

## **Frequently Asked Questions relating to 2019/20 Council Tax Bills, Benefit letters and Rent Bills**

**I reported a change in my circumstances, but this hasn't been taken into account in my new Benefit letter.**

*This is because the benefit letter you have received notifying you of the changes from April 2019 is based on the information we hold at 20 February 2019. If changes have been made after 20 February 2019 these notices won't be sent until after 14 March 2019.*

**I reported a change in my circumstances, but this hasn't been taken into account in my Council Tax bill for 01 April 2019.**

*This is because your Council Tax bill is based on the information we hold at 20 February 2019. You will receive a revised bill after 14 March 2019 detailing your new Council Tax charge for the year. If you have made a payment since 20 February 2019 or have a direct debit set up to pay your Council Tax which covers any outstanding arrears, you can ignore the arrears request on your bill. Further information can be found in the guide to Council Tax 2019/20.*

**Why has my Council Tax increased from 01 April 2019?**

*From 01 April 2019 there has been an increase of 2.99% in Council Tax to protect vital services. There has also been further 1% levy to pay for adult social care services and an increase of 8.93% in the Greater London Authority precept. As a result all households will see an increase in their Council Tax charge.*

**Will my Council Tax Support change due to the increase in Council Tax from 1 April 2019?**

*If you receive 100% support in Council Tax Support you will not need to pay or do anything further. If you receive some help you may have a small increase in your contribution.*

**Why has my Council Tax Support reduced from 1 April 2019?**

*If you have had a recent change in your income or household circumstances your entitlement to Council Tax Support may have reduced. If you have a specific question, please email us at [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). Please put your council tax account number in the subject area within <xxxx> for a quicker response.*

**Can I pay my Council Tax over a longer period?**

*Yes, Council Tax payments can be spread over 12 monthly instalments as long as the instalments are arranged before the first instalment is due. You should request this as soon as possible by emailing [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). Please put your council tax account number in the subject area within <xxxx> for a quicker response.*

**I can't afford to pay the arrears on my bill in one payment. Can I spread the arrears over a longer period?**

*You can agree a payment arrangement by emailing [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). This should include your payment offer to clear the arrears. Please put your council tax account number in the subject area within <xxxx> for a quicker response.*

**I can't afford to pay this year's Council Tax even though I receive Council Tax Support.**

If you are having difficulties paying the increased Council Tax charge you may be entitled to claim a Council Tax Hardship payment. **Click here** for further information and to make an application. <https://new.enfield.gov.uk/services/benefits/discretionary-payments>

**I have made a payment which is not showing on my Council Tax account.**

If you think that a payment you made is missing, first check your payment history in your Enfield Connected account. If the payment is not showing, email [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). Please state the date of payment, if it was made on-line or in person, the name of the Bank and the amount of payment.

**I can't get through on the phone**

Please email us, don't ring us as you may be held in a queue. This is the busiest time of year for us. We send out over 125,000 council tax bills alone. The best way to get a detailed answer is to email us at [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). Please either put your council tax account number or your Housing Benefit reference number in the subject area within <xxxx> for a quicker response.

**Where can I get more information on Services and help with my rent?**

*We continue to improve our on-line services to enable you to access more Council Services in one place and save you time. Visit [www.enfield.gov.uk](http://www.enfield.gov.uk) to register for your Enfield Connected account. This will enable you to check your entitlement to Benefit and apply for Housing Benefit or Universal Credit if you are not already receiving help towards your rent.*

**Where can I get more information on services and help with my Council Tax?**

*We continue to improve our on-line services to enable you to access more Council Services in one place, speed up your payments and save you time. Visit [www.enfield.gov.uk](http://www.enfield.gov.uk) to register for your Enfield Connected account.*

*This will enable you to -*

*Pay your Council Tax simply and easily by direct debit*

*Check your balance and payment history.*

*Inform us of a change in circumstances by editing your account profile*

*Download application forms for discounts*

