

## SCHEDULE 12

All applicants: matters that must be included in an authority's scheme — procedural matters

### PART 1

Procedure for an application for a reduction under an authority's scheme

#### Procedure by which a person may apply for a reduction under an authority's scheme

1. Paragraphs 2 to 7 apply to an application for a reduction under an authority's scheme.

##### Commencement Information

**I1** Sch. 12 para. 1 in force at 28.11.2013, see [reg. 1\(2\)](#)

2. An application may be made—

- (a) in writing,
- (b) by means of an electronic communication in accordance with Part 4, or
- (c) where the authority has published a telephone number for the purpose of receiving such applications, by telephone.

##### Commencement Information

**I2** Sch. 12 para. 2 in force at 28.11.2013, see [reg. 1\(2\)](#)

- 3.—(1) An application which is made in writing must be made to the designated office and be—
  - (a) on a properly completed form approved by the authority for the purposes of making an application in writing; or
  - (b) in such written form as the authority accepts as sufficient in the circumstances of any particular case (or class of cases) having regard to the sufficiency of the written information and evidence.
- (2) Where an application in writing is not made in the form described in paragraph 3(1)(a) or (b) it is defective.
- (3) Any form provided by the authority for the purposes of making an application in writing must be provided free of charge .

##### Commencement Information

**I3** Sch. 12 para. 3 in force at 28.11.2013, see [reg. 1\(2\)](#)

- 4.—(1) Where an application made in writing is defective because—
  - (a) it was made on the form approved for the purpose but that form is not accepted by the authority as being properly completed, the authority may request the applicant to complete the defective application; or
  - (b) it was made in writing but not on the form approved for the purpose and the authority does not accept the application as being in a written form which is sufficient in the circumstances

**Changes to legislation:** There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

of the case having regard to the sufficiency of the written information and evidence, the authority may supply the applicant with the approved form or request further information or evidence.

(2) An application made on an approved form is properly completed if it is completed in accordance with the instructions on the form, including any instructions to provide information and evidence in connection with the application.

**Commencement Information**

**I4** Sch. 12 para. 4 in force at 28.11.2013, see [reg. 1\(2\)](#)

5.—(1) If an application made by electronic communication is defective the authority must provide the person making the application with an opportunity to correct the defect.

(2) An application made by electronic communication is defective if the applicant does not provide all the information the authority requires.

**Commencement Information**

**I5** Sch. 12 para. 5 in force at 28.11.2013, see [reg. 1\(2\)](#)

6. In a particular case the authority may determine that an application made by telephone is only valid if the person making the application approves a written statement of that person's circumstances provided by the authority.

**Commencement Information**

**I6** Sch. 12 para. 6 in force at 28.11.2013, see [reg. 1\(2\)](#)

7.—(1) If an application made by telephone is defective the authority must provide the person making the application with an opportunity to correct the defect.

(2) An application made by telephone is defective if the applicant does not provide all the information the authority requests during the telephone call.

**Commencement Information**

**I7** Sch. 12 para. 7 in force at 28.11.2013, see [reg. 1\(2\)](#)

**Commencement Information**

- I1** Sch. 12 para. 1 in force at 28.11.2013, see [reg. 1\(2\)](#)
- I2** Sch. 12 para. 2 in force at 28.11.2013, see [reg. 1\(2\)](#)
- I3** Sch. 12 para. 3 in force at 28.11.2013, see [reg. 1\(2\)](#)
- I4** Sch. 12 para. 4 in force at 28.11.2013, see [reg. 1\(2\)](#)
- I5** Sch. 12 para. 5 in force at 28.11.2013, see [reg. 1\(2\)](#)
- I6** Sch. 12 para. 6 in force at 28.11.2013, see [reg. 1\(2\)](#)
- I7** Sch. 12 para. 7 in force at 28.11.2013, see [reg. 1\(2\)](#)

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There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013. Any changes that have already been made by the team appear in the content and are referenced with annotations.

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**Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:**

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- Sch. 1 para. 3(8)(c) and word added by S.I. 2015/44 reg. 7(a)(vi)(bb)
- Sch. 1 para. 3(10) inserted by S.I. 2015/44 reg. 7(a)(vii)
- Sch. 1 para. 10(1)(xvii) inserted by S.I. 2015/44 reg. 7(b)(ii)
- Sch. 1 para. 12(1)(ja) inserted by S.I. 2015/44 reg. 7(c)
- Sch. 1 para. 15(2)(d)(vi)(vii) inserted by S.I. 2016/50 reg. 5(b)(iii)
- Sch. 1 para. 16(2)(d) inserted by S.I. 2016/50 reg. 5(c)(iii)
- Sch. 1 para. 16(3)(d) inserted by S.I. 2016/50 reg. 5(c)(vi)
- Sch. 1 para. 16(11A)-(11D) inserted by S.I. 2016/50 reg. 5(c)(viii)
- Sch. 1 para. 11(3A) inserted by S.I. 2017/46 reg. 3(b)(ii)
- Sch. 1 para. 11(4A) inserted by S.I. 2017/46 reg. 3(b)(iii)
- Sch. 1 para. 10(1)(j)(xvii) inserted by S.I. 2020/16 reg. 7(b)
- Sch. 1 para. 12(1)(jb) inserted by S.I. 2020/16 reg. 7(c)
- Sch. 1 para. 10(1)(j)(xx) inserted by S.I. 2021/34 reg. 4(2)
- Sch. 1 para. 3(9)(c)(d) inserted by S.I. 2024/56 reg. 4(c)
- Sch. 1 para. 11(3A)(b)(c) substituted by S.I. 2018/14 reg. 4(c)(i)(bb)
- Sch. 1 para. 11(4A)(b)(c) substituted by S.I. 2018/14 reg. 4(c)(ii)(bb)
- Sch. 1 para. 11(3A)(a) words substituted by S.I. 2018/14 reg. 4(c)(i)(aa)
- Sch. 1 para. 11(4A)(a) words substituted by S.I. 2018/14 reg. 4(c)(ii)(aa)
- Sch. 2 para. 8(d) inserted by S.I. 2024/56 reg. 5(d)(ii)
- Sch. 2 Pt. 4 para. 12(1) sum substituted by S.I. 2020/16 reg. 8(b)(i)
- Sch. 2 Pt. 4 para. 12(2) sum substituted by S.I. 2020/16 reg. 8(b)(ii)
- Sch. 2 Pt. 4 para. 12(3) sum substituted by S.I. 2020/16 reg. 8(b)(iii)
- Sch. 2 Pt. 4 para. 12(4) sum substituted by S.I. 2020/16 reg. 8(b)(iv)
- Sch. 5 para. 28C(1) Sch. 5 para. 28C renumbered as Sch. 5 para. 28C(1) by S.I. 2024/56 reg. 6(b)(i)
- Sch. 5 para. 28A inserted by S.I. 2014/513 Sch. para. 25(3)(a)
- Sch. 5 para. 28A inserted by S.I. 2014/513 Sch. para. 25(3)(b) (Welsh text only)
- Sch. 5 para. 21(1)(f) inserted by S.I. 2014/66 reg. 8(a)(ii)
- Sch. 5 para. 21(2)(p)(q) inserted by S.I. 2014/66 reg. 8(a)(v)
- Sch. 5 para. 22(2)(f) inserted by S.I. 2014/66 reg. 8(b)(ii)
- Sch. 5 para. 33 inserted by S.I. 2014/66 reg. 8(c)
- Sch. 5 para. 27A inserted by S.I. 2016/50 reg. 8(a)
- Sch. 5 para. 28(f)(g) inserted by S.I. 2016/50 reg. 8(b)(iii)
- Sch. 5 para. 28B inserted by S.I. 2018/14 reg. 8(b)
- Sch. 5 para. 21(2)(r) inserted by S.I. 2019/11 reg. 5(a)(iii)
- Sch. 5 para. 28C inserted by S.I. 2019/11 reg. 5(b)
- Sch. 5 para. 28D28E inserted by S.I. 2022/51 reg. 6
- Sch. 5 para. 16(1A) inserted by S.I. 2024/56 reg. 6(a)(i)
- Sch. 5 para. 16(6A) inserted by S.I. 2024/56 reg. 6(a)(vi)
- Sch. 5 para. 28C(2) inserted by S.I. 2024/56 reg. 6(b)(ii)
- Sch. 5 para. 28F inserted by S.I. 2024/56 reg. 6(c)
- Sch. 5 para. 21(2)(p) word omitted by S.I. 2019/11 reg. 5(a)(i)
- Sch. 5 para. 21(2)(q) word substituted by S.I. 2019/11 reg. 5(a)(ii)
- Sch. 6 para. 5(8)(c) and word inserted by S.I. 2015/44 reg. 10(a)(vi)(bb)
- Sch. 6 para. 5(10) inserted by S.I. 2015/44 reg. 10(a)(vii)
- Sch. 6 para. 10A inserted by S.I. 2017/46 reg. 5(c)

- Sch. 6 para. 5(9)(d) inserted by S.I. 2018/14 reg. 9(a)(ix)
- Sch. 6 para. 5(9)(ba) inserted by S.I. 2024/56 reg. 7(c)
- Sch. 6 para. 10A(b)(c) substituted by S.I. 2018/14 reg. 9(b)(ii)
- Sch. 6 para. 10A(a) words substituted by S.I. 2018/14 reg. 9(b)(i)
- Sch. 7 para. 10(1)(a)(vii) substituted by S.I. 2016/50 reg. 10(a)(ii)
- Sch. 7 para. 10(1)(a)(vi) words substituted by S.I. 2022/634 reg. 71(3)
- Sch. 7 para. 10(1)(a)(vi) words substituted by S.I. 2022/634 reg. 72(3) (Amendment to Welsh text)
- Sch. 7 Pt. 4 para. 17(1) sum substituted by S.I. 2020/16 reg. 10(b)(i)
- Sch. 7 Pt. 4 para. 17(2) sum substituted by S.I. 2020/16 reg. 10(b)(ii)
- Sch. 7 Pt. 4 para. 17(3) sum substituted by S.I. 2020/16 reg. 10(b)(iii)
- Sch. 7 Pt. 4 para. 17(4) sum substituted by S.I. 2020/16 reg. 10(b)(iv)
- Sch. 7 Pt. 4 para. 17(5) sum substituted by S.I. 2020/16 reg. 10(b)(v)
- Sch. 7 Pt. 6 para. 24 sum substituted by S.I. 2020/16 reg. 10(c)
- Sch. 7 Pt. 6 para. 23 sum substituted by S.I. 2022/51 reg. 8(e)(i)
- Sch. 7 Pt. 6 para. 24 sum substituted by S.I. 2022/51 reg. 8(e)(ii)
- Sch. 7 Pt. 6 para. 23 sum substituted by S.I. 2023/47 reg. 9(e)(i)
- Sch. 7 Pt. 6 para. 24 sum substituted by S.I. 2023/47 reg. 9(e)(ii)
- Sch. 8 para. 18(2)(b)(iv)(v) substituted for Sch. 8 para. 18(2)(b)(iv) by S.I. 2019/11 reg. 8
- Sch. 8 para. 18(2)(b)(iv)(aa) words substituted by S.I. 2018/14 reg. 11(b)(i)
- Sch. 8 para. 18(2)(b)(iv)(bb) words substituted by S.I. 2018/14 reg. 11(b)(ii)
- Sch. 9 para. 31(a)(iv) inserted by S.I. 2016/50 reg. 12(a)(iv)
- Sch. 9 para. 32(g)(h) inserted by S.I. 2016/50 reg. 12(b)(iii)
- Sch. 9 para. 67 inserted by S.I. 2019/11 reg. 9(b)
- Sch. 10 para. 65(1) Sch. 10 para. 65 renumbered as Sch. 10 para. 65(1) by S.I. 2024/56 reg. 9(b)(i)
- Sch. 10 para. 2A inserted by S.I. 2014/66 reg. 11(a)
- Sch. 10 para. 12(1)(g) inserted by S.I. 2014/66 reg. 11(b)(ii)
- Sch. 10 para. 63 inserted by S.I. 2014/66 reg. 11(c)
- Sch. 10 para. 64 inserted by S.I. 2018/14 reg. 13(c)
- Sch. 10 para. 12(1)(h) inserted by S.I. 2019/11 reg. 10(a)(ii)
- Sch. 10 para. 65 inserted by S.I. 2019/11 reg. 10(c)
- Sch. 10 para. 6667 inserted by S.I. 2022/51 reg. 9
- Sch. 10 para. 29(1A) inserted by S.I. 2024/56 reg. 9(a)(i)
- Sch. 10 para. 29(5A) inserted by S.I. 2024/56 reg. 9(a)(vi)
- Sch. 10 para. 65(2) inserted by S.I. 2024/56 reg. 9(b)(ii)
- Sch. 10 para. 68 inserted by S.I. 2024/56 reg. 9(c)
- Sch. 10 para. 12(1)(g) punctuation mark substituted by S.I. 2019/11 reg. 10(a)(i)
- Sch. 11 para. 9(6) inserted by S.I. 2014/66 reg. 12(a)(ii)
- Sch. 11 para. 4(2)(j)(2A) inserted by S.I. 2016/50 reg. 14(b)
- Sch. 13 para. 5(7)(d) inserted by S.I. 2022/51 reg. 10(b)
- reg. 8(2)(aa) inserted by S.I. 2016/50 reg. 4
- reg. 8(5)(oa) inserted by S.I. 2014/66 reg. 4(b)(ii)
- reg. 9(g) inserted by S.I. 2023/47 reg. 3(2)
- reg. 18(6) inserted by S.I. 2015/44 reg. 5(b)
- reg. 28(4)(e) inserted by S.I. 2020/16 reg. 6(a)(iii)
- reg. 28(5)(e)(iii) word substituted by S.I. 2022/51 reg. 3(2)(b)
- reg. 28(5)(e)(iv) and word inserted by S.I. 2022/51 reg. 3(2)(c)
- reg. 28(5)(k) inserted by S.I. 2014/66 reg. 5(d)
- reg. 28(5)(l) and word added by S.I. 2015/44 reg. 6(b)(ii)
- reg. 28(5)(l) word substituted by S.I. 2022/51 reg. 3(4)
- reg. 28(5)(m)(n) inserted by S.I. 2022/51 reg. 3(5)
- reg. 28(5)(n) word substituted by S.I. 2023/47 reg. 4(3)
- reg. 28(5)(o) inserted by S.I. 2023/47 reg. 4(4)