



## **Information about the 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](http://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 Council Tax** page on our website and clicking the link to **Pay your Council Tax by Direct Debit** or type <https://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/>.

### **How can I avoid this happening again?**

Make sure your instalments are paid by the date due or make future payments by Direct Debit. The Council offers several payment options to people paying by Direct Debit and it is the easiest way to pay. You can set up a Direct Debit and manage your Council Tax online via our portal where you can view bills, check transactions/instalments & balances. To do this please click the **Manage your account** link and register at the **Pay your Council Tax** page on our website or type <https://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/>.

### **What if I believe I have paid the sum due?**

If you have paid the amount on the reminder, within the past few days, it is possible that your payment will have crossed in the post. In this case, please ignore this notice and accept our apologies. If you feel that you have made other payments, that are not accounted for on this notice, please notify to the Council Tax section, preferably by Email at [Counciltax@eppingforestdc.gov.uk](mailto:Counciltax@eppingforestdc.gov.uk) **Please attach your payment receipts**. This will help us to check your payments and answer your questions more quickly.

### **What if I have applied for Local Council Tax Support?**

Until your support is granted, **you must pay the instalments given with your bill**. If you receive benefit later, it will be taken away from the amount you owe. You will receive a new bill, or a refund if you have overpaid. Any enquiries please Email [benefits@eppingforestdc.gov.uk](mailto:benefits@eppingforestdc.gov.uk)

If you are on low income and are not already receiving Council Tax Support you can check, whether you can claim and make an application online. To do this please click the **Apply for Local Council Tax Support** link at the **Local Council tax Support page on our website** or type <https://www.eppingforestdc.gov.uk/council-tax/local-council-tax-support/>.

### **Are there any other ways of reducing my bill?**

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

A property may be exempt from Council Tax. For the time the property is exempt, no Council Tax is charged. Exemptions can be for a set time or stay exempt until circumstances change. Find out more at the **Exemptions** page on the **Council Tax** page on our website or type <https://www.eppingforestdc.gov.uk/council-tax/exemptions/>.

If you are eligible you can get a discount on your Council Tax bill. If your application is successful, we will revise your Council Tax bill and refund any overpaid amounts. Find out more at the **Discounts** page on the **Council Tax** page on our website or type <https://www.eppingforestdc.gov.uk/council-tax/discounts/> .

Local Council Tax Support (LCTS) is provided to people on low incomes to help with their Council Tax bill. You can apply if you are liable for Council Tax at the home you live in.

What you get depends on

- Where you live – each council runs its own scheme
- The make up your household e.g. children and other adults
- The income of you and any partner
- The capital owned by you and any partner

You can make an application online. To do this please click the **Apply for Local Council Tax Support** link at the **Local Council tax Support** page on our website or type <https://www.eppingforestdc.gov.uk/council-tax/local-council-tax-support/>.

**If you are suffering financial hardship you should seek debt advice from the Citizens Advice on 0300 330 2197 or visit <http://www.citizensadvicefd.org.uk/>**

**Please note, you must continue to pay the instalments given with your bill while you are waiting for your discount or exemption.**

### **What if I have appealed against my valuation banding?**

If you have made an appeal which has not yet been heard, you must continue to pay the current level of Council tax. If your appeal is successful, we will refund any monies overpaid.

Please contact the Listing officer about your appeal at:

[gov.uk/contact-voa](http://gov.uk/contact-voa)

If you are unable to use the online service, you can also contact the VOA on 03000 501 501