

Coronavirus update

We are currently experiencing a very high demand at the moment with the daily announcements from the government. As we're sure you can appreciate, we are putting all of the necessary measures in place to ensure we have business continuity for our service in these uncertain times.

We thought it would be appropriate to provide an update to you directly, as a contact for your local parish.

Council Tax

Residents left struggling to pay their Council Tax can apply for Council Tax Reduction, which is a form of reduction from a Council Tax bill based on the household composition and income. More information on Council Tax Reduction and how to claim can be found [here](#).

Self-employed residents can put in a request for their Council Tax instalments to be deferred until **June**, where needed. In such circumstances, requests must be made by emailing counciltax@herefordshire.gov.uk including their Council Tax account reference number (8 digits long, beginning with 1) and proof of their self-employed status.

Business grants

Businesses eligible for grants will be contacted directly by smallbusinessgrants@herefordshire.gov.uk.

Online services

Given the high demand currently, **we are urging all of our customers to register on our online portal** to view their accounts for Council Tax, Housing Benefit and/or Council Tax Reduction, Business Rates and Landlord services online to help speed up the response time to customers' queries.

Doing so will also allow customers to sign up for **electronic billing** for Council Tax and **electronic notifications** for Housing Benefits and/or Council Tax Reduction.

Visit www.herefordshire.gov.uk/myaccount.

General updates

Residents can also subscribe to receive the latest updates on COVID-19 in Herefordshire [here](#).