

Business Rates Bills 2024 to 2025

Frequently Asked Questions

E-bills issued on 8 and 11 March 2024

Paper Bills issued on 11 March 2024

Explanatory notes are not issued with Business Rates bills, however you can view them here [About your business rates bill - Epping Forest District Council \(eppingforestdc.gov.uk\)](https://www.eppingforestdc.gov.uk/business-rates/about-your-business-rates-bill)

The bills were created using the account information held at 8th March 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 8th March 2024) then you will still get a 2024/25 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 multipliers for 2024 to 2025 are 49.9 pence for small properties (those with a rateable value under £51,000) and 54.6 pence for larger properties.

Revaluation

At revaluation, the Valuation Office Agency (VOA) adjusts the rateable value of business properties to reflect changes in the property market.

The most recent revaluation came into effect on 1 April 2023, based on rateable values from 1 April 2021.

Grants

There are currently no business grants available.

Transitional relief

Commercial premises were revalued on 1 April 2023. Following this, transitional relief will automatically be given to eligible business ratepayers that experience an increase in their business rates bill. There will be no need to apply for the reduction.

The scheme will operate for 3 years, although entitlement may cease earlier if the conditions for receiving it are no longer met.

If the new business rates charge increases by more than a 'threshold' set by the government, the amount of the increase is restricted.

Business rate increase limits effective 1 April 2023

| Rateable value | 2023 to 2024 | 2024 to 2025 | 2025 to 2026 |
|--|--------------|--------------------|--------------------|
| Up to £20,000 (£28,000 in London) | 5% | 10% plus inflation | 25% plus inflation |
| £20,001 (£28,001 in London) to £100,000 | 15% | 25% plus inflation | 40% plus inflation |
| Over £100,000 | 30% | 40% plus inflation | 55% plus inflation |

Retail, hospitality and leisure relief scheme

The 2024 to 2025 retail, hospitality and leisure business rates relief scheme will provide eligible, occupied, retail, hospitality and leisure properties with a 75% relief, up to a cash cap limit of £110,000 per business.

Further information, including the full list of eligible properties can be found here: <https://www.gov.uk/guidance/business-rates-relief-202425-retail-hospitality-and-leisure-scheme>

Supporting small business relief

You can get supporting small business relief from 1 April 2024 if both of the following apply:

- your business property's bill is going up after the next revaluation on 1 April 2023
- you'll lose some or all of your small business rate relief or rural rate relief

If you're eligible, your bills will go up by no more than £600 for the 2023 to 2024 tax year.

The relief is automatically awarded to eligible ratepayers and there is no application process required; however, the council has been unable to apply the relief to your 2023 to 2024 rates bill due to a delay in the revised software being made available.

Please note, the relief ends if there is a day where the property becomes unoccupied and there is no appeals process; instead, the council's complaints procedure should be used.

To be clear, the bills issued for the financial year 2023 to 2024, will not include supporting small business rates relief. We will issue you with a revised bill once the relief is applied, which we expect will be before the end of March.

For those customers paying by Direct Debit, please note that any payments taken before the account has the SSBRR applied will be taken in accordance with the increased 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 or 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/ 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 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 want to, this can be set up by:
 - Completing a Direct Debit form from the website:
<https://www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/> or
- **My bank details have changed. How do I amend my Direct Debit?**
 - If you have an online account, log in to the self-service portal where you can amend this or sign up for an account if you haven't done so. You can access the portal at <https://www.eppingforestdc.gov.uk/business-rates/> and select view your business rates bill online
- **I've only got 6 instalments on my bill?**
 - Look at the column on the right hand side which will detail the remaining instalments.
- **Can I change my payment method or 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 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 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 online <https://www.eppingforestdc.gov.uk/business-rates/report-a-business-premises-change-of-address/>
 - You can also email directly 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 or 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/
 - 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
 - AllPay customers can pay at designated points and post offices.