

GET CONNECTED

the easy way to manage your Council Tax online

Create your online Connect account in a few easy steps

www.walthamforest.gov.uk/SignUp

- **View your account details**
- **Check payments made or due**
- **Report a change of address**
- **Set up or amend a Direct Debit**
- **Apply for a Discount or Exemption**
- **Access and download your Council Tax bills**

Connect is available on your desktop, tablet or mobile



Secure sign up and login ensures your personal details remain safe

www.walthamforest.gov.uk/CouncilTaxOnline

COUNCIL TAX BILLS

Avoiding summons and extra payments of up to **£99.50**

- The law states if you don't pay instalments when due, you lose your right to pay by instalments. You will then be asked to pay full amount remaining for the year.
- We will send you a reminder the first time your payment is late or not received. If it happens more than once, you will receive a summons.
- If you are sent a summons, costs of £87.50 will be added to your account. If we go to court and get a Liability Order a further £12.00 will be added to your account; that's an additional £99.50.
- Paying by Direct Debit is the easiest way to pay and you'll never forget a payment. You can choose from 6 monthly payment dates 1st, 6th, 10th, 15th, 21st or 28th and we will do the work for you.

Empty and Second Homes Premium - get up to date

- New legislation will change Council Tax charged on empty properties and second home that are substantially furnished.
- From 1 April 2024, any home that has been empty for at least 12 months will be charged twice the usual Council Tax rate. Further premiums will continue to apply after 5 and 10 years.
- The Council also plans to charge twice the usual Council Tax for properties that are furnished but used periodically rather than as a main residence such as second homes from 1 April 2025.

If you are struggling to pay, don't wait for a reminder or summons. Contact us immediately:

walthamforest.gov.uk/counciltax