



2017 Rating Revaluation – authentication & property linking – England

2017 RATING REVALUATION AUTHENTICATION AND PROPERTY LINKING

This is a four step process as follows:

- 1** Organisation Government Gateway Account
- 2** Valuation Office Agency Personal Identification
- 3** Register your Business with the Valuation Office Agency
- 4** Link your Properties and Appoint an Agent

These four steps are covered in more detail in the following sections.

STEP 1

Organisation Government Gateway Account

STEP 1 – ORGANISATION GOVERNMENT GATEWAY ACCOUNT

Navigate to: www.gov.uk/correct-your-business-rates.

If using an existing Organisation Government Gateway account click sign in and go to Steps 2-4

If creating a new Organisation Government Gateway Account for business rates administration click start now.

After clicking start now, the following 'Find a Property' screen will be displayed.

Click – 'Register' on the top right hand corner.

Find and check your business rates valuation

You can check the 'rateable value' of your property - this is set by the Valuation Office Agency (VOA) and used by your local council to calculate your business rates bill.

You can also:

- request changes to property or valuation details if you think they're wrong
- view the valuation details of other properties
- challenge the rateable value if eligible

Start now >

on the VOA service

Before you start

If you've got an account, you can [sign in](#) to view your properties.

Find a property

[Sign in](#) [Register](#)

Select an option to search for property information:

- Postcode Street name and town Advanced

Once you have clicked 'Register' the following will be displayed, please note the requirements then click 'Register Now'.

Register to use this service

If you're a returning user, you can [sign in](#) to use this service.

If you've already registered for this service and other people from your business want to register, you need to [add them to your business Government Gateway account](#).

To register for this service you'll need to verify your identity by providing your National Insurance number, date of birth and details from at least one of the following:

- payslips
- UK passport
- P60

You should allow approximately 15 minutes without interruption to complete the registration process.

[I don't have these details](#)

Register now

Answer 'No' to the 2 questions shown below and then 'Continue'.

Register to use this service

Is your business already registered for this service?

Yes No

Do you have an existing Government Gateway account that you'd like to use to register your business?

If you don't have a Government Gateway account that you'd like to use for this service, you can create one during the registration process.

Yes No

Continue

You will then be taken through the process for registering an Organisation Government Gateway Account.

What you need to do next

To complete your registration you need to:

1. create a Government Gateway account
2. verify your identity
3. register your business

[I want to register as an agent](#)

To register as an agent, you first need to follow the registration process to register your own business. You'll be able to indicate during the registration process that you want to act as an agent.

Once you've registered

You'll find your agent code displayed in your dashboard. You'll need to give this to your client so that they can appoint you as their agent.

You can't register your client's business on their behalf.

[I want to appoint an agent to represent my business](#)

You first need to follow the registration process to register your own business. Your agent can't register your business on your behalf.

Once you've registered

Your agent will be assigned an agent code once they've registered. You'll need to enter their agent code in order to appoint them. You can do this by going to the 'Manage agents' section in your dashboard.

[Continue](#)

Enter your details

Full name

This must be the name of your organisation not your personal name.

Email address

We need this so we can send you your sign in details if you lose them

This can be your individual work email address or a central work email address that you have access to

Create your password

Your password must:

- be between 8 and 12 characters (letters and numbers only, no special characters)
- contain at least one letter (a-z)
- contain at least one number (0-9)
- not contain the word 'password'

Once you have logged your organisation name, email address and created a password you will get your Government Gateway User ID. Print these details and keep them safe.

Make a note of your User ID

Your User ID

XXXX XXXX XXXX

 [Print your User ID](#)

Your Government Gateway account has been created.
You'll need your User ID whenever you sign in.

[Continue](#)

You've created a Government Gateway account for your business

We'll ask you to verify your identity and confirm that you have the right to act on behalf of your business.

[Continue](#)

[Get help with this page.](#)

Click 'Continue'.

STEP 2

Valuation Office Agency Personal Identification

STEP 2 – VALUATION OFFICE AGENCY PERSONAL IDENTIFICATION

Please complete the fields shown.

Your contact details

You now need to verify your identity and confirm that you have the right to act on behalf of your business. You should provide your personal contact details.

First name**Last name****Email address**

This should be your own work email address, which should be monitored.

This should be your individual work email address

Confirm email address**Telephone number**

This should be your own work telephone number.

Mobile number

Optional

This should be your own work mobile number

Your identification details

Please verify your identity for security and data protection purposes.

Date of birth

For example, 20 3 1976

Day Month Year

 National Insurance number

It's on your National Insurance card, benefit letter, payslip or P60. For example, QQ123456C.

Postcode

This should be your **home address**. For example, SW1A 1AA.

This must be your home address

Find address

[Enter address manually](#)

Continue

Click 'Continue'.

We just need to confirm who you are

We're going to ask you some security questions based on information HMRC hold on you.

This is to help protect your data.

[Continue](#)

Click 'Continue'.

Select your preferred method of identification.

Confirm your identity

Choose a way for us to identify you

We'll ask you some security questions that relate to your:

Payslips

UK Passport

P60

[Continue](#)

If using your passport select yes and answer the questions that follow.

Do you have a valid UK passport?

Yes

No

[Continue](#)

Your UK passport

Enter your details **exactly** as they appear on your passport.

▶ [Where to find these details on your passport](#)

Passport number

Your passport number contains up to 9 numbers and no letters.

Surname

Exactly as it appears on your passport.

Given names

Enter all given names, as they appear on your passport.

Expiry date of your passport

For example, 31 MAR 26

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Once your personal identity has been confirmed you can register your business with the Valuation Office Agency.

We've verified your identity

What happens next

You'll need to provide information about your business in order to complete the registration process.

[Register your business](#)

Click 'Register your Business'.

STEP 3

Register your Business with the Valuation Office Agency

STEP 3 – REGISTER YOUR BUSINESS WITH THE VALUATION OFFICE AGENCY

We've verified your identity

What happens next

You'll need to provide information about your business in order to complete the registration process.

[Register your business](#)

Click 'Register your Business'.

Enter your business name and the address where you would like the VOA to send any correspondence.

Your business details

You'll need to provide information about your business in order to complete the registration process.

[I'm not a business](#)

[I'm registering as an agent](#)

Business name

Postcode

For example, SW1A 1AA

Find address

Business email address

This email address should be regularly monitored as we'll use this for correspondence.

This email address will be used by the VOA to communicate with your business. It can be an individual user's email address or a central email address but it must be regularly monitored.

Confirm business email address

Business telephone number

Do you want to act as an agent on behalf of another business?

Yes No

If you want to act as an agent on behalf of another business (including as a professional surveyor, an accountant or as a friend or relative), we'll give you a unique identification code, known as an agent code. You'll need to give this to your client so that they can appoint you to act on their behalf.

On successful registration of your business you will be able to manage your properties and appoint agents to act on your behalf.

STEP 4

Link your Properties and Appoint an Agent

STEP 4 – LINK YOUR PROPERTIES AND APPOINT AN AGENT

You've successfully registered for this service.

If anyone else wants to register on behalf of the business, you'll first need to [add them to your Government Gateway account](#) as an administrator or an assistant.

Information provided using this service is only for the purposes of checking and, if necessary, challenging and appealing the rating of non-domestic property. Use for any other purpose is a breach of the terms and conditions of service. Unlawful access may be prosecuted under the relevant legislation, including the Computer Misuse Act 1990 or the Fraud Act 2006.

You can now manage your properties.

[Manage properties](#)

[Dashboard](#) [Sign out](#)

Manage properties

It may take several hours for your property to display here once you have claimed it.

There are no properties to display.

[Add property](#)

[Get help with this page.](#)

On an individual basis you now need to find your properties in the rating list and claim them by submitting a copy of the latest rate demand or other proof of occupation/ownership as requested by the Valuation Office Agency.

Search for your property using the search function below and then click claim property.

Find a property

Select an option to search for a property to add to your account:

Postcode
 Street name and town
 Advanced

[← Back to dashboard](#)

Address	Description	Total area (m ² /unit)	Price per m ² /unit	Current rateable value	Action
Police Station 37, Wood Street, London, EC2V 7PA	Police station and premises	Not published	Not published	£670,000	Claim this property
Pt Sbst Fleet Hse C W Energy 8-12, New Bridge Street, London, EC2V 6AL	Store and premises	26.7	£283.24	£1,875	Claim this property
Units 2a&b Booking Hall, St Pauls Station, London, EC2V 6AA	Kiosk and premises	12.46	£4600	£40,500	Claim this property
Hsbc Automatic Telling Machine, St Pauls Station, London, EC2V 6AA	Automatic telling machine	1	£8300	£8,300	Claim this property
Street L & 1 Cheapside, St Pauls Station, London, EC2V 6AA	Shop and premises	14.09	£2200	£30,750	Claim this property
Pt Gnd F 10, Aldermanbury, London, EC2V 7HR	Offices and premises	118.67	£475	£50,500	Claim this property
Car Bays 1 & 9 Pt Lgnd F 10, Aldermanbury, London, EC2V 7HR	Car parking spaces	2	£3500	£7,000	Claim this property
Car Bay 10 Pt Lgnd F, Aldermanbury, London, EC2V 7HR	Car parking space	1	£3500	£3,500	Claim this property

Add this property to your business's customer record

You are adding this property to your business's customer record:

**CAR BAYS 1 & 9 PT LGND F 10,
ALDERMANBURY, LONDON, EC2V
7HR**

If this isn't the right property you can [search for a different property](#)

[I'm the owner or occupier for only part of this property](#)

[I'm not the owner but I let the property to someone else, as a sublet](#)

[I'm an agent acting on behalf of the owner or occupier for this property](#)

You will need to state your relationship to the property by answering the 3 questions below:

What is your relationship to the property?

- Owner
- Occupier
- Owner and occupier

When did you become the owner or occupier of the property?

- On or before 1 April 2017
- After 1 April 2017

Do you still own or occupy the property?

- Yes
- No

Add property

To complete this process you will need to upload a copy of the rates demand for the property or upload other evidence as shown below.

Provide a copy of your business rates bill

Please upload a copy of the business rates bill for this property.

This business rates bill should be the most recent bill that you have for the property, for the period that you were the owner or occupier.

- I have a business rates bill
- I don't have a business rates bill

Continue

Upload other evidence

You've indicated that you don't have a business rates bill for this property. Please provide other evidence.

Evidence that we may accept includes:

- the lease agreement
- a water rate demand
- other utility bills
- Stamp Duty Land Tax form

[I'm unable to provide any of these documents.](#)

Your file must be:

- a JPEG or PDF
- no more than 10MB in size

[How do I convert a file into a PDF?](#)

Choose a file to upload

Submit a copy of your business rates bill

Your file must be:

- a JPEG or PDF
- no more than 10MB in size

[How do I convert a file into a PDF?](#)

Choose a file to upload

Confirm

Declaration

I declare that:

- the information I have given in this form is correct and complete
- the file/details that I have uploaded contains proof of my relationship to the property for dates that overlap with the period claimed

I understand that I could be taken to court if I knowingly submit false information.



Once you submit the form you will not be able to go back and make any changes.

I agree to the above declaration

Continue

Once completed the property will appear in your dashboard in a status of 'pending'. If the VOA accepts your right to claim the property it will be moved to a status of 'approved'. Using the code provided by your agent you can then appoint GVA to act on your behalf. Click 'Appoint Agent'.

Manage properties

It may take several hours for your property to display here once you have claimed it.

Address	Local authority reference	Status	Appointed Agents	Actions
(k/a 65 Gresham St) Pt 2nd Flr South & 3rd Flr 10, Aldermanbury, London, EC2V 6NQ	00000350000426	Pending Submission ID: PL229	None	Appoint agent View valuations
6 Th Flr 25, Berkeley Square, London, W1J 6HB	400149902506	Approved	None	Appoint agent View valuations

Appoint an agent

You'll need to enter the code of the agent you want to appoint and tell us what they can do on behalf of your business.

[My agent hasn't given me a code](#)

Please be aware that you'll be responsible for any information your agent submits to us about your property. You'll be liable for any penalty or the backdating of revised valuations if your agent submits false information.

Agent code

Enter unique code supplied by GVA

GVA agent code: 36881

Select the services you want GVA to undertake.

Do you want this agent to submit checks?

[What is a check?](#)

Yes No

Do you want this agent to submit challenges?

[What is a challenge?](#)

Yes No

Repeat step 4 for all of your properties starting from 'Find a Property'.

FOR MORE INFORMATION:

GVA

If you have any questions regarding your business rates, please do get in touch with your usual GVA advisor or email businessrates@gva.co.uk.

