

Frequently Asked Questions (FAQ)

What is the online offer?

A secure service allowing you to view and manage your:

- Council Tax account
- Business Rates account
- Housing Benefit claim
- Council Tax Support claim

What can I do?

- View your Council Tax billing account and/or Benefit claim records at any time and in real-time.
- See when your next Housing Benefit payment is due. See when your Council Tax instalment is due. See how much Housing Benefit or Council Tax Support you've been awarded, and how it has been worked out.
- See details of any Housing Benefit overpayment, how you are paying it back, and the amount outstanding.
- Sign up to receive your bills and/or benefit award notifications online, with an email to advise you when a new document is available.
- Report a change in your circumstances affecting your account and/or claim.
- Apply for a Council Tax discount, disregard or exemption.
- Apply for additional support such as Discretionary Housing Payments, Council Tax Discretionary Relief, and Community Support Grant.
- Landlords receiving their tenant's Housing Benefit payment directly can see the amount awarded, payments made, and next payment due.
- Manage all these actions without needing to visit or call us.

How do I sign up as a Council Tax payer, and/or benefit claimant?

By clicking on "[Register/sign in](#)" and following the on screen instructions.

How do I sign up as a Business Rates payer or Housing Benefit landlord?

By clicking on "[Registration for business rates account holders and landlords](#)" and following the on screen instructions.

How soon can I log into my account?

On sign up you'll receive a username by email, and a password will be sent to your registered address by 1st class post. Once you have both, you can complete the sign up process and start using the service straight away.

I already have an online account. Do I need to re-register?

No, please [sign in](#) using your existing username and password. If you have forgotten either or both of these, use the 'forgotten your username' and/or 'forgotten your password' links and they'll be emailed to you.

Is this service secure?

Yes, the service is provided through a secure 'https' web address.

I do not have the digital skills to be able to register. What do I do?

Whether you are a beginner or already have some digital skills, there is a course to meet your needs. Please visit [the 'computing and digital skills' page on our website](#) for further information.

Or you can enroll by phone on 0116 454 1900, or at the following places:

Abbey Primary Community Wing
African Caribbean Centre
Belgrave Neighbourhood Centre
Leicester Adult Education College (LAEC)
New Parks Community Centre
Pork Pie Library and Community Centre
Spinney Hill Community Primary School
St Matthews Neighbourhood Centre
The BRITE Centre
Tudor Centre

Bruin Street, LE4 5AY, 0116 261 2327
Maidstone Road, LE2 0UA
Rothley Street, LE4 6LF
Belvoir Street, LE1 6QL
St Oswald Road, LE3 6RJ
Southfields Drive, LE2 6QS
Ventnor Street, LE5 5EZ, 0116 273 4836
Malabar Road, LE1 2PD
Braunstone Avenue, LE3 1LE
Bewcastle Grove, LE4 2JU