

Council Tax update Covid-19

Please only call us if it is absolutely essential

Please be aware that if you do phone the Council, you may encounter significant delays in getting through.

Alternatives to phoning:

Business Rates:

We are working hard to collate information that we hold on all businesses eligible for grant funding announced by government to support businesses impacted by the Covid-19 outbreak.

We will be making contact with eligible businesses directly by email or by post (where we do not hold an email address).

Full guidance on the grant funding schemes is available here: www.gov.uk. If you think you are eligible and have not already made direct contact with us or if you do not receive an email or letter from us by 9am on Monday 6th April 2020, please complete the declaration form available here www.lincoln.gov.uk/businessgrantfunding. Please have your company details to hand.

For all other enquiries:

If you are unable to make any current business rate payments then please contact us at revenues@lincoln.gov.uk or call on 01522 873 342

Council Tax:

You can email your enquiry to the Council at counciltax@lincoln.gov.uk. Please be sure to include your name, address and account number in the message.

If you are calling to report a change in your circumstances, there are a number of electronic forms available for you to do this on this website.

Housing Benefit and Council Tax Support:

If you need to contact the Benefits department, you can email us at nkbenefits@lincoln.gov.uk

Funding

We want to reassure any residents who may be financially stretched as a result of the COVID-19 outbreak.

The Government has announced funding which is available to council's to help provide support to residents who are experiencing hardship. The details of the scheme are: -

- All people of working age, in receipt of Council Tax Support (CTS) during the financial year of 2020-21 **and** have an outstanding amount of Council Tax to pay, will have their balance reduced by up to £150

The Council working hard to identify those customers who qualify for this. Once this has taken place, Council Tax accounts will be updated and revised bills will be issued.

The Council will monitor all upcoming statements from the Government and update our advice accordingly.

However in the meantime, the Council's immediate priority during the outbreak and period of uncertainty that it has caused is to do everything it can to keep its residents safe and healthy.

The Council still needs funds in order to provide the essential services that it provides to support its residents, so it cannot simply waive the Council Tax.

If you are unable to pay your Council Tax during this time, the Council suggests you consider the following actions:

Make a claim for Council Tax Support – this is a means tested reduction in your Council Tax based upon the income you receive. There are certain restrictions – details can be found here: <https://www.n-kesteven.gov.uk/residents/council-tax-and-housing-benefit/council-tax-support-and-housing-benefits/>

You can apply for Council Tax Support by visiting <https://www.n-kesteven.gov.uk/residents/council-tax-and-housing-benefit/council-tax-support-and-housing-benefits/>

Delay some or all of your payments. If you normally pay over ten months, you could opt to move your two free months to the start, rather than the end of the year. Or you could move some of your payments to later in the year. Either email the Council at counciltax@lincoln.gov.uk or call us on 01529 414155 to see what we can do (please note though that due to the corona virus all our officers are working from home making it harder to take calls. It may take up to an hour for you to get through).

If you are able to make your payments as normal, that is great and will greatly assist the Council in its work to combat the virus. However for your own and other's safety and to limit social contacts, we would ask you not to make payments at Post Offices and newsagents and other public places. We would ask you if possible to set up a direct debit either online at www.n-kesteven.gov.uk/ctdirectdebit

If you are in any doubt about what you should do, please contact us.