

Business Rates- Frequently Asked Questions

- **How can I register for Business Rates?**
 - Please visit the councils website www.eppingforestdc.gov.uk/business-rates/ where you can register and manage your account online.

- **How can I submit a general enquiry?**
 - We now have a general enquiry form where customers can:
 - tell us their bill is wrong
 - ask for a refund
 - ask us to correct wrong information on their bill
 - tell us about a payment that hasn't appeared on their bill
 - make an appeal against their liability or a refused discount
 - ask general questions
 - The form can be found here www.eppingforestdc.gov.uk/business-rates/general-enquiry-form/

- **How much are my Business Rates?**
 - Please sign up for the self-service portal where you can view your bill and other details www.eppingforestdc.gov.uk/business-rates/
 - From here you can select to view your Business Rates bill online and then register for 'my services'

- **Can I check my Business Rates valuation online?**
 - Yes, you can find out on the governments website www.gov.uk/correct-your-business-rates
 - You can also challenge the rateable value, request changes to the property or valuation details here too.

- **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/
- There are other numerous ways to pay:
 - Online 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 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.

- **Can I get Small Business Rates Relief?**

- A business can get small business rate relief if the property's rateable value is less than £15,000 and the business only occupies 1 property (they may still be able to get relief if you use more than one property)
- You can find out more about SBRR here www.gov.uk/apply-for-business-rate-relief/small-business-rate-relief
- You can also download a SBRR application form here www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/small-business-rate-relief/

- **Can I get Charitable Rate Relief?**

- Charities and community amateur sports clubs can apply for charitable rate relief of up to 80% if a property is used for charitable purposes.
- An application form can be downloaded here www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/charitable-rate-relief/
- Where a charity is in receipt of 80% charitable relief the Council will not award a further 20% discretionary relief (except in cases of properties occupied by local Scouts and Guides organisations or village halls which provide a Post Office facility and hospices within the district)

- **Can I get Rural Rate Relief?**

- A business could get rural rate relief if it's in a rural area with a population below 3,000. Business rates will not be payable if the business is in an eligible area and either:
 - The only village shop or post office, with a rateable value of less than £8,500
 - The only public house or petrol station, with a rateable value of less than £12,500
- An application form can be downloaded here
www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/rural-rate-relief/

- **Can I get Transitional Relief?**

- Transitional relief limits how much a business's bill can change each year as a result of revaluation. This means changes to bills are phased in gradually, if eligible. A business can get transitional relief if their:
 - Property is in England
 - Rates go up or down by more than a certain amount
- We will adjust the bill automatically if the business is eligible.

- **Can I get Empty Properties Relief?**

- Generally, you don't have to pay business rates on empty buildings for 3 months. After this time, most businesses must pay full business rates.
- Some properties can get extended empty property relief:
 - Industrial premises (for example warehouses) are exempt for a further 3 months
 - Listed buildings – until they're reoccupied
 - Buildings with a rateable value of £2,899 and under – until they're reoccupied
 - Properties owned by charities – only if the property's next use will be mostly for charitable purposes
 - Community amateur sports clubs buildings – only if the next use will be mostly as a sports club