I apply from?

1st October 2013.

Can I apply to the CTRRP to request an appeal against my Council Tax Benefit?

No – The review panel cannot accept appeal requests for Council Tax Benefit, only Council Tax Reduction review applications. Such appeal requests should be directed to your Local Authority in the first instance.

What part of the regulations can I make Council Tax Reduction Review application under?

Regulation 70B of the *Council Tax Reduction (State Pension Credit) (Scotland) regulations 2012* or Regulation 90B of the *Council Tax Reduction (Scotland) Regulations 2012*.

(Both regulations are contained within *The Council Tax Reduction (Scotland) Amendment (No. 2) Regulations 2013* which can be found on the legislation.gov website)

How do I make an application to the CTRRP?

Applications should be made using the application form which can be found on the [CTRRP website](#). Alternatively, an application pack can be sent out to you upon request. This should then be sent into the panel using the address below:

Council Tax Reduction Review Panel
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Is it mandatory to use the application form when requesting a review?

Only requests for review to the panel will be accepted on the formal application form, available to download from the CTRRP website.

If I make a review request to the CTRRP can I stop paying my Council Tax bill until my review application is decided?

No, you should continue to pay your council tax bill. If the review panel decides your review in your favour, any overpayment you have made should be taken into account when your bill is re-calculated.

If Council Tax Reduction Scheme started on 1st April 2013, why can I only now apply from 1st October 2013?

The Council Tax Reduction Review Panel was established by *The Council Tax Reduction (Scotland) Amendment (No.2) Regulations 2013* and came into effect from 1 October 2013.

What is the review application criterion to CTRRP?

All of the following must have happened first:

- 1) There has been an initial Council Tax Reduction (CTR) decision made by the Local Authority.
- 2) An applicant has made a formal request to the Local Authority, within 2 months of the initial CTR decision notification, requesting that they review again their Council Tax Reduction decision.
- 3) Upon receipt of the Local Authorities internal review decision, the applicant has 42 days to apply to the CTRRP.

What if my application meets the above criteria, but is over 42 days as there was a 6 month gap between Council Tax Reduction coming into effect and the CTRRP being established?

Any application that meets the above criteria and is over 42 days, (between 1st April – 30th September 2013), will be considered as an exception to this rule. This is because there was no further review option in place during this period. This does not imply, however, that the review panel will change the Local Authority decision. All such applications will be reviewed on a case, by case basis.

3. The process

What happens after you receive my review request?

We will let you know when we have received your review application. Providing that you have supplied all the correct information, we will then request that your Local Authority provide a submission of your previous Council Tax Reduction application and their review decision. We will give them 42 days to do this. Once we have ensured that we have all the information that we require, we will either proceed with your choice of a written decision or a hearing, taking into account the wishes of the Local Authority with regards to the determination method.

If you request a written review decision only, we may be able to provide you with a quicker decision.

If you have chosen a hearing we will usually aim to schedule this within 14 - 21 days in advance of the hearing, but it could be less than that.

If you cannot come to the hearing on the date we give you, you can ask us for another hearing date, or, if you ask us early enough, we can deal with the case without you being there.

When we know how many people will be attending the hearing, we can give you an estimated start time for your review. Where possible we will try to take into account any preferences or special requirements which you may have, but please note that this start time cannot be guaranteed, as it will depend on how long the previous cases on the day have taken.

How long will it take to get a decision?

There is no set timeline. We will work as quickly as possible to give you a decision.

Can I appeal against a CTRRP decision

No – the review decision of the CTRRP is final. To challenge the review decision, only on a point of law, you can take your case to the Court of Sessions.

4. Further information and contact details

Where can I find more info?

The CTRRP website contains further information for your guidance. Within the 'Apply' section, there is the application form, guidance notes on the process and a copy of our expenses policy (for applicants only).

Legislation regarding the Council Tax Reduction Scheme can also be found on the legislation.gov website: <http://www.legislation.gov.uk>

General information about Council Tax Reduction, including frequently asked questions, can be found on the [Scottish Government website](#)

You can access independent advice via Citizens Advice Scotland by telephone (0808 800 9060) or [online](#), where you can obtain details about your nearest Citizens Advice office.

How can I contact CTRRP?

Website: <https://counciltaxreductionreview.scot>

Telephone: 0141 302 5840

Email: CTRRPAdmin@scotcourtsribunals.gov.uk