



## CONTACT

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The new arrangements for questioning Rateable Values under the ‘Check, Challenge & Appeal’ system only apply to properties in England, but will require ratepayers to get involved in a considerable amount of administration where they have a large number of English properties. For how to register, see below:

## STAGE ONE

- Firstly, a business will have to register through the Government Gateway website: [www.gateway.gov.uk](http://www.gateway.gov.uk)
- The business may already be registered and have an account but will need to obtain an Assistant or Administrator User ID and password.
- If not already on the system, then register the business and move on to obtaining the Assistant or Administrator User ID and password.

## STAGE TWO

- This involves using the Valuation Office Agency (VOA) website: [www.gov.uk/correct-your-business-rates](http://www.gov.uk/correct-your-business-rates)
- On the VOA website, at the bottom of the first page where it says “Before you start”, click “SIGN IN”.
- Enter your Government Gateway User ID and password from Stage One.
- Complete the identity verification process for which you need to provide your NI Number, date of birth and details from one of the following:
  - A payslip
  - Your UK Passport number
  - A P60
- Register your business

- Manage Properties – This has to be done individually, property by property, and you will need to have a PDF of the current rate bill for every English property available, but then carry on as follows:
  - Click ‘Claim Property’
  - Search for the property using the Advanced Search – for our rating clients we are able to supply a spreadsheet which, once under ‘Claim Property’, you can click the link which will take you straight to the relevant hereditament
  - When you have identified it, click ‘Claim this property’ at the bottom of the page
  - Complete the details on the next screen detailing whether you are the owner or occupier and click ‘Add property’
  - Upload a copy of your rates bill
  - Under ‘Manage Properties’ click ‘Appoint agent’
  - Enter your agent’s code.
  - **Where Rapleys is instructed to act on your behalf, enter Rapleys’ Agent Code which is 39059**
  - Click ‘Yes’ and ‘Yes’
- Until the registration process is complete, agents cannot get involved with their clients’ properties.

**For any help on registering your business, please contact Stacey Jolly - [stacey.jolly@rapleys.com](mailto:stacey.jolly@rapleys.com) | 07714 133953 - or Alan Watson.**