

About your council tax 2026-27

We're going digital, are you?



We're going digital – are you?

Switching to e billing is a quick and easy way to stay in control of your council tax. With it, you can view your bills and check your payments. To sign up, you'll need your council tax account number (shown on your bill) and your key code.

You can also choose to pay your council tax by Direct Debit. It's a simple and secure way to manage this and other regular payments.

Scan the QR code to get started.



What is council tax?

Council tax is your way of helping to pay for many local services like children's services, waste collection, parks, street cleaning, highways, police and much more.

The amount of council tax you pay is based on the value of your property and which 'property band' it is in and not on what the household earns.

About your council tax

Norwich City Council collects council tax from local tax payers on behalf of itself, Norfolk County Council and the Office of the Police & Crime Commissioner for Norfolk,

Norfolk County Council

- adult social care
- children's services
- highways

Norwich City Council

- waste and recycling
- environmental health
- planning

74%

12%

14%



Police precept

- policing
- crime prevention
- victim support

and receives 12p out of every pound collected. The rest goes towards funding various services provided by Norfolk County Council (74p in every pound) and the Office of the Police and Crime Commissioner for Norfolk (14p of every pound). For more information please visit www.norwich.gov.uk/CouncilTax

The 2026-27 council tax attributable to Norfolk County Council includes a precept to fund adult social care. The increase of five per cent for 2026-27 is calculated based on the total council tax charged by Norfolk County Council in 2025-26 (a five per cent increase on the total of the Norfolk County Council – general and Norfolk County Council – Adult Social Care Precept elements of 2025-26 council tax bills).

The presentation of council tax bills is set out by Government (the Ministry of Housing, Communities and Local Government) in regulations each year. The display of elements of the council tax bill relating to Norfolk County Council has therefore changed from that used in 2025-26. For 2026-27 the prescribed approach requires billing authorities to adjust the presentation of the council tax charge by Adult Social Care authorities on council tax bills to show a single line for a total cash charge and annual increase,

with one cash figure and one percentage figure.

For more information please visit www.norfolk.gov.uk/CouncilTax

Band property values (as at 01/04/1991)

- A** Up to £40,000
- B** £40,001 – £52,000
- C** £52,001 – £68,000
- D** £68,001 – £88,000
- E** £88,001 – £120,000
- F** £120,001 – £160,000
- G** £160,001 – £320,000
- H** Exceeding – £320,000

Having trouble paying?

Anyone who needs help to pay council tax and is on a low income could qualify for council tax reduction.

If you think you are entitled to council tax reduction or are having trouble paying your bill, please contact us as soon as possible so we can help.

Your bill will be changed if you qualify for any of the council tax discounts or exemptions.

[www.norwich.gov.uk/
CouncilTaxReduction](http://www.norwich.gov.uk/CouncilTaxReduction)

Appeals

Banding appeals

There are very few circumstances in which appeals against banding can be made and are restricted to:

- an increase in the property value resulting from building work
- a decrease in the property value due to the demolition of any part of the property, any changes in the physical state of the local area or an adaptation for use by someone with a disability
- a change in the balance between domestic and business use of your property.

Appeals should be made online at www.gov.uk/challenge-council-tax-band

or:

t: 03000 501501
ctinbox@voa.gov.uk

Liability appeals

You may also appeal against being billed if you consider that you are not liable to pay council tax.

For example:

- you are not the resident or owner
- the property should be exempt
- the council has calculated your bill incorrectly.

See the back of your bill for details about how to make an appeal. Making an appeal does not allow you to withhold payment of council tax. If your appeal is successful, you will be entitled to a refund of any overpayment.

Reductions

Second homes and empty properties

Second homes are properties that are furnished, but where no-one lives in them as their main residence. Norwich City Council does not grant a discount on properties that fall within this category.

Empty properties are defined as properties which are unoccupied and unfurnished. Norwich City Council does not award a discount following vacation.

From 1 April 2024, if a property remains empty after one year a premium of 100 per cent will be payable in addition to the full charge. If a property remains empty for five years, a premium of 200 per cent will be payable in addition to the full charge.

Properties which have remained empty for ten years or more will be subject to a premium of 300 per cent.

From 1 April 2025 if a property is unoccupied but furnished, the council is now able to charge a second home premium as soon as the property becomes unoccupied and furnished. The premium is 100 per cent on top of the standard council tax charge, irrespective of how long the property remains unoccupied but furnished.

The Government have created some mandatory exceptions from long term empty property/second home premiums. These only apply from 1 April 2025 and cannot be backdated. If you believe that your property fits one of the exception criteria, you must complete an online form. Further details can be found at www.norwich.gov.uk/EmptyPropertyDiscount

Dwellings which form annexes in a property and which are being used as part of the main residence or dwelling in that property are not subject to the empty property premium.

A premium will not apply to a dwelling which would be the sole or main residence of a person, but which is empty while that person resides in accommodation provided by the Ministry of Defence by reason of their employment.

Annexes occupied by non-dependent family members

People who occupy an annexe who are related to the council tax payer of the main dwelling will qualify for a 50 per cent discount.

Discounts

Your council tax may be reduced if you, or someone you live with, have a disability. The property must contain facilities which are essential, or of major importance in meeting the needs of the disabled person – such as an additional bathroom or kitchen, extra space to allow for the use of a wheelchair indoors, an extension or a room used predominantly by the disabled person due to the nature and extent of their disability.

To qualify for the reduction, the extra room need not be specially built, but could be an existing room used specifically for the disabled person. We will treat your property as if it is in the valuation band below. If your property is in band A you will still qualify for a reduction.

If you live alone, your bill will be reduced by 25 per cent. If you, or someone living with you, fits into one of the categories below and there are no other adults living in the property, you could also get a reduction.

The categories are:

- full time students, student nurses
- apprentices, youth training trainees
- 18-19-year-old (at or just left school)
- hospital/hospice patient (permanent)
- residential care/nursing home resident
- people who receive child benefit
- severely mentally impaired
- hostel/night shelter resident
- members of religious communities
- full-time carer (excluding those caring for husband, wife, partner or child)
- persons in detention
- members of International Headquarters and Defence Organisations
- visiting forces
- partners of students who are not British
- diplomats.

Local discounts

Norwich City Council has introduced three local discounts:

- Care leaver discount
- Second home discount for people fleeing the fear of violence
- Single person discount equivalent when taking in a refugee.

For more information on these and details of how to apply, please visit our website www.norwich.gov.uk/CouncilTax



Is your property exempt?

Some properties – both occupied and unoccupied – are exempt from council tax. Please contact us if your property falls into one of these categories.

Property unoccupied because:

- it is owned by and was last occupied by a charity (exempt for up to six months)
- the owner/tenant is in prison
- the owner/tenant is receiving personal care permanently in a hospital or home
- it was formerly occupied by a now deceased person (owner or tenant)
- it is forbidden by law to occupy
- it is awaiting occupation by a minister of religion
- the owner/tenant is living elsewhere to receive personal care
- the owner/tenant is living elsewhere to provide personal care to another person
- the owner/tenant has moved to become a student
- it has been repossessed by a mortgage lender
- it is the responsibility of a bankrupt's trustee

- it comprises a pitch or mooring unoccupied by a caravan or boat
- it comprises a self-contained unit which cannot be let separately from the main property without breaching planning conditions.

Property occupied by:

- students in halls of residence
- other qualifying students
- members of the armed forces in MOD accommodation
- members and dependants of visiting forces
- people under the age of 18
- the severely mentally impaired
- people with diplomatic privilege or immunity
- elderly or disabled relative living in self-contained unit of the main property.

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 www.norwich.gov.uk

Contact details

Online: make payments and find information about all council services at www.norwich.gov.uk

Register for Council Tax Online at www.norwich.gov.uk/

MyAccount to view your balance, switch to paperless billing and update your contact details.

e: revenues@norwich.gov.uk

Text relay: 18001 0344 980 3333

Payment hotline:

freephone 0800 021 7784
(24 hours a day, seven days a week)

By post:

Norwich City Council
City Hall
Norwich
NR2 1NH



Direct Debit – the quick and easy way to pay your council tax. Contact us today to set up your 6, 10 or 12 monthly instalments or annual payment arrangement. Sign up online at www.norwich.gov.uk/DirectDebit



Cost of living support

If you're struggling to afford everyday essentials like food, energy bills, or housing, we offer help and advice. Scan the QR code to get started.

For more ways to pay, please see the back of your bill.



If you need this information by email for use with the read-aloud function or in an alternative format, please contact us on 0344 980 4444 or visit norwich.gov.uk/intran