



*Achieve  
Ambitions*

# *Check Challenge Appeal (CCA)*

A guide to registration and appointing an agent

*October 2017*

# Introduction

## The need for client authority

- 1.1 In order for JLL to be able to represent you in CCA<sup>1</sup> proceedings in connection with the 2017 rating list, and to request the details of the valuation behind the rateable value, you must first register JLL as the nominated agent for your properties. We will not be able to initiate rates mitigation action on your behalf until this is done. Even an unrepresented ratepayer seeking to initiate CCA proceedings must first complete the same process to a large extent.
- 1.2 To start the process, you must first identify yourself to HMRC and establish your credentials as a representative of your company. Then you must select each of your properties where CCA action is contemplated in the rating list, "claim" the property as yours, and then nominate JLL as your agent. This cannot be done by any "bulk" process at present, and must be done on the Valuation Office Agency's ("VOA") website. This process does give you a degree of control over the process, in that you can limit what we can do (should you wish), and you will also be informed at stages in the process of the submissions and results to date.
- 1.3 This paper seeks to explain the procedure for registering you and your company with the VO, claiming your properties, and nominating an agent to act for you.
- 1.4 The VO has made it clear that an agent is not supposed to impersonate a client and carry out the registration process for them.
- 1.5 Before starting this process, you will need to have a copy of one of the following:
  - Payslips
  - UK passport
  - P60.

These are required to identify yourself to HMRC of the Government Gateway (see page 6).

- 1.6 To claim properties you will usually need to have PDF copies of the latest rate demands available (see page 13).

<sup>1</sup> CCA stands for "Check Challenge Appeal" which are the three stages that must be gone through if a ratepayer seeks a reduction in their rating assessment. This is explained in greater detail in another JLL information pamphlet which can be provided on request.

# Stage one

## Registering on the Government Gateway

- 2.1 At this stage you need to register both your business and all persons permitted to carry out functions on behalf of that business (in connection with CCA) on the Government Gateway site. The first person to register the business must be an "administrator" in terms of the rights granted on the web site. They will be able to register the business, and nominate "assistants" (and other "administrators") by registering their names on the site, and obtaining unique login details for each one of them. These login details (including a temporary password) must then be passed to each assistant so that they can complete their registration by identifying themselves on the Gateway. Their login will then be attached to the business they are associated with.
- 2.2 It seems that registration is best done directly on the Government Gateway. This can be found at: <https://myaccount.gateway.gov.uk/Pages/Credentials/View.aspx>
- 2.3 This should open up a screen that looks like this:



**Government Gateway**

**Login**

You will need to register before you can use our services

Please choose your login method: [Help?](#)

**User ID & password**

Enter your User ID & password:

[Digital certificate](#)

[Chip & pin - respond](#)

[Chip & pin - identify](#)

[One time password](#)

User ID  [Forgotten your User ID?](#)

Password  [Forgotten your password?](#)

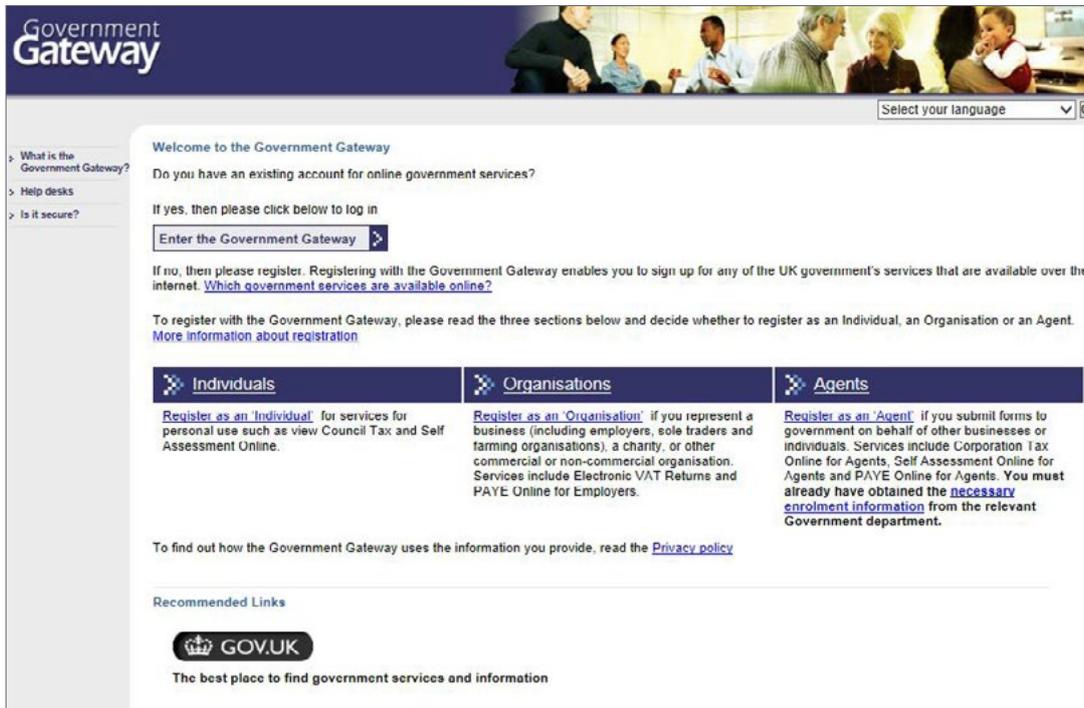
- When you have finished your online session, you should either close the browser or log out.
- Please do not use the browser back button as it may not function as expected.

- 2.4 If you are an administrator registering your business for the first time, you need to choose "**Register**" in the top box. If you are an assistant or a second administrator who has already been nominated by your internal administrator and are seeking to complete your registration, you must choose to log in in the lower box using the 12 digit user ID and [temporary] password provided to you. Once you have logged in you can change your password to something more memorable for you. If you incorrectly choose "**Register**" you will simply create another "first" registration which will be a duplicate and not attach you to the existing business record.<sup>2</sup>

<sup>2</sup> It is not clear at the time of writing whether one individual will be able to be an administrator or assistant for more than one business, or whether they will require different login details for each business.

## Stage one. Registering on the Government Gateway

2.5 If you are registering your business, you select **"Register"** above and will be presented with the following screen.



The screenshot shows the Government Gateway homepage. At the top left is the 'Government Gateway' logo. Below it is a navigation menu with links: 'What is the Government Gateway?', 'Help desks', and 'Is it secure?'. The main content area starts with a 'Welcome to the Government Gateway' message. It asks if the user has an existing account for online government services. If yes, it provides a link to 'Enter the Government Gateway'. If no, it instructs the user to register, explaining that registration allows access to various UK government services. It then presents three registration options: 'Individuals', 'Organisations', and 'Agents'. Each option has a brief description of the services available. Below these options is a link to the 'Privacy policy'. At the bottom, there is a 'Recommended Links' section featuring the GOV.UK logo and the text 'The best place to find government services and information'.

2.6 Please note that this is a general government registration scheme. To use this service you need to select **"Organisation"**. The other two options do not apply to CCA.

2.7 You will now need to register your business and record your credentials to represent it. The next screen looks like this.



The screenshot shows the 'Register as an Organisation' page. At the top left is the 'Government Gateway' logo. The main heading is 'Register as an Organisation'. Below this, it explains that registering as an Organisation (employer, business, sole trader, farming organisation, etc.) allows access to government services online. It provides links for 'About the Government Gateway', 'register as an Individual', and 'register as an Agent'. The page is divided into three numbered steps: '1. Enter your details', '2. Enrol for services', and '3. Activate services if required'. Under step 1, there are two registration options: 'Register' (for those without a digital certificate) and 'Digital certificate' (for those with one). Both options have a 'Register' button. Below these options is a link for 'Already registered? Log in here'. At the bottom, there is a 'Frequently Asked Questions' section with links to: 'How do I register for the Government Gateway?', 'Should I register using a digital certificate?', 'Which Government services are available online?', and 'Is the Government Gateway secure?'.

- 2.8 It is quite possible that your business is already registered with HMRC / Government for other purposes. Provided that registration is as an **"Organisation"** you may opt to use the existing registration for CCA. Selecting **"Register"** in the left hand box gives you this screen:

The screenshot shows the 'Register for a Government Gateway account' page. At the top left is the 'Government Gateway' logo. The page title is 'Register for a Government Gateway account'. Below the title, there is a note: 'To register for a Government Gateway account using a User ID enter your details below. The details you enter will not be sent to any third parties.' A sub-heading reads: '\*required information (if you only have a first name or a surname (not both), leave one of the name boxes empty)'. The form includes three input fields: '\*First name(s)', '\*Surname', and 'Email address'. Below these is a 'Password must:' section with three bullet points: 'contain 0-12 letters and numbers', 'contain at least one number and one letter', and 'not contain the word 'password''. A note says 'Please ensure you create a password that you will remember in future.' There are two input fields for 'Enter a password' and 'Confirm password'. An 'Additional information (optional)' section follows, with a text area and a note: 'Information such as your organisation/department, telephone numbers, etc. could help others in your organisation identify you. This information will not be sent to any third parties. Max. 255 characters'. At the bottom are 'Cancel' and 'Submit' buttons. A final note at the bottom states: 'Please do not use the browser back button through this process as it may not function as expected.'

- 2.9 You will then need to complete the questions. This will take you through a series of screens at the end of which you will have registered the company as an "organisation", established your own credentials to represent that company (for which you will need either a payslip (if you are on PAYE), a P60 or a passport to verify your identity); and then be able to nominate assistants by giving their names and being assigned a 12-digit ID code for each as selecting a temporary password. Those details will then need to be passed to each nominated assistant so that they can log in on the same Government Gateway site, prove their identity (again using a pay-slip, P60 or passport) and start using the system attached to the business registration you have just completed.

# Stage two

## Registering on the Valuation Office website for CCA

3.1 Once you (and your organisation) are registered on the Government Gateway, you then need to register on the Valuation Office website specifically for CCA. You can do this from the property pages in the rating list but the easiest way we have found is to access this web page:

<https://www.tax.service.gov.uk/business-rates-property-linking/start>

3.2 This will bring up the following page:

**BETA** This is a new service - your [feedback](#) will help us to improve it.

## 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**

3.3 If you have already signed in and get to this screen, you can use the "sign in" link in the first line. Assuming this is your first visit, you need to register your Government Gateway ID number and password on this site by clicking on "**Register now**". The following screen will appear:

**BETA** This is a new service - your [feedback](#) will help us to improve it.

## Register to use this service

**Is your business already registered for this service?**

Yes  No

**Continue**

3.4 You need to select **"Yes"**. Selecting "No" will simply take you to a screen telling you to register your company on the Government Gateway as per Stage one above. Selecting **"Yes"** will bring up a second selection box like this:

The screenshot shows the GOV.UK website header with the title "Check and challenge your business rates valuation". Below the header, there is a "BETA" notice: "This is a new service - your [feedback](#) will help us to improve it." The main heading is "Register to use this service". The first question is "Is your business already registered for this service?" with radio buttons for "Yes" (selected) and "No". The second question is "Have you been given Government Gateway sign in details to use, by someone else in your business?" with explanatory text: "You need a Government Gateway ID to register for this service. If someone else has already registered your business, they'll need to add you to the business's Government Gateway account and provide you with your personal Government Gateway ID and password." Below this, there are radio buttons for "Yes" (selected) and "No". At the bottom, there is a green "Continue" button.

3.5 Again, if you answer "no" you will be asked to contact your administrator and go back to the Government Gateway site. Select **"Yes"** and **"Continue"** and you get this screen:

The screenshot shows the GOV.UK website header with the title "Check and challenge your business rates valuation". Below the header, there is a "BETA" notice: "This is a new service - your [feedback](#) will help us to improve it." The main heading is "What you need to do next". Below the heading, it says "To complete your registration you need to:" followed by a numbered list:
 

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

 There are two links: "[I want to register as an agent](#)" and "[I want to appoint an agent to represent my business](#)". At the bottom, there is a green "Continue" button.

## Stage two. Registering on the Valuation Office website for CCA

3.6 Select "Continue" and this screen appears:

The screenshot shows the GOV.UK Sign in page for HM Revenue & Customs. It includes a header with the GOV.UK logo and HM Revenue & Customs text. The main heading is "Sign in". Below this, there is a message: "Enter your Government Gateway credentials to sign in. You received these when you created your HMRC online account." There are two input fields: "User ID" and "Password". A green "Sign in" button is located below the password field. Underneath, there is a section titled "Problems signing in" with several links: "Trying to file Self Assessment using GOV.UK Verify?", "Don't have a Government Gateway account", "Forgotten user ID", "Forgotten password", "Forgotten user ID and password", and "Get help from HMRC's automated assistant".

3.7 Sign in with the access code (12 digits – do not put in any spaces) and your password as per the Government Gateway site, and you should see your "Dashboard home" page as shown below. On the first use you will need to identify yourself again (using your pay-slip, P60 or passport) and then you will be put through to your "dashboard" which looks something like this. This is the dashboard of one of our Directors and includes details relating to the JLL status as an "Agent" for CCA purposes.

The screenshot shows the dashboard home page. At the top, there is a "BETA" badge and a message: "This is a new service - your feedback will help us to improve it." Below this, there are navigation tabs: "Client properties", "My properties", "Agents", "Drafts", and "My details". A welcome message says "Welcome, [name - organisation]. Not you?". A message states: "It may take several hours for your property to display here once you have claimed it." Below this is a table with columns: "Address", "Local authority reference", "Status", "Appointed Agents", and "Actions". The table contains four rows of property data. Each row has a search icon in the address field, a search icon in the local authority reference field, a dropdown menu in the status field, and a search icon in the appointed agents field. There is a "Clear search" link at the end of the search row. The actions column contains "Appoint agent" and "View valuations" links for each property.

Address	Local authority reference	Status	Appointed Agents	Actions
1, WHITE STREET, ANYTOWN AB1 3CD	300567803445	Declined ?		<a href="#">Appoint agent</a> <a href="#">View valuations</a>
CAR PARK, BLUE WAY, TOWNLAND EF2 3GH	334559983	Approved		<a href="#">Appoint agent</a> <a href="#">View valuations</a>
CINEMA, YELLOW STREET, MIDTOWN IJ4 5KL	23456889	Declined ?		<a href="#">Appoint agent</a> <a href="#">View valuations</a>
OFFICE 1A, TAILORS WALK, HIGH STREET, SMALLTOWN, MN7 8OP	400000345	Approved		<a href="#">Appoint agent</a> <a href="#">View valuations</a>

3.8 Congratulations – you are now ready to use CCA and appoint an agent to act for you on each property.

## Alternative access route

3.9 You can also get to the Dashboard through a property details page. If you access

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

You will get the usual VO rating list start page. Select "**Start now**" and you will be put through to the search screen. This is the same as per 4.3 below. Put in your search criteria to obtain a list of possible properties, then click on one to get that property's details page.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

[Back to search results](#) [Sign in](#) [Register](#)

### Building 1, Street A, City, AB12 3CD

Valuation
Previous valuations
Similar properties

<b>Description</b>	Car park and premises	<b>Valuation scheme reference</b>	109876
<b>Local authority</b>	Authority	<b>Special category code</b>	0123A
<b>Local authority reference</b>	0123456	<b>Effective date</b>	1 April 2017
<b>Base rate</b>	£300.00 per m <sup>2</sup> /unit	<b>Appeals</b>	

The rateable value is rounded down to

## £99,999

This is not the amount you will pay. The rateable value is used to calculate your rates bill.

If you're the owner or occupier for this property, you can register or sign in to:

- view the detailed valuation
- propose changes to the valuation

Register
Already registered? Sign in

#### Parts of the property

Floor	Description	Area m <sup>2</sup> /unit	Price per m <sup>2</sup> /unit	Value
Ground	Parking space(s)	82.0	£300.00	£24,600
		<b>82</b>		<b>£24,600</b>

3.10 Both at the top of the page (and indeed the previous page) and in the centre as circled there is a "**Sign in**" option. Click on this and you will get the same log in screen as shown above.

# Stage three

## Appointing an agent for each property

- 4.1 At this stage you will "claim" properties as belonging to your organisation, and can nominate an agent to represent you on a per property basis. In order to prove your right to "claim" the property, you will need to prove it is "your" property. The easiest way of doing this is to have a copy of the rate demand. As you will need to upload this, it is best to prepare by taking a PDF scan first.
- 4.2 From your dashboard page, select **"Manage properties"**. This screen will appear:

The screenshot shows a web interface with a blue header bar containing the text "BETA This is a new service - your feedback will help us to improve it." and navigation links for "Dashboard" and "Sign out". The main heading is "Manage properties". Below the heading, there is a message: "It may take several hours for your property to display here once you have claimed it." followed by "There are no properties to display." and a yellow "Add property" button.

- 4.3 Once you have added properties this screen will be populated with your property list. To add a new property, click on **"Add property"**. The next screen looks like this:

The screenshot shows a web interface with a blue header bar containing the text "BETA This is a new service - your feedback will help us to improve it." and navigation links for "Dashboard" and "Sign out". The main heading is "Find a property". Below the heading, there is a section titled "Select an option to search for a property to add to your account:" with three radio button options: "Postcode" (selected), "Street name and town", and "Advanced". Below the options is a search input field containing "AB12 3CD" with a clear button (X) and a search button (magnifying glass). Below the search field is a link "Back to dashboard". At the bottom, there is a section titled "Other useful information" with two links: "Central rating lists" and "Valuation scales". A blue button labeled "Download full property dataset" is located at the bottom of the page.

4.4 This is the standard Valuation Office search screen. The easiest way of finding your property is to use the postcode. Please note that you will have to use the postcode on the rate demand as the postcodes used by the Valuation Office are not always the same as the post office use. If you cannot use the post code, or the list of the properties with the same postcode is very long, you can use the **"Advanced"** option but this is less easy<sup>3</sup>.

4.5 Here is the result of the above search:

[← Back to dashboard](#)

Showing 2 results

[▶ Can't find your property?](#)

Address	Description	Total area (m <sup>2</sup> /unit)	Price per m <sup>2</sup> /unit	Current rateable value	Action
<a href="#">Car Park 1, Street A, City, AB12 3CD</a>	Premises incapable of beneficial occupation	Not published	Not published	£0	<a href="#">Claim this property</a>
<a href="#">Car Park 1, Street A, City, AB12 3CD</a>	Car park and	82	£300	£99,999	<a href="#">Claim this property</a>

[▶ Get help with this page.](#)

Restricted [terms and conditions](#) apply.

<sup>3</sup> Hint – if you are looking for an address on the Advanced screen that includes a fourth floor (for example), you can use the "%" symbol as a wild character. So inputting "%4%" into the "building" box will bring up everything with the number 4 anywhere in the first line of the address (that complies with the other selected criteria).

## Stage three. Appointing an agent for each property

4.6 Once you have found your property, click on "**Claim this property**". The next screen is:

**BETA** This is a new service - your [feedback](#) will help us to improve it.

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

# Add this property to your business's customer record

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

**CAR PARK 1, STREET A,  
CITY, AB12 3CD**

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](#)

**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**

4.7 Fill in the boxes and click on **"Add property"**.

**BETA** This is a new service - your [feedback](#) will help us to improve it.

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

## 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](#)

4.8 You will now need to prove your connection with the property. In this example we have used a property which we occupy. If you are claiming ownership of a property which is leased to another party, then proving your relationship with the property will be different – see 4.19 below. If you click on **"I have a business rates bill"** the next screen is:

**BETA** This is a new service - your [feedback](#) will help us to improve it.

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

## Submit a copy of your business rates bill

Your file must be:

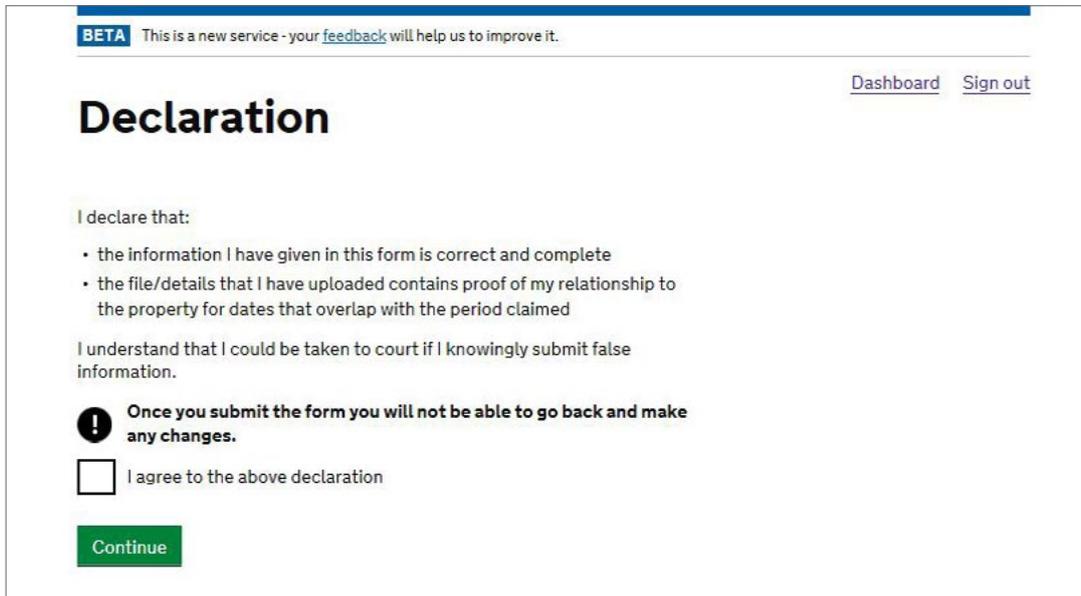
- a JPEG or PDF
- no more than 10MB in size

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

[Confirm](#)

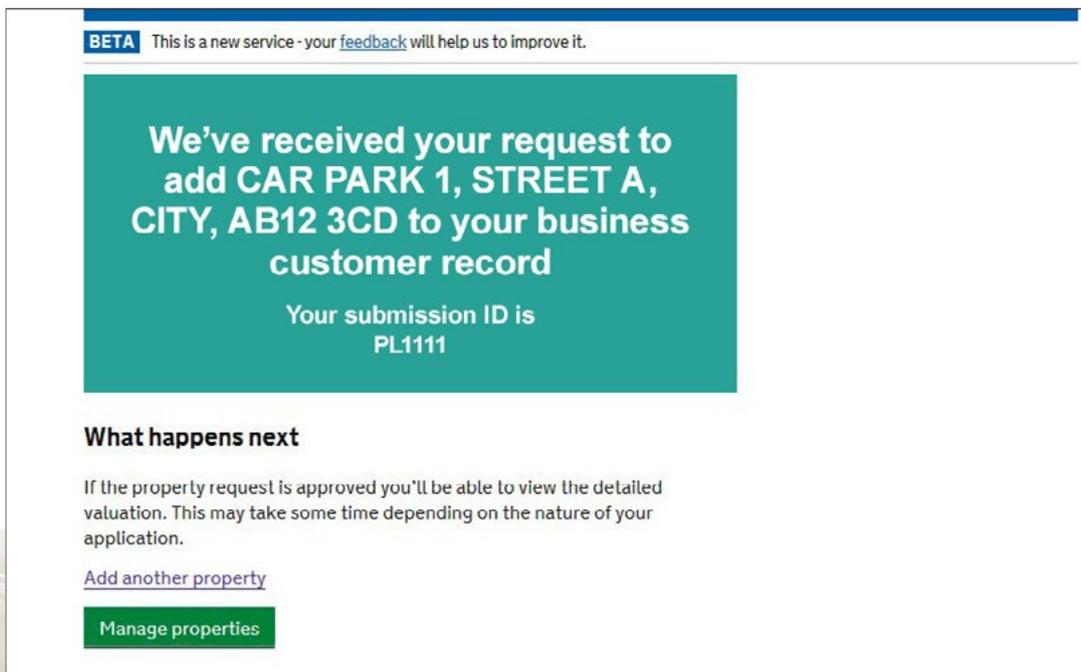
## Stage three. Appointing an agent for each property

4.9 If you have already prepared a PDF of your rates bill, click on **"Choose a file to upload"**. If not then scan the bill now and note the name and location of the scanned file. Once you have uploaded the file you will be presented with the following declaration screen:



The screenshot shows a web application interface. At the top left, there is a blue header with the text "BETA This is a new service - your [feedback](#) will help us to improve it." On the top right, there are two links: "Dashboard" and "Sign out". The main heading is "Declaration". Below this, it says "I declare that:" followed by two bullet points: "the information I have given in this form is correct and complete" and "the file/details that I have uploaded contains proof of my relationship to the property for dates that overlap with the period claimed". Below the bullet points, it states "I understand that I could be taken to court if I knowingly submit false information." There is a warning icon (exclamation mark in a circle) followed by the text "Once you submit the form you will not be able to go back and make any changes." Below this is a checkbox labeled "I agree to the above declaration". At the bottom left, there is a green button labeled "Continue".

4.10 You will note that this declaration is set out as irrevocable and the Valuation Officer expects you to be certain that the property you are claiming is yours. If you make an error (by claiming a property that is not yours) you will need to contact the Valuation Officer to correct this but please be aware that knowingly claiming a property that is not yours could have consequences. The following confirmation screen will appear:



The screenshot shows a confirmation screen. At the top left, there is a blue header with the text "BETA This is a new service - your [feedback](#) will help us to improve it." The main content is a large green box with white text that reads: "We've received your request to add CAR PARK 1, STREET A, CITY, AB12 3CD to your business customer record". Below this, it says "Your submission ID is PL1111". Below the green box, there is a section titled "What happens next" with the text "If the property request is approved you'll be able to view the detailed valuation. This may take some time depending on the nature of your application." Below this text, there is a link "Add another property" and a green button labeled "Manage properties".

4.11 The property will in due course be added to your business's property list on your dashboard. This is not immediate. In the meantime you can proceed to claim more properties.

4.12 When you have claimed your properties, in due course they will be attached to your Dashboard. You will then be able to select individual properties by selecting **"Manage properties"** on the dashboard. This will show a list of your claimed properties and allow you to select individual properties to nominate your agent.

**BETA** This is a new service - your [feedback](#) will help us to improve it.

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

## 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
CAR PARK 1, STREET A, CITY, AB12 3CD	null	Pending <small>Submission ID: PL1111</small>	None	<a href="#">Appoint agent</a> <a href="#">View valuations</a>

Showing 1 to 1 of 1

[Add property](#)

4.13 Select **"Appoint agent"**. You will need to know the agent's registered code number which for JLL is

42882

**BETA** This is a new service - your [feedback](#) will help us to improve it.

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

## 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**

42882

**Do you want this agent to submit checks?**

[What is a check?](#)

Yes  No

**Do you want this agent to submit challenges?**

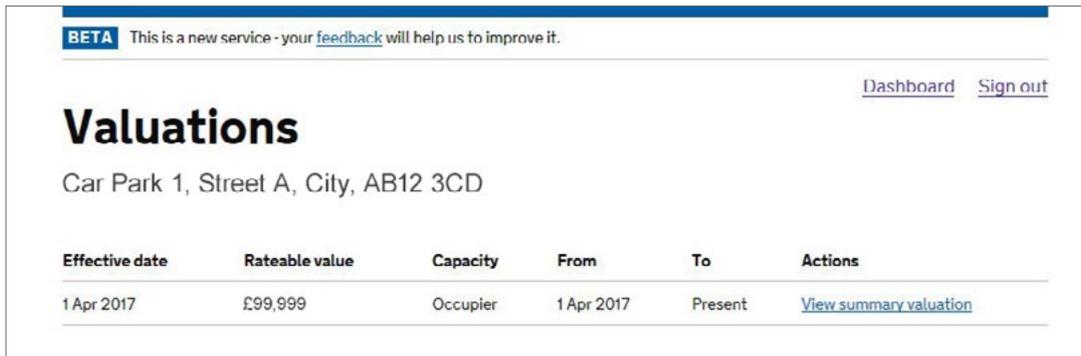
[What is a challenge?](#)

Yes  No

[Continue](#)

## Stage three. Appointing an agent for each property

- 4.14 You will see that you have control over what we are allowed to do on your behalf. For a full explanation of the **"Check"** and **"Challenge"** stages see our separate note. Please note we cannot do a **"Challenge"** until we have first done a **"Check"** so in order for us to discuss valuation issues with the Valuation Officer you will need to select both options.
- 4.15 That completes the agent appointment process. Please then tell us that you have completed the registration process so that we can collect the additional information that should now be available to us and initiate the Check.
- 4.16 If you select **"View valuations"** at the Manage Properties page above (at 4.12), you get a screen similar to this:



**BETA** This is a new service - your [feedback](#) will help us to improve it.

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

## Valuations

Car Park 1, Street A, City, AB12 3CD

Effective date	Rateable value	Capacity	From	To	Actions
1 Apr 2017	£99,999	Occupier	1 Apr 2017	Present	<a href="#">View summary valuation</a>

- 4.17 When your property link is pending, you (or us as your agent) will have access to the summary valuation only. If your property is approved and it is a shop, warehouse, office or standard factory then you and your agent will be able to access the detailed valuation instead of the summary valuation. If the property is not in one of those categories, you will see the summary valuation only (as per the public website). In these cases you can request a copy of the detailed valuation along with a check form but just starting a check will not allow you to see any further information.
- 4.18 We attach as an Appendix a simple flow diagram showing some of the above stages in sequential form.

**Note – claiming a property as owner or other "interested party"**

4.19 If you cannot show a current rate demand for the property, select **"I don't have a business rates bill"** at 4.7 above and you get this screen:

BETA

This is a new service - your [feedback](#) will help us to improve it.

[Dashboard](#)   [Sign out](#)

## 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?](#)

**Type of evidence**

Lease v

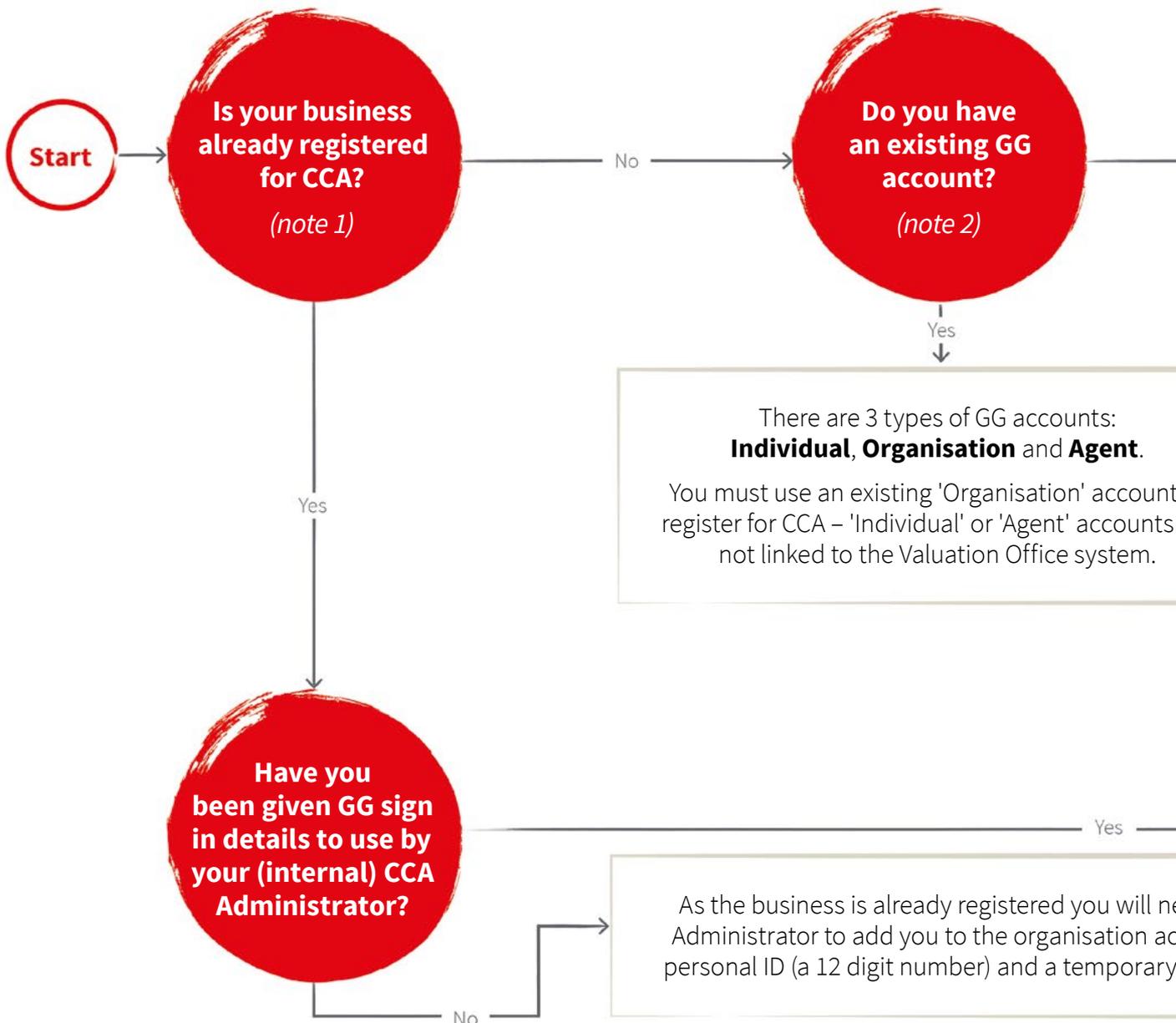
4.20 The initial options cover both owners and occupiers of property but the only immediate option for the landlord is a counterpart copy of the lease. At this stage we have not explored what other options might be available (such as a land registry record). Once you have up-loaded a valid document you will then be able to access the screen at 4.9 above to make the necessary declaration.

# CCA Registration Guide

My business is registered with CCA, I am an Administrator, and I want to add a new user

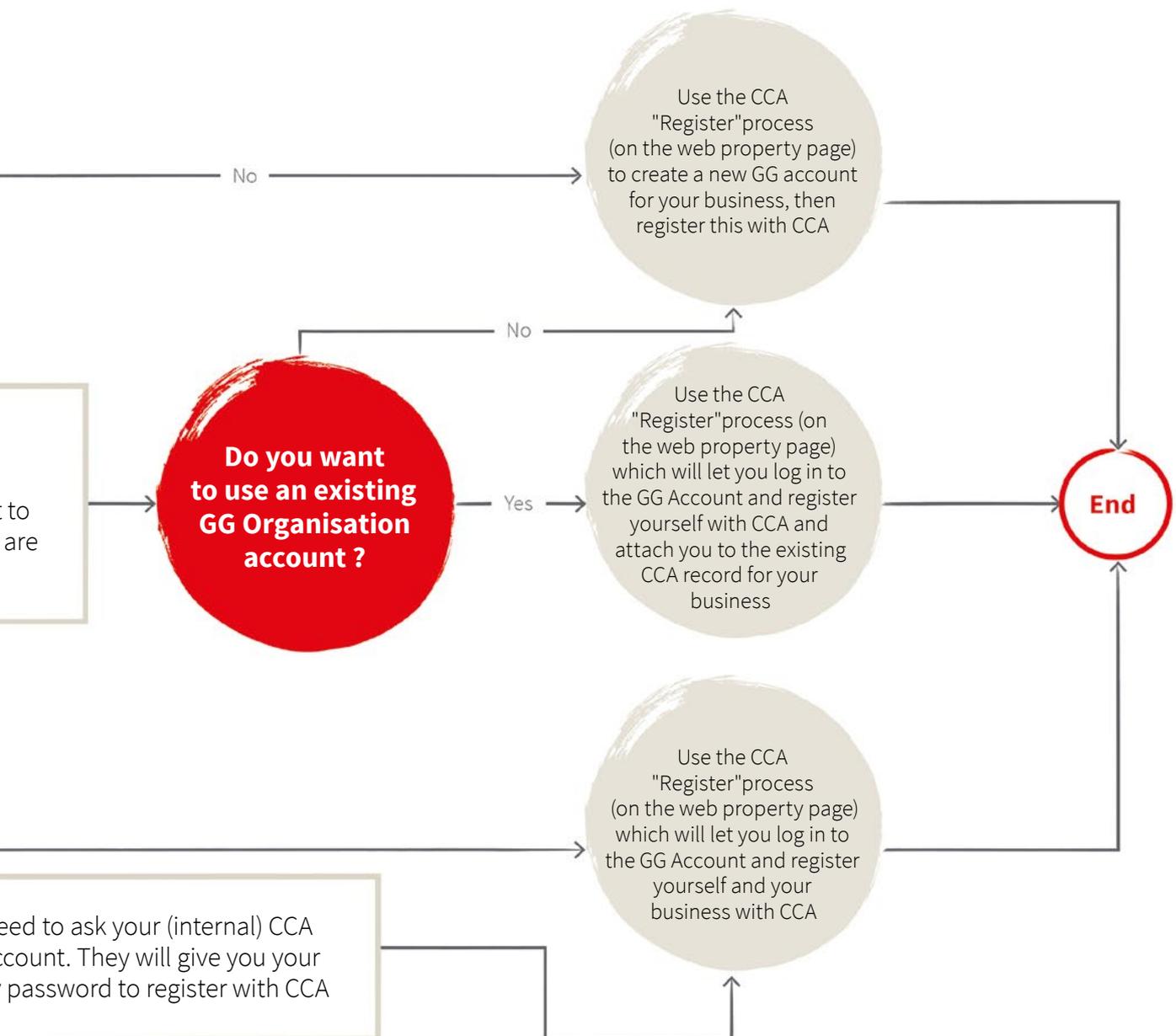


I am a new CCA user



- 1 "CCA" = "Check Challenge Appeal", which is shorthand for the new appeals system under the 2017 Rating List in England
- 2 "GG" = Government Gateway

... to my business account



# Contacts



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