

## **COUNCIL TAX BILLS 2025/26 - FREQUENTLY ASKED QUESTIONS**

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) [www.eppingforestdc.gov.uk/council-tax/](http://www.eppingforestdc.gov.uk/council-tax/).

The bills were created using the account information held on 21st 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.

Please be advised that if you have reported a change of address which has yet to be actioned (or was actioned after 21st February 2025) then you will still get a 2025/26 bill for your previous address. As soon as your change of address has been dealt with, a closing bill will be issued.

The bills for 2025/26 will be issued on 1st March 2025. If there are any amendments actioned on your Council Tax account before this date, then a new bill will be generated which will supersede the new year bill.

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/](http://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/](http://www.eppingforestdc.gov.uk/council-tax/manage-your-council-tax-online/).

## **IMPORTANT BILL INFORMATION:**

Should you require further information regarding the increased Council Tax for 2025/26, please contact the relevant authorities, details of which can be found on the council's website: [www.eppingforestdc.gov.uk/council-tax/about-your-council-tax/](http://www.eppingforestdc.gov.uk/council-tax/about-your-council-tax/).

## **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/I have forgotten my password?**
  - If you have requested e-billing but have yet to sign up to the self-service portal, please go to [www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/](http://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/) and select 'Manage your Council Tax Online'. Once 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](mailto: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 current method of payment.
  - If you were previously on Direct Debit, then this will carry on.
  - If you're not currently paying by Direct Debit and want to, you can set this up online: [www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/](http://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/) or complete the mandate included with your bill and return it.
  
- **My bank details have changed. How do I amend my Direct Debit?**
  - Log into the self-service portal where you can amend this. Go to [www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/](http://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/).
  - Select 'Manage your Council Tax Online'.
  
- **I've only got 6 instalments on my bill.**
  - Look at the column next to the first one which will detail the remaining instalments.
  
- **Can I change my payment method/frequency?**
  - Please complete a general enquiry form to request this: [www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/](http://www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/)
  - Alternatively, you can also email directly [counciltax@eppingforestdc.gov.uk](mailto:counciltax@eppingforestdc.gov.uk). Please include your name, address and payment reference number in the email along with your request.

- **How do I report a change in my circumstances?**
  - Please visit our website to report the change using the relevant form: [www.eppingforestdc.gov.uk/council-tax/](http://www.eppingforestdc.gov.uk/council-tax/).
  - You can also email directly [counciltax@eppingforestdc.gov.uk](mailto:counciltax@eppingforestdc.gov.uk). You should include your name, address and payment reference number in the email along with details of your change in circumstances.
  
- **Can I add someone to my liability?**
  - Please complete a general enquiry form to request this: [www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/](http://www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/).
  - You can also email directly [counciltax@eppingforestdc.gov.uk](mailto:counciltax@eppingforestdc.gov.uk). You should include your name, address and payment reference number in the email along with the details of who you want added to the liability and why.
  - 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 an existing customer, please visit the self-service portal.
  - You can also visit the Council Tax section on our 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/](http://www.eppingforestdc.gov.uk/council-tax/report-a-change-of-address/).
  
- **What discounts/exemptions are available?**
  - Visit the Council Tax section on our website where you can find all discounts & exemptions available along with details on how to apply.
  - Discounts: [www.eppingforestdc.gov.uk/council-tax/discounts/](http://www.eppingforestdc.gov.uk/council-tax/discounts/).
  - Exemptions [www.eppingforestdc.gov.uk/council-tax/exemptions/](http://www.eppingforestdc.gov.uk/council-tax/exemptions/).
  
- **How do I report that someone has passed away?**
  - Please complete a general enquiry form with the details of who has passed away and when: [www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/](http://www.eppingforestdc.gov.uk/council-tax/general-enquiry-form/).
  - You can also email directly [counciltax@eppingforestdc.gov.uk](mailto:counciltax@eppingforestdc.gov.uk) and you should include the person's name, address and payment reference number (if available) in the email.
  
- **How do I appeal my Council Tax banding?**
  - Unfortunately, we are unable to deal with banding appeals. Please visit the Valuation Office Agency website [www.gov.uk/challenge-council-tax-band/](http://www.gov.uk/challenge-council-tax-band/) where you will be able to submit an appeal.

- **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 our website [www.eppingforestdc.gov.uk/council-tax/local-council-tax-support/](http://www.eppingforestdc.gov.uk/council-tax/local-council-tax-support/).
  - You may also wish to apply for Universal Credit if you are on a low income [www.gov.uk/apply-universal-credit/](http://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 your latest 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. What can I do?**
  - We have a separate scheme available called Exceptional Hardship Payments. You can apply here [www.eppingforestdc.gov.uk/benefits/exceptional-hardship-payment/](http://www.eppingforestdc.gov.uk/benefits/exceptional-hardship-payment/).
  - This is only for customers in receipt of Local Council Tax Support.
  
- **How can I pay my Council Tax?**
  - We 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/](http://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/).
  - There are other numerous ways to pay, please go to the following page where all payment options are listed [www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/](http://www.eppingforestdc.gov.uk/council-tax/pay-your-council-tax/).
  
- **Are there changes to the Council Tax for second homes or empty properties?**
  - There is currently a 5% discount applied to second homes
  - From 1 April 2026, the discount for second homes will end. Properties left empty for over a year may also incur a 100% Council Tax premium (double the standard rate).
  - From 1 April 2025, the long-term empty premium of 100% is brought forward from two year to one year.
  - Proposed changes are now final following Cabinet approval. Further updates will be shared ahead of the 2026/27 billing period.
  - Prohibited classes of Dwelling E, F, G, H, I J, K, L, M will not receive the premium.
  - You can also email enquiries directly [counciltax@eppingforestdc.gov.uk](mailto:counciltax@eppingforestdc.gov.uk)