

Council Tax New Year Bills 2024/25

Explanatory notes have been sent with all Council Tax bills so you can refer to those in the first instance. They have also been uploaded to the website here (at the bottom of the web page) <https://www.eppingforestdc.gov.uk/council-tax/>

The bills were created using the account information held at 23rd February 2024 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 23rd February) then you will still get a 2024/25 bill for your previous address. As soon as your change of address has been dealt with, a closing bill will be issued.

We highly recommend that your Council Tax is paid by Direct Debit for the new financial year. This can be set up directly here www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/

We would also advise that you sign up for the online self-service portal where you can make payments, view your bills and manage your account online: You can sign up here www.eppingforestdc.gov.uk/council-tax/manage-your-council-tax-online/

In all cases we should also be promoting payment via Direct Debit for the new financial year. This can be set up directly on the website: Council Tax www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/

You should also advise the customer to sign up for the online portal where they can manage their payments online www.eppingforestdc.gov.uk/council-tax/manage-your-council-tax-online/

IMPORTANT BILL INFORMATION:

EFDC continue to have the lowest set Council Tax in Essex.

Should you require further information regarding the increased Council Tax for 2024/25, please contact the relevant authorities, details of which can be found on the councils website <https://www.eppingforestdc.gov.uk/council-tax/about-your-council-tax/>

- **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?**
 - Direct the customer to the website to sign up for the self-service portal <https://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/> 'Manage your Council Tax online' When they have done this, they will be able to view their bill.
 - If they have forgotten their password, they can follow the 'forgot password' route on the website.
 - Issues with their account? Advise them to email academyadmin@eppingforestdc.gov.uk with their problem.

- **Do I need to set up a new Direct Debit?**

- The bill shows the method of payment.
 - If you were previously on Direct Debit then this will carry on.
 - If the customer isn't currently paying by Direct Debit and wants to, advise them to set it up online www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/ or complete the mandate included with their bill and return it.
- **My bank details have changed. How do I amend my Direct Debit?**
 - Direct the customer to the self-service portal where they can amend this <https://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/> 'Manage your Council Tax online'
 - If they don't have an online account, direct them to apply for a new DD online <https://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/>
- **I've only got 6 instalments on my bill?**
 - Advise the customer to look at the column next to the first one which will detail the remaining instalments.
- **Can I change my payment method/frequency?**
 - If the customer is on DD and wants to pay manually, amend the method to payment book while they are on the phone and update account notes.
 - If they are currently on payment book and want to pay by DD, signpost them or in exceptional circumstances, take the details over the phone and apply it.
 - If they want to amend the frequency i.e. 10 months to 12 months then amend while they are on the phone and update account notes
- **I have had a change in my circumstances?**
 - Direct the customer to the website to report the change using the relevant form <https://www.eppingforestdc.gov.uk/council-tax/>
 - They can also email directly counciltax@eppingforestdc.gov.uk You should advise the customer to include their name, address and account number in the email.
- **Can I add someone to my liability?**
 - Direct the customer to the general enquiry form to request this www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/
 - They can also email directly counciltax@eppingforestdc.gov.uk You should advise the customer to include their name, address and account number in the email.
 - The additional person would need to be a long term partner or have an interest in the property. Unlike electoral services, we don't need a list of occupiers at the property and not all occupiers will be liable.
- **I have moved out of my property, what do I need to do?**

- As they will be existing customers, direct them to the self-service portal. They can also visit the Council Tax section on the EFDC website where you can report a change of address. This covers both moves within or outside the district. www.eppingforestdc.gov.uk/council-tax/report-a-change-of-address/

- **What discounts/exemptions are available?**
 - Visit the Council Tax section on the EFDC website where you can find all discounts & exemptions available along with details on how to apply.
 - Discounts www.eppingforestdc.gov.uk/council-tax/discounts/
 - Exemptions www.eppingforestdc.gov.uk/council-tax/exemptions/

- **Reporting that someone has passed away?**
 - Direct the customer to the general enquiry form to report this www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/
 - They can also email directly counciltax@eppingforestdc.gov.uk You should advise the customer to include their name, address and account number in the email.
 - If the customer is upset then Revenues staff can take the details over the phone on an urgent COC.

- **I want to appeal my Council Tax Banding?**
 - Direct the customer to the Valuation Office Agency website <https://www.gov.uk/challenge-council-tax-band>

- **How can I pay my Council Tax?**
 - **In all circumstances we should be promoting payments via Direct Debit** www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/
 - There are other numerous ways to pay:
 - Online www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/
 - Call our 24-hour automated telephone payment service on 01992 564600
 - AllPay Cards (for previous users of the cash offices/kiosks)
 - Bank transfer: Account name – Epping Forest District Council
Sort code – 60-07-39
Account number – 56340001
You need to include your name, address and Council Tax account number when you pay by bank transfer.

- **I am on a low income; can I get any help with payment of my Council Tax?**
 - You can apply for Local Council Tax Support directly on the councils website www.eppingforestdc.gov.uk/council-tax/local-council-tax-support/
 - You may also wish to direct the customer to Universal Credit if they advise they are on a low income www.gov.uk/apply-universal-credit

- **I have applied for Local Council Tax Support, but it isn't showing on my bill?**
 - When it has been awarded then the account will be adjusted and an updated bill will be issued.
 - Until such time that it has been awarded, the instalments quoted in the bill are correct and payable.

- **I am already receiving Local Council Tax Support, but I am still unable to manage the payments I'm being asked for?**
 - We have a separate scheme available called Exceptional Hardship Payments. They can apply here www.eppingforestdc.gov.uk/benefits/exceptional-hardship-payment/
 - This is only for customers in receipt of Local Council Tax Support.