

BUSINESS RATES NEW YEAR BILLS 2025/26

Bills will be issued by 20th February 2025.

Explanatory notes are not issued with Business Rates bills, however, you can view them here: www.eppingforestdc.gov.uk/business-rates/about-your-business-rates-bill/

About your business rates bill - Epping Forest District Council
(www.eppingforestdc.gov.uk)

The bills were created using the account information held on 14th February 2025 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.

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 www.eppingforestdc.gov.uk/business-rates/.

Please be advised that if you have reported a change of address which has yet to be actioned (or was actioned after 14th February 2025) then you will still get a 2025/26 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 www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/.

IMPORTANT BILL INFORMATION

Business Rates multipliers for 2025 to 2026 are 49.9 pence for small properties (those with a rateable value under £51,000) and 55.5 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 2025 to 2056 the retail, hospitality and leisure business rates relief scheme will provide eligible, occupied, retail, hospitality and leisure premises with 40% 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: 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 2025 if both of the following apply:

- your business premises bill went up after the revaluation on 1 April 2023
- You lost 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 2025 to 2026 tax year.

The relief is automatically awarded to eligible ratepayers and there is no application process required.

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.

Frequently Asked Questions

- **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: www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/.
- **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 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 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 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 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: www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/.
- **Can I appeal my property's rateable value?**
 - The rateable value of your property is determined by the Valuation Office Agency (VOA). If you believe it is incorrect, you can check and challenge it directly with the VOA: www.gov.uk/government/collections/check-and-challenge-step-by-step/.
- **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, please go to the following page where all payment options are listed www.eppingforestdc.gov.uk/business-rates/pay-your-business-rates/
- **What should I do if I can't pay my Business Rates?**
 - If you're having difficulty paying your Business Rates, please contact us immediately to avoid any additional charges
 - You can request a payment plan or discuss your options by completing a general enquiry form: www.eppingforestdc.gov.uk/business-rates/general-enquiry-form/.

- For urgent queries, email ndr@eppingforestdc.gov.uk with your name, business name, and account reference.
- **Are there any exemptions or reliefs for new businesses?**
 - New businesses may be eligible for certain reliefs, such as Small Business Rate Relief or Retail, Hospitality, and Leisure Relief.
 - For more information and eligibility criteria, visit: www.eppingforestdc.gov.uk/business-rates/apply-for-business-rates-relief-and-exemptions/.
 - The 2025/26 Retail, Hospitality and Leisure Business Rates Relief scheme will provide eligible occupied retail, hospitality, and leisure properties with a 40% relief, up to a cash cap limit of £110,000 per business. The relief will be reduced from 75% to 40%.
- **How do I sign up for e-billing?**
 - To receive your bills electronically, register for our self-service portal here: www.eppingforestdc.gov.uk/business-rates/.