

Council Tax 2025-2026



Dear resident,

Thank you. Your council tax pays for the things that really matter. My duty, as leader of Burnley Borough Council, is to make sure every penny spent by the council makes a difference to someone's quality of life.

For every £1 you pay in council tax, 14p goes to Burnley Council. The rest is spent by Lancashire County Council, the police, the fire service, and parish or town councils. See your bill for details.

For every £1 you pay in council tax we receive...

Lancashire County Council	71p
Burnley Council	14p
The Police	11p
The Fire Service	4p



For every £1 we spend...

32p	Parks and leisure facilities
25p	Street cleaning and waste, bereavement and environmental health services
13p	Corporate services like IT, engineering services, financial services, and community grants
12p	Housing services
9p	Planning, building control and growing the local economy
9p	Tax collection, elections, town and parish precepts and parking services

For more info: burnley.gov.uk/explained

I am pleased to report that, in the coming months, our Borough will see a range of developments come to life.

Newtown Mill will open its doors to students, providing a state-of-the-art facility dedicated to medicine, policing, cyber and more. This cements our growing reputation as a university town.

Frontier Park will bring hundreds of new jobs, strengthening Burnley's position as a hub for advanced manufacturing and innovation.

Dovestone Gardens, Burnley's first extra care housing facility will open, creating a supportive community for older residents with specific support needs.

Towneley Hall will also reopen following its restoration, offering a fresh look at our heritage. These are just some of the initiatives happening

in Burnley. To stay informed, follow our social media pages for the latest updates, or reach out to your local councillor to share your thoughts, raise any concerns, or find out more about what's happening in your community.

SUPPORTING OUR RESIDENTS

We remain committed to helping those who need it most. By teaming up with partners, we're providing vital support to our most vulnerable residents. Inside this leaflet, you'll find examples of how we're working together to assist our communities and help those struggling to make ends meet. Please take a look and share this information with anyone who could benefit.

Councillor Afrasiab Anwar MBE,
Leader, Burnley Borough Council

Do the right thing with your rubbish **or face a fine!**



**BIN
COLLECTION
DAY**



Need a bin or help with your rubbish?

WWW.BURNLEY.GOV.UK/RECYCLING-AND-WASTE

 Burnley.gov.uk

CALL: **01282 425011**

**SUBSCRIBE NOW
FOR 2025/2026**

**YOUR
GARDEN
WASTE
COLLECTION**

**DO IT ONLINE
AT ANYTIME
OF THE DAY AT**
burnley.gov.uk/gardenwaste



**ONLY
£40
A YEAR**

**TO
ENSURE A
CONTINUOUS
SERVICE
SIGN UP
NOW**

 Burnley.gov.uk

STATUTORY INFORMATION

ABOUT YOUR COUNCIL TAX BILL

COUNCIL TAX APPEALS – LIABILITY

You may appeal if you do not believe you should be liable to pay council tax, for example:

- Because you do not own or live in the property
- Because your property is exempt
- Because we have made a mistake in calculating your bill

If you wish to appeal for one of these reasons, your appeal should be submitted via email to:

localtaxation@burnley.gov.uk

If you do not receive a decision on your appeal within two months of writing, or you disagree with the decision you have received, you can appeal to:

2nd Floor, 120 Lemon Street
London, E1 8EU

Phone: 0303 4458100

Email: appeals@valuationtribunal.gov.uk

You must still pay your council tax while your appeal is considered. If your appeal is successful, you will be entitled to a refund of any overpaid tax.

FINDING OUT MORE ABOUT YOUR COUNCIL TAX BAND

The Valuation Office Agency (VOA) maintains the Council Tax Valuation List. This includes placing new properties within a Council Tax band and changing bands for properties when necessary.

To understand why your property is in a certain band, please go to GOV.UK and search: 'How domestic properties are assessed for Council Tax bands'.

COUNCIL TAX FOR EMPTY PROPERTIES

- Properties that are unoccupied and require or are undergoing structural or major repair to render them habitable can receive a 25% discount for up to 12 months.
- Properties that are unoccupied and substantially unfurnished receive a 100% discount for up to two months. Properties that have been unoccupied and substantially unfurnished for more than two months (or 12 months where they were uninhabitable) are liable to pay 100% council tax.

Please note, empty property discounts are property specific, not liable party specific, which means that the discount does not start again if there is a new liable party.

- Properties that are unoccupied and furnished are liable to pay full 100% council tax. However, if you have to live elsewhere as part of a contract of employment, that property having been supplied to you as part of that contract, and have left your main home unoccupied but furnished, you may receive a discount of 50% on the property which you are required to occupy as part of your contract of employment. An example of this would be being required to live in a flat above a pub as the pub manager.

Properties that have been unoccupied and substantially unfurnished for more than one year are subject to additional premiums as shown below:

Over 1 year – 100% Premium
– pays double council tax

Over 5 years – 200% Premium
– pays triple council tax

Over 10 years – 300% Premium
– pays quadruple council tax

If you are currently receiving a council tax empty property discount, your bill will show that you have to pay no council tax or a reduced amount of council tax from the date the discount started until the end of the current financial year. However, a number of discounts are time limited but your bill will still show the reduced council tax from the

date the discount started until the end of the financial year. Shortly before your discount is due to end, you will receive a revised council tax bill which will show the amount of council tax that is due from the date the council tax discount ceased or changed until the end of the financial year.

HELP WITH COUNCIL TAX FOR PEOPLE ON A LOW INCOME

Council tax support could pay some or all of your bill, depending upon your level of income.

Exceptional hardship payments are also available to help meet council tax payments. These can be granted to people who are in receipt of council tax support and who are experiencing financial difficulty in paying their council tax.

Please visit www.burnley.gov.uk/counciltax for further advice on how you may be able to reduce your council tax, apply for council tax support, exceptional hardship payment or assistance with your rent if you are on a low income.

COUNCIL TAX DISCOUNTS

The full council tax bill is based upon two adults living in a dwelling. If only one adult lives in a dwelling (as their main home), the council tax bill will be reduced by 25%.

Additionally, people in the following groups do not count towards the number of adults resident in a dwelling:

- Full-time students, student nurses, apprentices and youth training trainees
- Long term hospital patients and permanent residents of care homes

- People who are severely mentally impaired
- People living in certain hostels or night shelters
- 18-year-olds who are still in receipt of child benefit
- 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
- Members of religious communities
- People in prison (except those in prison for non payment of council tax)
- Where the occupier is away providing or receiving care
- Awaiting occupation by a minister of religion
- That are the responsibility of a bankrupt person's trustee
- Last occupied for charitable purposes (for up to six months)
- Left empty following the death of the occupier (the maximum period allowed is up to six months after probate is granted)

For further information about discounts and how to apply, please visit our website

www.burnley.gov.uk/counciltax

COUNCIL TAX EXEMPTIONS

We do not charge council tax for some properties, whether they are occupied or unoccupied.

This includes properties only occupied by:

- People under the age of 18
- Students
- People who are severely mentally impaired

It may also include unoccupied properties:

- That were previously occupied by students
- That have been repossessed
- Where the occupier is in prison (except those in prison for non-payment of council tax)
- Where the occupier is a permanent resident in a care home or hospital

If you are currently receiving a council tax exemption, your bill will show that you do not have to pay any council tax from the date the exemption started until the end of the current financial year. However, a number of exemptions are time limited (for up to six months) but your bill will still show that no council tax is payable from the date the exemption started until the end of the financial year. Shortly before your exemption is due to end, you will receive a revised council tax bill which will show the amount of council tax that is due from the date the council tax exemption ceased until the end of the financial year.

PROPERTY ANNEXES

Elderly or disabled relatives living in a self-contained unit of the main property, such as 'granny annexes', are exempt from council tax.

Other relatives who live in a self-contained annex of the main property are entitled to a 50% reduction in their council tax bill.

Unoccupied, self-contained units within a main property that cannot be let separately from the main property without breaching planning conditions are exempt from council tax.

DISABILITY BAND REDUCTION

Your council tax band may be reduced if you or someone who lives with you has a disability. This could be an adult or a child.

Where it is essential for the person with the disability to have an additional room, a second bathroom or kitchen, or extra space for wheelchair use, we can reduce your council tax bill.

Your bill will be reduced to the amount of council tax for a property immediately below your band. If you are in band A, your property will be reduced by one ninth of the band D amount.

CHANGES IN CIRCUMSTANCES

If you are receiving a discount, exemption or reduction and your circumstances change, you must let us know within 21 days. Failure to do so may result in you receiving a penalty of £70.

If you think you may be entitled to a council tax discount or exemption you can apply online at www.burnley.gov.uk/counciltax

HOW TO PAY

Please note that council tax cannot be paid in person at Contact Burnley.

DIRECT DEBIT

The easiest way to pay your council tax is by direct debit. If you pay by direct debit, you have a choice of five instalment dates - the 1st, 7th, 16th, 23rd and 30th of the month. You can also choose to extend your instalments to March. You can also pay

your council tax in weekly and fortnightly instalments on a Friday when you pay by direct debit. You can set up a direct debit by visiting www.burnley.gov.uk/counciltax and completing the online direct debit form.

All direct debit payments are covered by the debit debit guarantee which means that you'll receive a refund should anything go wrong.

Direct debit is the council's preferred method of collecting council tax as it is the most cost effective. This means that the council is able to spend more money on providing services or reducing council tax in future.

HOW TO PAY – OTHER PAYMENT METHODS

The instalment is due by the 1st of each month payable over 10 months from 1st April to 1st January. Payments can be made over 12 months if requested in writing by 15th April of the relevant financial year.

Payments can be made

- Online at www.burnley.gov.uk/counciltax
- Telephone 0300 456 0507 to pay by debit or credit card 24 hours a day, 7 days a week. Please quote your 11 digit council tax number which is shown on the front of your bill
- At any Post Office or PayPoint outlet by using the barcode on the front of your bill. A list of outlets is available at <https://consumer.paypoint.com>
- By posting us a cheque

WHAT HAPPENS IF I DON'T PAY?

If you don't pay your council tax in line with your bill, you will receive a reminder notice. If you still don't pay, a magistrates' court summons will be issued so that we can recover the money you owe. We will also ask the court to award costs to the council.

If, during the year, we have to send you three reminder notices, the right to pay by instalments will be withdrawn and you will have to pay the full amount for the rest of the year in one payment. If this payment is not received, a court summons will be issued.

MORE INFORMATION ABOUT COUNCIL TAX

Available online at
www.burnley.gov.uk/counciltax

This information details:

- How the council tax is split between Burnley Council, Lancashire County Council, Lancashire Fire Authority, the Police and Crime Commissioner for Lancashire and the local parishes
- Where the revenue funding for local services comes from and what council tax is spent on by Burnley Council, Lancashire County Council, Lancashire Fire Authority and the Police and Crime Commissioner for Lancashire

Burnley Council is registered as a 'data controller' under data protection legislation as we collect and process personal information about you. We process and hold information in order to provide public services. We may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely, and use them only to fulfil your request. For more details please see the council's privacy notice on the website www.burnley.gov.uk

If you would prefer a hard copy of this financial information please contact:

Finance Unit, Burnley Council, Town Hall,
Manchester Road, Burnley, BB11 9SA

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Other formats available on request
• Translation • Large Print • Audio • Braille
(01282) 477104

COST OF LIVING SUPPORT



Burnley Council is committed to supporting our hardest hit residents through the cost of living crisis and beyond.

As a council we are teaming up with our local partners such as Calico and Burnley Leisure & Culture, we have a number of services that can help if you're struggling to pay the bills, heat your home or put food on the table. Here's some of the ways we and others can help.

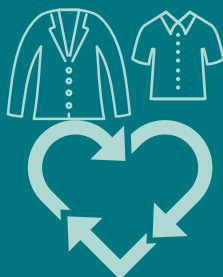
WARM SPACES

A network of warm, safe and welcoming spaces to support residents during the winter months; somewhere you can sit, get warm and spend time with others burnley.gov.uk/council-democracy/warm-hearts-warm-spaces/find-a-warm-space/



BURNLEY TOGETHER | 01282 686402
contact@burnleytogether.org.uk

Staff are on hand to provide help and advice on a range of issues - if they don't know they'll probably know someone who does.



It also runs... DOWN TOWN

A community hub in the heart of Burnley town centre (on the balcony above the market square). Well worth a visit - you'll be impressed with what's going on there.

COMMUNITY GROCERY - save money on your weekly food shop.

COMMUNITY KITCHEN AND CAFE - enjoy breakfast, lunch, soft and hot drinks at the cafe and learn cookery skills that will help you feed your family for less.

PRE-LOVED - save waste whilst saving money on pre-loved school uniform, and winter wear.

BURNLEY & PADIHAM WALKS 2025



**ALL WALKS
ARE FREE
TO ATTEND!**

**GRAB YOUR SHOES, STEP OUTSIDE,
& ENJOY THE SIMPLE JOYS OF
WALKING IN OUR #OUTDOORTOWN**



For more information on walks across the borough, from self-led trails to walking clubs, check out the walking section on:

OUTDOORTOWN.UK



The Home Improvement Agency (HIA)

MAKING YOUR HOME BETTER

The council's home improvement agency provides a wide range of services and grants to help older, and younger people who are disabled or vulnerable residents to live safely and independently in their own home. Eligibility criteria sometimes apply so please check www.burnley.gov.uk/housing/home-improvement

DISABILITY FACILITIES GRANTS

(DFGs): to make adaptations to your home to improve mobility and accessibility, such as: fitting a level access shower or a stairlift.

HEATING REBATE GRANTS: If you own your own home and need to replace an inefficient or broken boiler then contact the HIA who will be able to offer £400 towards your new boiler.

SAFE AND SECURE GRANTS: A grant to help you feel safe and secure in your home. Eligible works can include but are not restricted to new window and door locks, new front and rear doors if they are insecure, secure gates, security lighting and home security kits.

HOME IMPROVEMENT DEMENTIA

GRANTS: equipment and adaptations to your home if you need extra support.





Stay safe and comfortable at home with the Handyperson Service

The Handyperson Service assists older, disabled and vulnerable people to live independently in their own homes for longer in greater levels of comfort and security.

The Handyperson Service can assist with small but important jobs to:

- Prevent falls and accidents
- Improve home security
- Boost energy efficiency
- Prevent fire and detection of carbon monoxide

The service provides support from someone you can trust, offering affordable help with small tasks that can be hard to arrange with regular tradespeople.

The cost: £10 per hour

Who can apply? Residents of Burnley living in their own home either in the private rented sector, social rented sector or owner occupiers who are aged 60 or over, or disabled.



OUR HOME IMPROVEMENT AGENCY STAFF ARE HERE TO HELP

burnley.gov.uk/housing/home-improvement/
email: housinggrants@burnley.gov.uk or
call 01282 477234 and speak to them, in the housing unit.

DAMP & MOULD...

LANDLORD NOT SORTING IT?

REPORT IT



It's important to deal with damp and mould as quickly as possible, especially if you have a lung condition. Damp and mould can

be harmful for your health. Damp happens when there is a buildup of moisture in a building, which can cause mould to grow.



Burnley
.gov.uk

You can report disrepair in your private rented property with our new, easy to use online form. Alternatively, the form is available on our website at **burnley.gov.uk/housing**

housing@burnley.gov.uk **01282 475883**