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**From:** Communications <Communications@sholland.gov.uk>

**Sent:** 09 June 2026 07:54

**Subject:** Press release: Round-the-clock access to council tax and benefits information online



**June 8, 2026**

### **Round-the-clock access to council tax and benefits information online**

Customer access to their council accounts, including council tax, is easier than ever for residents and customers of East Lindsey District Council with its convenient online self-service portal.

The digital platform, which is for revenues and benefits only, allows residents to access their information anytime, without the need to contact customer services or wait in queues. Designed to be simple, secure and user-friendly, the portal puts control directly into the hands of our residents.

Hundreds of customers have already signed up for an online account and now have the benefit of, for example, managing their direct debits or opting for paperless billing.

The self-service portal allows access to:

#### **Manage council tax**

- View your council tax account and balance
- Check your council tax band
- Report a change of address
- Set up or manage direct debit payments
- Make payments online

#### **Housing benefits and council tax support**

- View your housing benefit details
- Check Council Tax Support entitlement
- Keep track of your claims

#### **Business rates**

- View your business rates account
- Check rateable values

- Set up or manage direct debit payments

### **Landlords**

- Access tenant-related details if you're a registered landlord

### **Make payments and manage details**

- Pay council-related charges
- Update personal/account details
- Track account information in one place

This means customers no longer need to call customer services for routine enquiries, saving time and providing greater flexibility – access is 24/7.

The move forms part of the council's ongoing commitment to improving digital services, making interactions faster and more efficient while reducing pressure on phone lines - allowing customer service teams to focus on residents who need additional support.

Residents can register and log in to the portal via the East Lindsey District Council website [www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk) and search for 'Online Services'

### **ENDS**

## **About East Lindsey District Council**

East Lindsey District Council is geographically one of the largest shire district councils in the country, and covers some 700 square miles with around 144,415 residents.

People living in East Lindsey are serviced by the council given the following services, including weekly refuse collection, leisure centre provision, housing support services, benefit support, economic development and tourism, arts and cultural events and planning and environmental protection, to name just a few.

The district of East Lindsey covers virtually the entire Lincolnshire coastline, including the seaside resorts of Skegness, Sutton on Sea and Mablethorpe. In the heart of the district lies the Lincolnshire Wolds, a designated Area of Outstanding Natural Beauty (AONB).

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The Council is a member of the South & East Lincolnshire Councils Partnership along with Boston Borough Council and South Holland District Council. The ground-breaking partnership sees the council share a Corporate Management Team and a range of services; by sharing expertise, teams and resources the Councils are able to achieve significant savings whilst retaining their own identity. You can find out more about the Partnership at [www.selcp.co.uk](http://www.selcp.co.uk)



Email: [communications@e-lindsey.gov.uk](mailto:communications@e-lindsey.gov.uk) - Telephone: 01507 613417 - Web: [www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk)

South Holland District Council now has an official WhatsApp Channel – delivering timely updates and essential information straight to residents. Stay informed about local news, events, and services with the most current updates at your fingertips. Join us [here](#) today!  
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**HOW WE WORK AS ONE TEAM  
TO BE THE BEST FOR OUR  
PLACE AND PEOPLE**

Joined for One Team  
South & East Lincolnshire Councils Partnership

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