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CITY OF  
*Lincoln*  
COUNCIL

# Covid-19 information

for residents and  
businesses in Lincoln

Together, let's deliver  
Lincoln's ambitious future



# City of Lincoln Council Coronavirus Information

Coronavirus (Covid-19) has caused an unprecedented effect across the country. The situation is rapidly changing, but we are working hard to support the community and business during this difficult time.

We have created a variety of initiatives for the community as well as implementing government guidance and announcements to get financial support to those in need as quickly as possible.

Further updates on coronavirus can be found on our website, for more information visit:

<https://www.lincoln.gov.uk/coronavirus>



## Council Tax

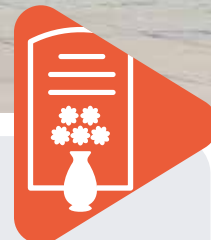
**Please only contact us by telephone if it is absolutely essential.**

You can e-mail your enquiry to us at [counciltax@lincoln.gov.uk](mailto:counciltax@lincoln.gov.uk)

Please be sure to include your name, address and account number in the message.

If you are contacting us to report a change in your circumstances, there are a number of electronic forms available for you to do this on our website: [www.lincoln.gov.uk/council-tax](http://www.lincoln.gov.uk/council-tax)

Please be aware that if you directly call, you will encounter significant delays in getting through to our team.



## Crematorium and Cemeteries

To comply with Health Protection (Coronavirus Restrictions) (England) Regulations, we have currently enacted a number of changes which can be viewed at: <https://www.lincoln.gov.uk/crematorium-1/lincoln-crematorium/1>

It should only be close family that attend funerals, and they must follow the social distancing rules and not attend if they show symptoms.

The reception room and Book of Remembrance at Lincoln Crematorium is closed until further notice and entries can be viewed online at: [Lincoln.bookofremembrance.uk](http://Lincoln.bookofremembrance.uk)

Cemeteries in the city will remain open but social distancing rules apply.

## Benefits

### Universal Credit

You can apply for Universal Credit at <https://www.gov.uk/apply-universal-credit>

If you are unable to apply online you can call Citizens Advice on 0800 1448 444 and they will assist to make your claim.

### Council Tax Reduction

You can apply for Council Tax Reduction at [www.lincoln.gov.uk/apply](http://www.lincoln.gov.uk/apply)

Please note you will not be entitled to Council Tax Reduction if you are working age and have more than £8,000 in capital. If you are of pension age you can have capital up to £16,000 (excluding the property you live in)

If you need help applying for Council Tax Reduction, and you are unable to do so online please call 01522 873355.

### Housing Benefit

You can apply for Housing Benefit at [www.lincoln.gov.uk/apply](http://www.lincoln.gov.uk/apply)

Please note you can only make a new claim for Housing Benefit if:

- ▶ You are State Pension Credit age, if you are a couple you both need to be State Pension Credit Age (currently this is anyone born before 01/07/1954), or;
- ▶ You live in Specified Accommodation or Temporary Accommodation, you will still need to claim Universal Credit for your living costs, or;
- ▶ You are receiving Severe Disability Premium;
- ▶ You will not be entitled to Housing Benefit if you have capital of over £16,000.

If you are in any doubt about whether or not to apply, or need help applying, for Housing Benefit and you are unable to do so online please call 01522 873355.

### Discretionary Housing Payment

If you receive Universal Credit Housing Costs or Housing Benefit and your rent is higher than the contribution from either, you can apply for Discretionary Housing Payment <https://www.lincoln.gov.uk/housing-council-tax/apply-discretionary-housing-payment>

If you need help applying for a Discretionary Housing Payment and you are unable to do so online please call 01522 873355.



## Discretionary Rental Hardship Payment Fund

City of Lincoln Council has introduced a Discretionary Rental Hardship Payment Fund to support tenants whose income has been directly affected by the coronavirus outbreak and will therefore struggle to meet their rental obligations.

The rental hardship payments will be a one off payment made directly to tenant's rent accounts.

To apply, visit: [www.lincoln.gov.uk/coronavirus](http://www.lincoln.gov.uk/coronavirus)



## Housing

### Council Tenants

If you are eligible for rent free weeks, these have been brought forward and took place on 6 and 13 April, 2020. Housing benefit will be adjusted accordingly and tenants on full Universal Credit should pay as normal.

No one will lose their tenancy due to the coronavirus outbreak, but those in hardship are advised to contact [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk) as soon as possible.

### Gas Checks

Annual gas checks must be carried out by law and government has advised this must continue in line with Covid-19 regulations. Please respond to appointment requests and allow gas engineers to enter your home.

### Emergency Repairs

To reduce face-to-face interactions only emergency repairs will be completed in our council properties. To view the full list of what is classed as an emergency repair, visit: <https://www.lincoln.gov.uk/council-housing/council-property-repairs/3>

You can report your repair online or call 01522 873333.

### Housing Allocations

All allocations through the housing register of City of Lincoln Council properties have currently been suspended. We will continue to allocate those in band one or who are in emergency situations including homelessness through direct matches and we will continue to advertise housing association properties in the normal way.

### Homelessness

If you are homeless or in an emergency situation then please contact us at [housing.homeless@lincoln.gov.uk](mailto:housing.homeless@lincoln.gov.uk) or 01522 544813.



## Waste

### Collections

Through our partnership with Biffa we are striving to maintain waste collection services as scheduled. Please continue to present all waste for collection by 7am on the day of collection.

Please wear gloves or clean your bin handles before and after collections to avoid potential coronavirus contamination. If you are self-isolating please ensure all used tissues are double-bagged and stored for 72 hours prior to your general collection.

Please ensure all cars are parked to allow 2.9m of gap to permit the waste wagon to pass safely or your collection may not be possible.

Any future changes to the waste service will be widely publicised using the city council website, social media channels and the local media.

We hope to be in a position to announce renewals and new subscriptions for the 2020/21 garden waste service shortly. The service year runs 1st July for one year.

### Assisted Bulky Waste Collections

Unfortunately, this service has had to stop and bookings can no longer be made until further notice. We are keeping this under review and will restart the service as soon as possible.

### Street Cleansing

We will continue to provide street cleansing, litter bin and litter picking services, although the number of litter pickers on foot may be reduced throughout the city. We will continue to deploy mechanical sweepers to the normal schedules.

### Household Waste Recycling Centres (the waste tips)

Lincolnshire County Council has announced all recycling centres are closed until further notice. Please keep your waste at home until they reopen. A phased reopening is anticipated and this will be widely publicised when it happens.



## Wellbeing

### Signposting help service

If you are a vulnerable person need help but are unsure of who to contact, the signposting team can put you into contact with support such as food banks. You can email your enquiry to [communityhelp@lincoln.gov.uk](mailto:communityhelp@lincoln.gov.uk)

Or call 01522 873461 / 873374.

### Befriending

If you feel you are a vulnerable person who needs help, we have created and are operating a telephone conversation service to help reduce the social impacts of self-isolation.

We are making active enquiries to known individuals who may benefit from this service, however, you can also request befriending calls through the signposting team on [communityhelp@lincoln.gov.uk](mailto:communityhelp@lincoln.gov.uk)

Or call 01522 873461 / 873374.

### Parks

Under government guidelines you can leave the house for one period of exercise per day. You are only to go outside with members of your household and you should stay within the local vicinity of your home instead of travelling a significant distance.

Gatherings in public spaces are banned and we have closed children's play areas. Social distancing measures must be followed.

### Leisure Centres

All leisure centres are currently closed, but for helpful hints on keeping fit while in lockdown, visit [www.activation.org.uk](http://www.activation.org.uk)



## Businesses



Following the announcements by government on business rate relief we are working through ongoing government guidance as to how this operates. More information can be found at [www.lincoln.gov.uk/support](http://www.lincoln.gov.uk/support)

When we have this information we will put this on our website and promote through social media.

You will have been sent a business rate bill previously which will be replaced in due course if you are entitled to this relief.

In the meantime, we will be proactively cancelling business rate direct debit payments due in April 2020 for all businesses likely to fall into the categories entitled to relief.

### For all other enquiries

If you are unable to make any current business rate payments then please contact us at [revenues@lincoln.gov.uk](mailto:revenues@lincoln.gov.uk) or call on 01522 873342.

If you would like further business support or advice, email [supportingbusiness@lincoln.gov.uk](mailto:supportingbusiness@lincoln.gov.uk)

### Packages for business

The government has set out a package of measures to support public services, people and businesses through this period of disruption caused by Covid-19.

This consists of a £330 billion package of measures to support businesses, including:

- ▶ A Coronavirus Job Retention Scheme
- ▶ Deferral of VAT and Income Tax payments
- ▶ A Statutory Sick Pay relief package for small and medium sized businesses
- ▶ A 12-month business rates holiday for all retail, hospitality, leisure and nursery businesses in England, which has been extended to include estate agents, lettings agents and bingo halls
- ▶ Small business grant funding of £10,000 for all businesses in receipt of small business rate relief or rural rate relief
- ▶ Grant funding of £25,000 for retail, hospitality and leisure businesses with property with a rateable value of between £15,000 and £51,000
- ▶ A Coronavirus Business Interruption Loan Scheme offering loans of up to £5 million for SMEs through the British Business Bank

▶ A new lending facility from the Bank of England to support liquidity among larger firms, helping them bridge coronavirus disruption to their cash flows through loans

▶ The HMRC Time to Pay Scheme

▶ A scheme to assist those who are self-employed.

The latest information on these schemes and the support available to businesses can be found at [www.businesssupport.gov.uk/coronavirus-business-support](http://www.businesssupport.gov.uk/coronavirus-business-support)

## Small Businesses, Retail, Hospitality and Leisure Businesses



If a business had registered for businesses rates by 11 March 2020, and their property was occupied and either in receipt of small businesses rate relief, rural rate relief or classified as retail, leisure or hospitality on that day then we have been able to assist in the following ways:

- ▶ We are delivering a £10,000 cash grant to our smallest businesses
- ▶ Small businesses that pay little or no business rates and are eligible for small business rate relief (SBRR) or rural rate relief have been contacted about this grant
- ▶ We have also awarded a £25,000 cash grant to retail, hospitality and leisure businesses
- ▶ This £25,000 grant has been awarded to retail, hospitality and leisure businesses operating from smaller premises, with a rateable value between £15,000 and £51,000.

We have written to all businesses that we believe are eligible for either the small business or retail, hospitality and leisure grant.

If you have not heard from the council but believe you are eligible for a grant, please contact us at [supportingbusiness@lincoln.gov.uk](mailto:supportingbusiness@lincoln.gov.uk) in the first instance, attaching a copy of your business rates bill.

## All other queries

Please contact our Customer Service Team for any other issues. Email: [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk)