

# Business Rates

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Urgent action required before we can commence work to reduce your business rates liability

## Government Gateway, Property Claiming and Agent Appointment

Before we can instigate any action with the Valuation Office Agency in connection with your rating assessments you must have; 1) Created a Government Gateway Account and registered your business details with the Valuation Office Agency, 2) Claimed your properties and 3) Appointed us as your agent using our unique code **36881**.

### 1. Government Gateway Account

You can use either an existing Organisation Government Gateway Account or create a new one. In both instances start by navigating to:

<https://www.gov.uk/correct-your-business-rates>

If using an existing account click on the option to sign in, enter your user name and password. If this is the first time you have navigated to the VOA Portal you will go through a short process to confirm your identity, register your business name and contact details (you will need your National Insurance number and passport to complete this process).

If creating a new account click "start now" and on the next page "register". Enter your business name (in the full name field), email address and create your password. Make a note of your user ID and password. You will then go through a process to confirm your identity, register your business name and contact details with the Valuation Office Agency (you will need your National Insurance number and passport to complete this process).

### 2. Property Claiming

Once the Government Gateway Account has been set up and the VOA registration process completed you need to find and claim your properties. To do this you will need to upload a copy of the latest rate demand for each property to prove you have a relationship with the property.

### 3. Appointing an Agent

In order for us to act on your behalf you need to appoint us to act for you in respect of Checks and Challenges. This is done via the appoint an agent link on the VOA Portal. The unique code needed to appoint us to act on your behalf is **36881**.

## How Can We Help

You can make us an assistant on your Government Gateway Account and we can then undertake the property claiming process and agent appointment on your behalf.

### Contact us:

For assistance with your Government Gateway Account, Property Claiming and Agent Appointment or to get advice on creating an assistant on your Government Gateway account please contact either:

**Lucy Moon** ([lucy.moon@avisonyoung.com](mailto:lucy.moon@avisonyoung.com), +44 (0)20 7911 2042)

or your normal Avison Young representative