



HEARINGS: GUIDANCE ON CLAIMING EXPENSES

1. WHO CAN CLAIM?

- 1.1 Applicants and their representatives attending the Hearing.
- 1.2 Any person who is needed by either party for assistance in travelling to the Hearing, or assistance during the Hearing.

For part (1.2) above, we would require **written** confirmation of the need for assistance before ANY payment could be made. This may include a GP note or other appropriate medical documentation.

For all representatives attending the Hearing, the CTRRP must have written confirmation of their name and address **prior to** the Hearing date so that we can process the claims quickly.

2. WHO WE CANNOT PAY

- 2.1 An individual who has accompanied an Applicant as moral support.
- 2.2 Family and friends who have not been declared to the CTRRP as representatives.

3. REASONABLE TRAVEL EXPENSES, WHAT CAN BE CLAIMED

- 3.1 We will pay your travel expenses for the journey **between** your home and the appropriate Hearing Centre by means of PUBLIC TRANSPORT i.e. train, tube or bus. We do not pay air fares.
- 3.2 When you arrive at the Hearing the Clerk to the CTRRP will ask you to fill out a travel claim form detailing where you have travelled from and the means of transport. You will need to provide receipts for the whole of your journey so that we are able to approve your payment. Without them, we may be unable to pay your expenses.
- 3.3 If you are unable to travel to the Hearing by public transport i.e. you need to travel by car, we would need written confirmation **before** the Hearing so that we can approve this. We would also need you to provide the correct mileage so that we are able to pay the right amount in accordance with our Panel mileage rate of £0.45 per mile.

4. WHAT WE CANNOT PAY

- 4.1 We do not pay for taxis (unless prior arrangements have been made with the CTRRP).
- 4.2 We cannot pay for parking (unless the applicant provides a disabled badge).

5. EXPENSE PAYMENTS

- 5.1 All expenses are paid by bank transfer.
- 5.2 All expense claims must be submitted within 30 days of the hearing date.

6. SUBMITTING CLAIMS

- 6.1 All claim forms and receipts should be submitted to:

Council Tax Reduction Review Panel
4th Floor, 1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB

Tel: 0141 302 5840