

Rate Rebate Factsheet

This factsheet has been developed to answer some of the questions you might have about the Rate Rebate Scheme.



A Rate Rebate Scheme replaces Housing Benefit for rates only, for homeowners and tenants of working age who are entitled to Universal Credit.

The Scheme is legislated for under the **Rate Relief Regulations (NI) 2017**.

 Find out more about Universal Credit at: www.nidirect.gov.uk/universalcredit

Who is eligible

The Rate Rebate Scheme only applies to working age homeowners and tenants.

Eligibility to claim

- You must be entitled to Universal Credit.
- You or your landlord must be liable for payment of rates to Land & Property Services (LPS).
- You must occupy the property as your home.

Those eligible to claim will not be entitled to Housing Benefit for rates or Low Income Rate Relief.*

If you do not currently meet the eligibility criteria to claim Rate Rebate and you need help with your rates, contact the Northern Ireland Housing Executive on 03448 920 902.

Who is not eligible

- Persons who aren't entitled to Universal Credit.
- Pensioners are excluded and will remain on Housing Benefit and/or Low Income Rate Relief. (For couples where one person is of pension age and the other is of working age, please apply for Rate Rebate)
- People living in supported accommodation are excluded and will remain on Housing Benefit and/or Low Income Rate Relief.*

*Some exceptions may apply.



 Find out more about help with paying your rates at: www.nidirect.gov.uk/help-paying-your-rates and www.nidirect.gov.uk/rates-housing-benefit

How do I claim Rate Rebate

You should only claim for Rate Rebate once you receive your Universal Credit Award. Rate Rebate offers a digital-only application form. You will firstly need to use your email address to register for a Rate Rebate account online at: www.nidirect.gov.uk/rate-rebate-scheme

You will be prompted to create a password. Please make a note of this password as you will need it each time you wish to access the online account to view your claim.

A verification email will be sent and once registered, you will be invited to complete the online application.

You will need the following information:

- Your date of birth; **and**
- Your National Insurance number.

If you are:

- **A private tenant** you will also need your landlord's or landlord's agent's name, telephone number and email address.
- **An NIHE tenant or Housing Association tenant** you will be prompted to select the NIHE/Housing Association from a drop-down menu.

If you require this information in a different language or format, please dial **0300 200 7802** (calls charged at local rate). Dial **18001 0300 200 7802** for text relay.

Need Help



Help and assistance to get online is available at:
www.nidirect.gov.uk/go-on-ni

If you have access to the internet but are unsure about making a digital application, you could ask a family member, friend or support worker to help you to complete your Rate Rebate claim online.

If you don't have access to the internet or wish to improve your internet skills, there are a number of places where you can request assistance to access online services for free. For example, you can contact:

Advice NI

Welfare Changes Helpline: 0800 915 4604
www.adviceni.net

Housing Rights

028 9024 5640
www.housingrights.org.uk

Libraries NI

0345 4504 580
www.librariesni.org.uk



As well as getting help to pay your rates, you could be eligible for other support.

make the call

To find out if you are getting all the money, supports and services you're entitled to contact Make the Call:

phone: 0800 232 1271

text: ADVICE to 079 8440 5248

email: makethecall@dfcni.gov.uk

or visit: nidirect.gov.uk/makethecall

Some people may need further help with claiming Rate Rebate and wish to nominate someone else to act on their behalf. Another person (who must be over 18 years old) can be given permission to act for you. This person can complete the online application as an 'Appointee' to receive emails and provide information on your behalf.

You can obtain further guidance on Appointees and completing a Rate Rebate application at:

www.nidirect.gov.uk/rate-rebate-scheme

Claiming Rate Rebate



You should make a claim for Rate Rebate as soon as possible after you are awarded Universal Credit.

If you don't claim within three months you may lose some of your Rate Rebate Award.

If entitled, your Rate Rebate award will be credited to the rate account of the property that you occupy.



Notifying Changes



You **must** notify LPS of any changes relevant to your claim immediately, by logging into your online account. Failure to notify a change of circumstance may result in an overpayment which will need to be repaid. Information on changes that need to be reported can be found at:

www.nidirect.gov.uk/rate-rebate-scheme



Land & Property Services
Seirbhísí Talún agus Maoine



Department of
Finance
An Roinn
Airgeadais

www.finance-ni.gov.uk