

## How to apply:

**Phone:**  
0845 300 6360

**Minicom:**  
0845 300 6361

**Online:**  
To download a form visit:  
[www.lpsni.gov.uk](http://www.lpsni.gov.uk) or [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

**Visit:**  
Land & Property Services  
Londonderry House  
21–27 Chichester Street  
TOWN PARKS  
Belfast  
BT1 4JB

The location of district offices  
can be found on our website.

## Important Information

- If you apply for help, you must still pay your rate bill while your application is being assessed.
- If your application is successful we will refund the amount you have overpaid or credit the amount due to your account.
- Any help you receive will depend on your income, savings, size of your rate bill and whether other people live with you.



**This leaflet is about getting help to pay your rate bill. If you need this information in another format or language, please write to the address shown below.**

Baineann an bhileog seo le cuidiú a fháil le do rátaí tís a íoc. Má tá an t-eolas seo de dhíth ort i bhformáid eile nó i dteanga eile, scríobh chuig an seoladh thíos, le do thoil.

Este folheto refere-se à forma como pode pedir ajuda para pagar o seu aviso de cobrança. Caso pretenda estas informações noutra língua ou formato, queira dirigir-se por escrito para a morada abaixo.

Ulotka ta objaśnia jak uzyskać pomoc w płaceniu podatku lokalnego. Jeżeli potrzebujesz informacji w innym języku lub formacie, prosimy o kontakt listowny pod poniższym adresem.

本單張載列了在支付你的住宅物業差餉方面取得協助的資料。如果你需要索取本資料單張以另一格式或語文印製的版本，請來信提出要求，地址如下。

Šiame buklete pateikiama informacija, padėsianti Jums apmokėti būsto mokesčių sąskaitą. Jei pageidaujate gauti šią informaciją kitu formatu arba kalba, prašom rašyti toliau nurodytu adresu.

This leaflet bes about gettin' hefts tae pey yer dwellin' hoose rate bill. Gif ye're wantin' the wittens i anither format ir leid sen' a screed tae the address ablow.

**Customer Services Team  
Land & Property Services  
Queen's Court  
56–66 Upper Queen Street  
TOWN PARKS  
Belfast  
BT1 6FD**

**Email: [customerservices@lpsni.gov.uk](mailto:customerservices@lpsni.gov.uk)**

**[www.lpsni.gov.uk](http://www.lpsni.gov.uk)**



# NEED HELP PAYING YOUR RATE BILL?

## Are you affected by or claiming:

- Low wage or income
- Redundancy
- Reduced income
- Income support
- Jobseekers allowance
- Employment and support allowance
- Pension Credit

## If so, you may be entitled to:

- Housing Benefit
- Rate Relief



## Housing Benefit Scheme

Housing Benefit is a benefit to help people on a low income to pay their rates.

### You should apply if:

- You have savings of less than £16,000 ; **and**
- Are on a low income or wage; **or**
- Claiming either Income Support, income-based Job Seekers Allowance, Employment Support Allowance (income related) or Pension Credit.

**Home owners** should contact Land & Property Services to apply on 0845 300 6360.

If you **rent your home** call the Northern Ireland Housing Executive on 08448 920 902.

### What if I have been refused Housing Benefit before?

**Seek advice.** If your circumstances have changed other allowances may be available.

## Rate Relief Scheme

When you apply for Housing Benefit, you are also assessed for Rate Relief.

The aim is to ensure that if you do not qualify for Housing Benefit or only receive partial help, you may still qualify for Rate Relief.

### The Rate Relief scheme can help those on a low income who either:

- Receive partial Housing Benefit; **or**
- Have just missed out on qualifying for Housing Benefit; **or**
- Have not been considered eligible for Housing Benefit.

**Home owners** should contact Land & Property Services to apply on 0845 300 6360.

If you **rent your home** call the Northern Ireland Housing Executive on 08448 920 902.

## It is important to contact us if you are struggling to pay your rate bill

- Contact Land & Property Services immediately on 0845 300 6360.
- We are always willing to listen and will try to come to suitable payment agreement.
- Please be aware that if you don't contact us, and you don't pay your bill we may take you to court