

Cumbria Flood Funding Support FAQ's

Council Tax Relief Scheme

How do I apply for the discount?

We are aware of the properties which have been flooded. If you have already contacted us we will apply the discount automatically and therefore you do not need to do anything. If you feel you have been missed or have any enquiries please contact 01228 817200 or email customerservices@carlisle.gov.uk

Question	Answer
What is a flooded property?	A flooded property is a property that has been flooded internally i.e. water has entered the property.
My basement was flooded. Am I entitled to the discount?	Yes, basements and below ground level are included
My garage was flooded. Am I entitled to the discount?	Garages are included if they are in the fabric of the building. Garages adjacent or separate from the main building are not included.
I live in a caravan. Am I entitled to the discount?	Yes. The discount includes caravans and park homes but not tents.
What discount do I receive while my property is unoccupied?	A 100% discount applies to properties that have been rendered uninhabitable due to the flooding. This discount will apply for the period the property remains unoccupied and uninhabitable. The discount will last for a minimum period of 3 months after which it will cease on reoccupation. Relief can be awarded for a maximum period of 12 months.
I am using part of my house and living upstairs. What discount am I entitled to?	Residents who have remained in the property but occupation of the whole property is limited by flood damage will be entitled to 100% discount. This relief will apply for the period the property remains partly occupied and will cease on reoccupation of the whole premises. Relief can be awarded for a maximum period of 12 months.

Access and services to my property were affected. Am I entitled to a discount?	A 100% discount applies to these properties (e.g. if you were in a 2 nd floor flat) for a minimum period of 3 months.
What if this is my second home?	Up to 6 months relief will be available on second homes.
What if my Property was empty at the time of the Flooding?	Up to 6 months relief will be available for empty properties.
I have moved into temporary accommodation, will I need to pay Council Tax there?	If you move into temporary accommodation because of the flooding 100% relief will be available on that accommodation.

£500 Flood Funding

Question	Answer
What are the £500 payments?	The government is providing local authorities with Community Grants. This is equivalent to up to £500 per household affected by flooding. It will help with recovery costs such as provision of temporary accommodation.
How will I receive this payment?	If you pay for your council tax by direct debit, or informed us you have been flooded you will receive this payment automatically so you do not need to do anything. You should have received written confirmation of the payment. If you have not received your payment then please contact us at customerservices@carlisle.gov.uk or call 01228 817200
What if I have moved to another address?	If you have moved to another property or are still living in your flood affected property, please contact us at customerservices@carlisle.gov.uk or call 01228 817200 to ensure we have your details if you have not already done so.

Cumbria Floods - Household Flood Resilience Grant Scheme

Question	Answer
What is the Scheme?	The scheme provides grants of up to £5,000 to homeowners that had been flooded over the incident period 3rd-11th December 2015.
What is the Grant for?	To help fund additional flood resilience or resistance measures for homes. This funding is available for works associated with flood protection of properties affected by the flooding.
Who will be eligible?	All properties that have been flooded may eligible, you can find more information here - flood resilience grant .
How do I apply?	If you think you may be eligible, please complete the following application form and return it to floodgrants@carlisle.gov.uk or to Carlisle City Council, Civic Centre, Carlisle, Cumbria CA3 8QG. Guidance notes are also available here to help you complete the application.
Can I talk to someone about this?	Please contact us at floodgrants@carlisle.gov.uk or call us on 01228 817200 if you have any queries.

Please note that this policy may change as we are awaiting further clarification from the Department for Communities and Local Government.