

# Hardship Rate Relief Scheme for NI Businesses



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## How do I qualify?

**Your business must have suffered exceptional circumstances which will usually be:**

- Unforeseen
- Unavoidable
- Beyond normal business risk
- External to the ratepayer

and as a result of these circumstances you would suffer hardship without a reduction in rates

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## What supporting evidence do I need to apply?

**Examples of evidence may include:**

- Copies of audited accounts /daily receipts summaries
  - Business bank statements
  - Details of income and expenditure (if not included in audited accounts)
  - An outline recovery plan
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## How do I find out more information or apply for Hardship Relief?

- Access the application form from the NI Business Info website (<https://www.nibusinessinfo.co.uk/content/hardship-rate-relief>)
- Contact LPS on **0300 200 7801**
- Email: [hardshipraterelief@finance-ni.gov.uk](mailto:hardshipraterelief@finance-ni.gov.uk)



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## What happens next?

- LPS will acknowledge receipt of your application
- LPS may gather supporting evidence from other organisations eg Councils
- You should continue to pay your rate bill while your application is being assessed

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## What support will I get if my application is successful?

- Full rate relief will be awarded for the length of time that it takes a business or organisation to recover from the exceptional circumstances.
- Hardship Relief is intended to be temporary. The recovery plan should give some indication as to the expected length of time for the business to recover.
- The amount you receive may be reduced if you have received any De Minimus State Aid over the last three years
- You need to notify LPS of any change in your circumstances
- LPS will review applications and may contact you for updated information

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**If your application is unsuccessful, you can ask LPS to review your case, explaining the reasons you think the decision is incorrect. You must do this within one month of receiving the decision notification.**

## CONTACT US

### Application Based Rate Relief Team

Land & Property Services  
Lanyon Plaza  
7 Lanyon Place  
Town Parks  
Belfast. BT1 3LP

**Telephone:** 0300 200 7801 (calls charged at local rate)

**Telephone:** +44 28 9067 5501 (if outside NI)

**Text Relay:** 18001 0300 200 7801

**Email:** [hardshiprelief@finance-ni.gov.uk](mailto:hardshiprelief@finance-ni.gov.uk)

### Access the application form from the NI Business Info website

<https://www.nibusinessinfo.co.uk/content/hardship-relief>



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