



Information about this Reminder Notice

Why has this reminder been sent?

This reminder has been issued because our records show that you have missed one or more of your payments.

What should I do next?

You need to do one of the following:

1. Pay the amount outstanding, as detailed in reminder notice issued. If you choose to pay by **debit or credit card over the phone**, you can call 24 hours a day. The number to call is **01992 564600**. Alternatively, you can pay online. You can find the link on the front page of the Council's website. The Council's website address is www.eppingforestdc.gov.uk
2. If you are unable to pay, it may be possible to spread your arrears, if you agree to pay by Direct Debit. **If so, please register and set up your Direct Debit without delay** by visiting our **Pay your business rates** page on our website and complete and return the Direct debit form via Email to ndr@eppingforestdc.gov.uk
3. Arrange to make the payments by bank transfer using our bank details
 - 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.

If you do not pay it or do not agree another arrangement you will lose your right to monthly instalments. This means you will have to pay the Business Rates for the full year straightaway and we may take action that increases the amount you have to pay.

How can I avoid this happening again?

Make sure your instalments are paid on time or make future payments by Direct Debit. The Council offers a number of payment options to people paying by Direct Debit.

What if I believe I have already paid the amount you are asking me for?

If you have paid the amount on the reminder in the last few days, then it is possible that your payment has crossed with this notice. Should this be the case please ignore this reminder and accept our apologies.

If however, you feel that you have made other payments that this reminder does not take account of, please contact the Revenues Team via Email at NDR@eppingforestdc.gov.uk . When you do this, it is important that you attach your payment receipts. This will help us to check your payments and answer your question more quickly.

What if I have appealed against the Rateable Value of my property?

Until your appeal has been settled, you must pay your current instalments. If your appeal is successful, your account will be adjusted. If as a result of your appeal there is money to be paid back to you by the council, this will be refunded to you.

Please contact the Valuation Office Agency regarding these appeals at

gov.uk/contact-voa

Are there any other ways of reducing my bill?

Yes. There are various discounts and exemptions which you may be able to claim.

Please visit our website at <https://www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/> for more information on claiming those that are available, such as small business rate relief, which would need to be completed and emailed to ndr@eppingforestdc.gov.uk