



23 April 2020

Changes to your council tax

To support residents who may be experiencing financial worries during the COVID-19 outbreak, all households across the borough will now receive payment free months for council tax in April and May 2020 instead of February and March 2021.

As a result of the change implemented by Basingstoke and Deane Borough Council, no payments will be taken in April and May, with payments resuming in June 2020. Council tax bills will now be payable over 10 instalments to March 2021.

Anyone wishing to make their payments in line with their previous instalment plan can still do so by making a manual payment. Please call 01256 844844 to do this.

Working age residents who receive support through the Council Tax Reduction Scheme will also receive a further reduction of up to £200 on their bills. This will be automatically applied to eligible residents' accounts.

Residents will be receiving amended bills during this week, including more information on support available for vulnerable residents, financial support for residents, businesses and community groups, advice on fraud and an update on temporary changes to bin collections.

If you have any questions, please read the frequently asked questions leaflet included with your new bill, call 01256 844844 or visit www.basingstoke.gov.uk/covid-19-council-tax

Mental health support

We know that you may be worried about how the outbreak of COVID-19 could affect your life, with self-isolation, working from home, financial pressures and illness all having an impact on your mental health.

If you are struggling with your mental health, or worried about the mental health of a friend, family member or neighbour, there is support available.

Expert advice and tips to help people to look after their mental health and wellbeing are available on the NHS website at www.nhs.uk/oneyou/every-mind-matters/

Mental health support is also being offered by other organisations and charities including:

- Mind: call 0300 123 3393, text 86463 or email info@mind.org.uk
- Samaritans: call 116 123 or email jo@samaritans.org

Domestic abuse support

We know that additional pressures caused by illness, self-isolation, social distancing and financial worries may put new strain on family relationships or worsen existing ones.

If you are a victim of domestic violence, there is still support available to you during the COVID-19 outbreak. If you are in immediate danger, you should call 999 and press 55 if you are calling from a mobile and are unable to talk.

The Hampshire Domestic Abuse Service Advice Line is open from 11.30am to 2.30pm (Monday to Friday) and access to a refuge is available 24/7 if necessary. You can contact them by phone on 0330 0165112 or email at advice@stopdomesticabuse.uk

Other local and national charities offering support for victims of domestic violence include:

- 24 hour domestic abuse helpline (female victims): call 0808 2000247 or visit www.nationaldahelpline.org.uk
- Male Advice Line: call 0808 8010327 or visit www.mensadviceline.org.uk
- Mankind Initiative: call 01823 334244 or visit www.mankind.org.uk
- National LGBT+ domestic abuse helpline: call 0800 9995428 or visit www.galop.org.uk

For the latest coronavirus updates from the borough council:

- Webpage www.basingstoke.gov.uk/coronavirus
- Facebook [@BasingstokeGov](https://www.facebook.com/BasingstokeGov)
- Twitter [@BasingstokeGov](https://twitter.com/BasingstokeGov)
- Resident news [*Basingstoke & Deane Today* online](#)

Community hubs network

- [Basingstoke Voluntary Action webpages](#)

Other useful links for advice and information

- [Government advice](#)
- [Health guidance](#)
- [Check your symptoms](#)
- [BBC](#)