

Expanded Retail & Nursery Discount 2021-22

FAQ's

How is my bill calculated?

Business rates are worked out based on your property's Rateable Value. Further details can be found here – <https://www.gov.uk/introduction-to-business-rates/how-your-rates-are-calculated>

I think my Rateable Value is incorrect – how do I appeal this?

You can find and check your property details here – <https://www.gov.uk/correct-your-business-rates> where you can also submit an appeal with the Valuation Office if you think your Rateable Value is incorrect.

How can I pay my Business Rates bill?

You can pay by Direct Debit, by BACS payment, by phone, or in person or at any Pay Point outlet. Further details of all these options on how to pay can be found on the back of your bill or on our website here <https://new.enfield.gov.uk/services/business-and-licensing/how-to-pay-your-business-rates/>

I am struggling financially – where do I go for support?

You can find out what financial support you can get for your business here –

<https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19>

Business advice and guidance for businesses in response to COVID 19 can also be found here - <https://new.enfield.gov.uk/services/business-and-licensing/covid-19-guidance-for-employers/>

What grants are available to businesses?

Enfield Council are administering a number of government grant schemes to support businesses affected by local and national restrictions. Details of available grants can be found on our website here - <https://new.enfield.gov.uk/services/business-and-licensing/covid-19-guidance-for-employers/#2>

My business is in the retail, hospitality and leisure sector – what discount has been applied to my bill?

You will initially receive a zero bill for the first three months of the financial year and no payment will need to be made. You will then receive an amended bill for the period from 1st July 2021 until 31st March 2022 showing a 66% relief and detailing your charges for the remainder of the financial year. If you make payment by Direct Debit, this will automatically be deducted on 20th of the month once your charges resume.

I am a nursery business – what discount has been applied to my bill?

You will initially receive a zero bill for the first three months of the financial year and no payment will need to be made. You will then receive an amended bill for the period from 1st July 2021 until 31st March 2022 showing a 66% relief and detailing your charges for the remainder of the financial year. If you make payment by Direct Debit, this will automatically be deducted on 20th of the month once your charges resume.

I think that I should receive a discount, but it is not showing on my bill – what should I do?

The discounts are set by the Government and only apply to eligible businesses. Discounts have been awarded automatically where the qualifying criteria is clearly met. Business property descriptions are maintained by the Valuation Office Agency and you can check yours at www.voa.gov.uk

If you believe that your business type is recorded incorrectly, then you will need to contact us at revs@enfield.gov.uk

My business is part of a Group – does the discount apply to me?

The Government have set a cash cap on the total business rate relief available to businesses in England. Further details on Subsidy Control can be found here –

<https://www.gov.uk/guidance/check-if-your-business-is-eligible-for-a-coronavirus-grant-due-to-national-restrictions-for-closed-businesses>

If your business is part of a group which exceeds the total grant allowance limits then you must notify Enfield Council that you do not meet the eligibility criteria for a discount.

My business is empty – does this bill still apply to me?

Unoccupied business properties may be entitled to rate relief if the property was previously occupied. Details can be found here –

<https://new.enfield.gov.uk/services/business-and-licensing/business-rates-relief/>

Please note that this only applies to empty premises and is not for businesses that are occupied and have been closed due to COVID 19.