

## **Business Rates Bills 2022/23- Frequently Asked Questions**

E-bills issued: 9<sup>th</sup> March 2022

Paper Bills issued: 10<sup>th</sup> March 2022

Explanatory notes are not issued with Business Rates bills, however you can view them here <https://www.eppingforestdc.gov.uk/business-rates/> (at the bottom of the page)

The bills were created using the account information held at 3<sup>rd</sup> March 2022 and will include any outstanding balances for previous years, therefore if you have made payments towards your outstanding balance after this date then they will not show on this bill. Please refer to the self-service portal for a more up to date overview of your account.

Please be advised that if you have reported a change of address which has yet to be actioned (or was actioned after 24<sup>th</sup> February) then you will still get a 2022/23 bill for your previous business address. As soon as your change of address has been dealt with, a closing bill will be issued.

**We highly recommend that you pay your Business Rates via Direct Debit for the new financial year. This can be set up from the website**

<https://www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/>

**We would also advise that you sign up for the online portal where you can make payments, view your bills and manage your account online. You can sign up here**

<https://www.eppingforestdc.gov.uk/business-rates/>

### **IMPORTANT BILL INFORMATION:**

Business Rates has not increased for this financial year and the multipliers for 2022/23 are 49.9 pence for small properties (those with a Ratable Value under £51,000) and 51.2 pence for larger properties.

### **GRANTS:**

All grants are closed except for the Omicron Hospitality and Leisure Grant (OHLG) and the Additional Restrictions Grant (ARG). The OHLG grant closes at midnight on the 18<sup>th</sup> March 2022 and ARG closes at midnight on 11<sup>th</sup> March 2022.

### **Retail, Hospitality and Leisure Relief Scheme:**

The 2022/23 Retail, Hospitality and Leisure Business Rates Relief scheme will provide eligible, occupied, retail, hospitality and leisure properties with a 50% relief, up to a cash cap limit of £110,000 per business.

Please note that a small number of properties that qualified for this relief in 2021/2022 will cease to be eligible in 2022/2023.

Further information, including the full list of eligible properties can be found here:

<https://www.gov.uk/government/publications/business-rates-guidance-202223-retail-hospitality-and-leisure-relief-scheme>

### **COVID-19 Additional Relief (CARF):**

In March 2021 the Government announced a new relief package for businesses. This required primary legislation which was passed on 15 December 2021.

As a result of this legislation, the Government announced the COVID-19 Additional Relief Fund (CARF) scheme. We have been allocated £2,147,202 for this support package. The aim of this relief is to reduce the rates charged in 2021/2022.

Relief will be awarded according to the following criteria:

- The Council cannot award relief to ratepayers who for the same period of the relief either are or would have been eligible for the Extended Retail Discount (covering Retail, Hospitality and Leisure), the Nursery Discount or the Airport and Ground Operations Support Scheme (AGOSS)
- The Council cannot award relief to a hereditament for a period when it is unoccupied (other than hereditaments which have become closed temporarily due to the government's advice on COVID-19, which should be treated as occupied for the purposes of this relief)
- The Council must direct support under this scheme towards ratepayers who have been adversely affected by the pandemic and have been unable to adequately adapt to that impact

## **Transitional Relief and Supporting Small Business Relief:**

For the financial year 2022/23, the Government are extending the Transitional Relief and Supporting Small Business Relief for eligible businesses with a rateable value up to and including £100,000.

The Transitional Relief scheme was originally introduced in 2017 to help businesses faced with higher bills as a result of increased rateable values from the 2017 revaluation. The scheme was due to end on 31 March 2022, as a result of which a small number of ratepayers would be presented with a significantly increased business rates bill from 1 April 2022.

In the October Budget the Government announced that it would extend the current transitional relief scheme and the supporting small business scheme for 1 year to the end of the current revaluation cycle.

The scheme will restrict increases in bills to 15% for businesses with small properties (up to and including £20,000 rateable value) and 25% for medium properties (up to and including £100,00 rateable value).

### **FAQ'S:**

- **I have received an email to view my bill online, but I haven't signed up for the self-service portal yet/I have forgotten my password?**
  - If you have requested e-billing but have yet to sign up for the self-service portal, please go to [www.eppingforestdc.gov.uk/business-rates/](http://www.eppingforestdc.gov.uk/business-rates/) and select 'View your Business Rates bill online' Once the registration is complete, you will be able to view your bill.
  - If you are already signed up for self-service but have forgotten your password, follow the 'forgot password' link where you can reset it.
  - If you are having issues with your online account, please email [academyadmin@eppingforestdc.gov.uk](mailto:academyadmin@eppingforestdc.gov.uk) with details of the problem and someone will respond accordingly.
  
- **Do I need to set up a new Direct Debit?**
  - Your bill shows the method of payment.
  - If you were previously on Direct Debit then this will carry on.
  - If you are not currently paying by Direct Debit and wants to, this can be set up by:
    - Visiting the self-service portal where you can set up a direct debit <https://connect.eppingforestdc.gov.uk/publicaccesslive/selfservice/dashboard.htm>
    - Completing a Direct Debit form from the website: <https://www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/> or complete the mandate included with their bill and return it by email to [ndr@eppingforestdc.gov.uk](mailto:ndr@eppingforestdc.gov.uk)

- **My bank details have changed. How do I amend my Direct Debit?**
  - Log in to the self-service portal where you can amend this <https://connect.eppingforestdc.gov.uk/publicaccesslive/selfservice/dashboard.htm>
  
- **I've only got 6 instalments on my bill?**
  - Look at the column next to the first one which will detail the remaining instalments.
  
- **Can I change my payment method/frequency?**
  - Please complete a general enquiry form to request this <https://www.eppingforestdc.gov.uk/business-rates/general-enquiry-form/>
  - Alternatively, you can also email directly [ndr@eppingforestdc.gov.uk](mailto:ndr@eppingforestdc.gov.uk) including your name/business name, business address and Business Rates reference number in the email.
  
- **How do I report a change in circumstances?**
  - Please visit our website to report the change using the general enquiry <https://www.eppingforestdc.gov.uk/business-rates/general-enquiry-form/>
  - You can also email directly [ndr@eppingforestdc.gov.uk](mailto:ndr@eppingforestdc.gov.uk) including your name/business name, business address and Business Rates reference number along with the details of the change in circumstances.
  
- **I have moved out of a property, what do I need to do?**
  - Please visit our website to report the change using the general enquiry <https://www.eppingforestdc.gov.uk/business-rates/general-enquiry-form/>
  - You can also email directly [ndr@eppingforestdc.gov.uk](mailto:ndr@eppingforestdc.gov.uk) including your name/business name, business address and Business Rates reference number along with the date you are vacating and a forwarding address..
  
- **What reliefs/exemptions are available?**
  - Please visit the Business Rates section on the EFDC website where you can find all reliefs & exemptions available along with details on how to apply. <https://www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/>
  
- **How do I appeal my Business Rates valuation?**
  - Unfortunately, we are unable to deal with valuation appeals. Please visit the Valuation Office Agency website <https://www.gov.uk/government/collections/check-and-challenge-step-by-step> where you can submit an appeal.

- **How can I pay my Business Rates?**

- We recommend that your Business Rates are paid by Direct Debit which can be set up here [www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/](http://www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/)
- There are other numerous ways to pay:
  - Online [www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/](http://www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/)
  - Call our 24-hour automated telephone payment service on 01992 564600
  - In person at Civic Offices, Debden Broadway or the payment kiosk in Waltham Abbey library. Please check the website for updates on opening times.
  - Post: Make your cheque payable to Epping Forest District Council and write your Business Rates account number and your address on the back of the cheque. Send your cheque to Business Rates, Epping Forest District Council, Civic Offices, High Street, Epping, CM16 4BZ. Include a stamped self-addressed envelope if you want us to send you a receipt.
  - Bank transfer: Account name – Epping Forest District Council  
Sort code – 60-07-39  
Account number – 56340001  
You need to include your name, address and business rates account number when you pay by bank transfer.