

Business Charter

Service by service

Enterprising
East Northants

Customer Services

A range of services are available to businesses through our Customer Contact Centre including:

- Sale of sacks and tape for the disposal of commercial waste from business premises.
- Licensing payments for food, alcohol and entertainment licenses.
- Business Rates payments.
- Change of circumstances and name or address changes
- For more information:

www.east-northamptonshire.gov.uk/doitonline
customerservices@east-northamptonshire.gov.uk
01832 742000

Environmental Health

We can provide:

- Food safety, inspection, advice and enforcement
 - Food Hygiene Ratings
 - Food hygiene training
- Health and safety inspections, advice and enforcement
- Environmental protection advice, inspection and enforcement
- Private sector housing advice, support, inspections and enforcement
 - A range of licensing matters

www.east-northamptonshire.gov.uk
envprotect@east-northamptonshire.gov.uk | 01832 742055

Waste Service

We can provide:

- Cleansing Services
- Car Park Cleans
- Clearance of Private Land for landlords and business site owners.
- Weekly Commercial waste collection service (orange sacks)
- Advice and support understanding how to manage commercial waste, transfer arrangements, hazardous materials etc. Referral to appropriate agencies.

www.east-northamptonshire.gov.uk/waste
waste@east-northamptonshire.gov.uk | 01832 742026

Building Control

Building Control principally checks the standard of building work on new build construction, alterations, and extensions to buildings. Most building projects require Building Regulations consent and inspection by Building Control.

This is to ensure that buildings are properly designed and constructed to ensure they meet minimum standards for health, safety, security, energy efficiency, accessibility, and convenience for all. Building Control also deals with demolitions and dangerous structures.

We can provide:

- Offers guidance for homeowners, architects and contractors on the regulations and how to comply with them.
- Carries out site inspections by officers who have knowledge about construction, local conditions and the local area.
- Have technical staff available to help with application submissions or general enquiries.
- Operates in a commercial environment and charges are made to cover the cost of applications and inspections.

www.east-northamptonshire.gov.uk/buildingcontrol
building.control@east-northamptonshire.gov.uk
01832 742139



East
Northamptonshire
Council

Business Rates

These are paid on commercial properties. we send out the bills and collect the money on behalf of the government. Under the business rates retention arrangements introduced from 1/4/2013, authorities keep a portion of the business rates paid locally.

The rateable value of a property is set by the Valuation Office (03000 501501): all properties are revalued every five years and the next revaluation will be 01/04/2022. Ratepayers can 'Check Challenge and Appeal' against this value at www.voa.gov.uk Once a property is shown in the Rating List, we will issue bills and offer monthly instalments to the occupier, leaseholder or owner of the property.

Eligible businesses can apply for reliefs to reduce their bills. Further details can be found on our website at www.east-northamptonshire.gov.uk/businessrates or you can contact us at br@east-northamptonshire.gov.uk **01832 742011**

Small Business Rate Relief
If the property you occupy is your only business and you're rateable value is £15,000 or less.

Partly Occupied Property Relief
Relief can be awarded where a property is partly occupied for a short time only

Rural Settlement Reliefs
Certain types of properties in a rural settlement with a population below 3,000 may be entitled to relief.

Empty Property Relief
Where properties are empty, Business Rates are not payable for the first three months extended to six months for Industrial properties.

Non Profit making organisations, local discounts and hardship reliefs
The local authority has discretion to grant up to 100% relief.

Charity and community amateur sports club relief
80% mandatory relief and the local authority can give relief on the remaining bill.

The Northants Licensing Partnership
The Northamptonshire Licensing Partnership is a centralised unit which administers the processing of all licenses under the Licensing Act 2003, Gambling Act 2005 and taxi licensing. All licensing applications are available online via our website.
www.northantslicensing.gov.uk
licensingunit@east-northamptonshire.gov.uk

Planning
Looking to set up a new business in the district or expand an existing one? You may require planning permission and our help. We have a free pre-application service to establish whether or not permission is needed and a paid pre-app service if you would like comments on a specific proposal before submitting a formal application.
www.east-northamptonshire.gov.uk/planning
planning@east-northamptonshire.gov.uk
01832 742225 between 9am*-1pm
(*9:45am on Wednesdays)

Enterprising East Northants We offer personal, professional and accessible business support with signposting to key contacts. We are fully engaged with the local business eco-system.
For details of our support and programme please consult our Business Support Offer.
enterprising@east-northamptonshire.gov.uk | 07515 191798 | www.enterprisingeastnorthants.co.uk