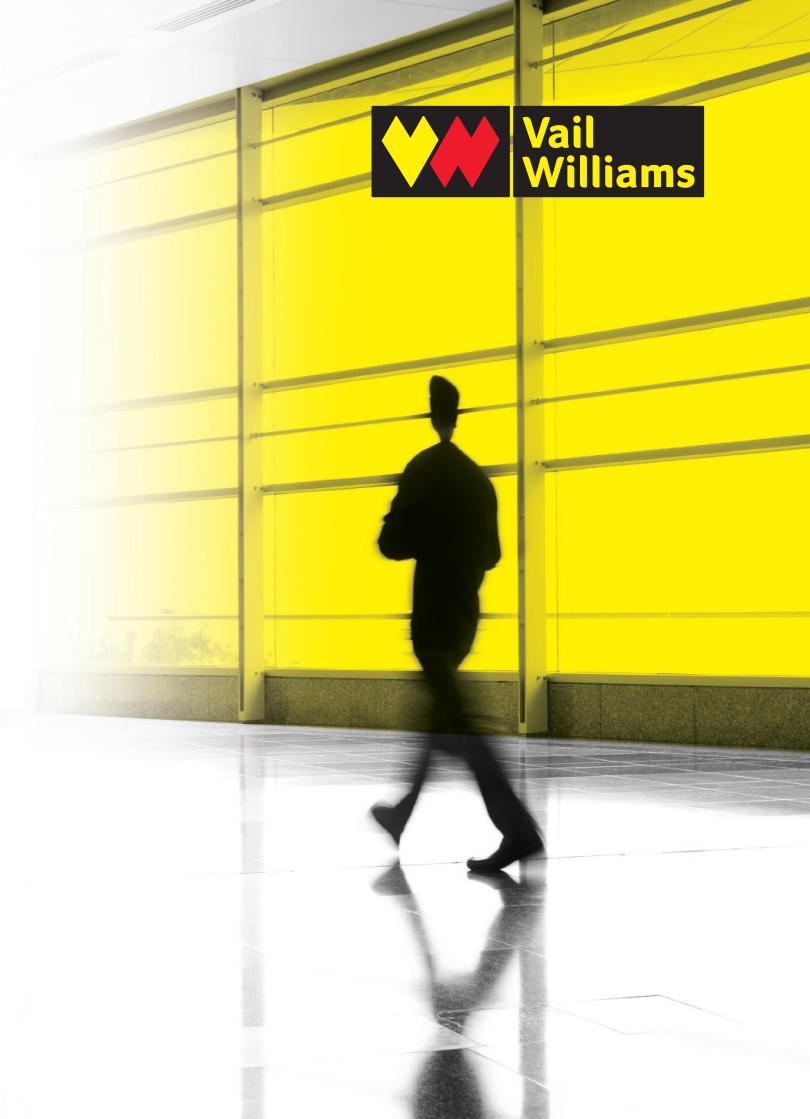


Registration guide for VW rating clients

‘VOA Government Gateway
portal for Business Rates’

Check, Challenge, Appeal



Contents



How to create your User ID



How to verify your identity



How to register your company details



How to manage your properties



How to appoint Vail Williams as your agent

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

- UK passport
- Payslip
- P60

The registration process takes approximately 15-20 minutes to complete



Step 1

Before you can access the details of your rating assessment(s), you will need to create a **COMPANY** gateway account **FOR BUSINESS RATES ONLY**

Open an internet browser page and use the link below:-

[www.tax.service.gov.uk/
business-rates-find/search](http://www.tax.service.gov.uk/business-rates-find/search)

Start by clicking on
'Register' to commence
the process

The image shows a laptop displaying the GOV.UK 'Find a property' service. The 'Register' link in the top right corner is circled in red. Below the laptop, a second screen shows the 'Check and challenge your business rates valuation' service, specifically the 'Register to use this service' page.

Find a property

Select an option to search for property information:

Postcode Street name and town Advanced

[Download full property dataset](#)

Check and challenge your business rates valuation

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:

- payslip
- UK passport
- P60

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

I don't have these details

Which type of account would you like to create?

Individual (you represent yourself) – you won't be able to add others to this account

Organisation (you represent a business, charity or other organisation) – you'll be able to add others to this account

[Want to register using my existing Government Gateway account](#)



Step 2

Decide here which type of Government Gateway Account to create?

A Individual

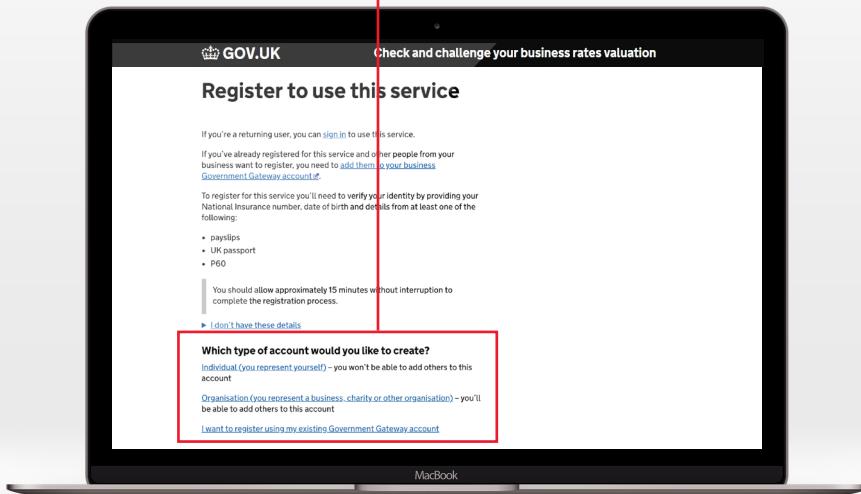
B Organisation

C Use your existing HMRC
Government Gateway account

We recommend if you haven't
already created a **BUSINESS RATES
ACCOUNT**, then you create either

B Organisation

C Use your existing HMRC
**GOVERNMENT GATEWAY
ACCOUNT** (If you know the
user ID and password)



Decision Tree

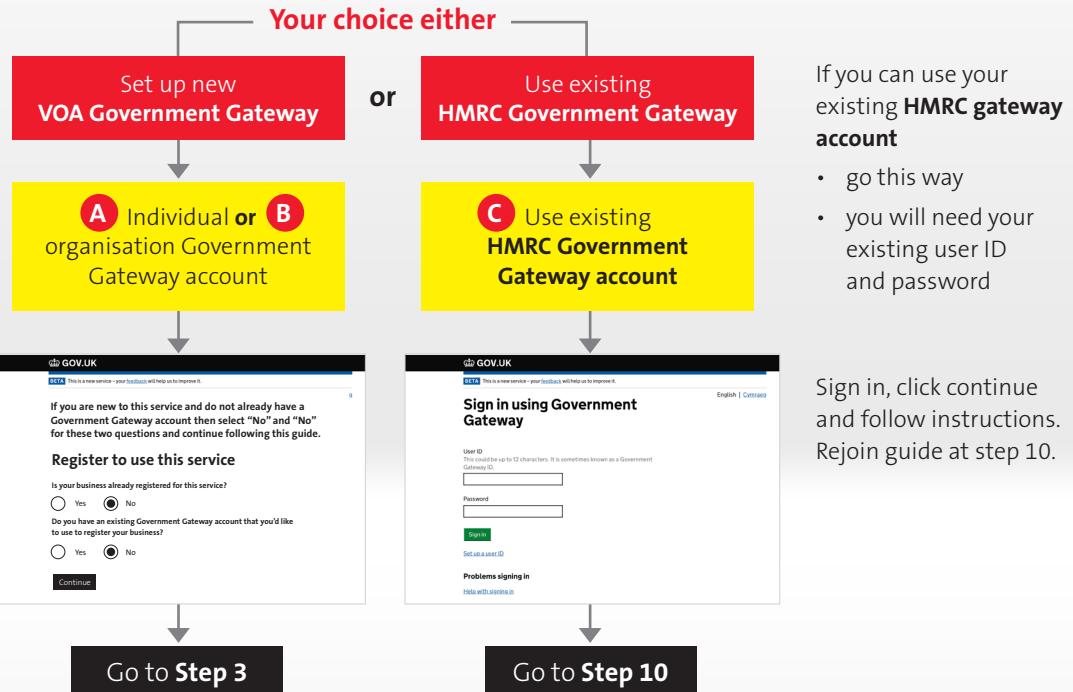
Which way to go?

If you DO NOT want to use your existing HMRC gateway Account

Or if new to the gateway set up process

- go this way

Select No and No and follow guide onwards.





Step 3

Put your name and personal email address (not your agents) and create a password.

NB: Ensure you make a note of it!

Please avoid using a personal one. We suggest 'your business name' plus '2017'

eg direct2017

GOV.UK

HM Revenue & Customs

Enter your details

Full name

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

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'

Confirm your password

Continue

Get help with this page.

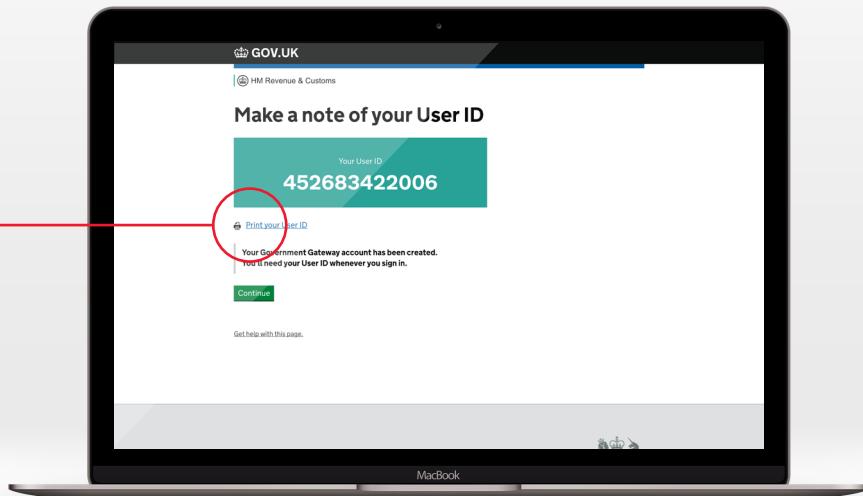
MacBook



Step 4

You've now created a user ID.

Print this off
and keep it safe





Step 5

You now will have to add your personal details in order to verify, identify and allocate company data to this Government Gateway account for your business.

GOV.UK Check and challenge your business rates valuation

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

Complete your contact details

I'm registering as an agent

First name

Last name

Business name

Postcode

Find address [Enter address manually](#)

There's more than one address for my business

Business telephone number

Business email address

Confirm business email address

Do you wish to act on behalf of another individual or company?

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.

National Insurance number

It's on your National Insurance card, benefit letter, payslip or P60. For example: Q0123456789

I don't have these details

Save and continue

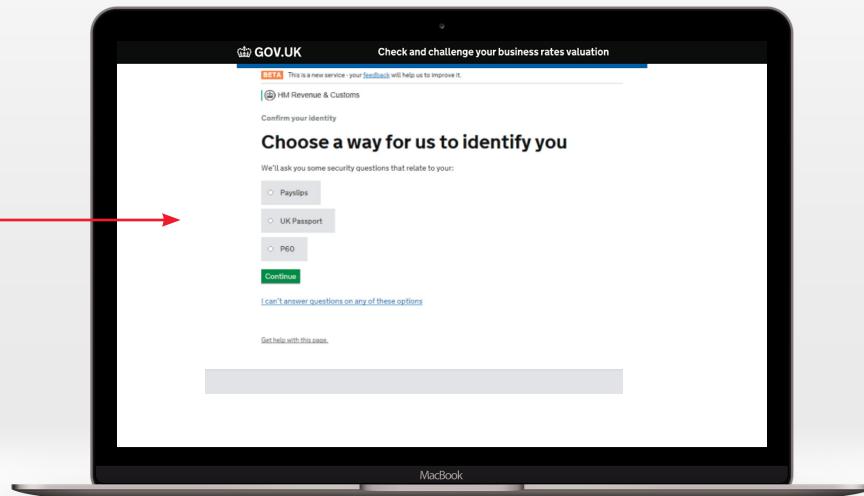


Step 6

You now will have to verify your identify.

The system will require you go through a verification process – the details required about you will vary, dependent on which identification route you choose.

Most client contacts are opting for the UK Passport route.





Step 7

You should receive this message once you have completed the verification questions.

GOV.UK Check and challenge your business rates valuation

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

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](#)

Get help with this page.

MacBook

Now register your business



Step 8

It is important to use the company name shown on the rate demand even if it's no longer correct.

If there are different trading company names on other rate demands, you will have to repeat the process and register a new Govt Gateway User ID for each 'different' business.

We suggest you use your work email or your general business email as an alternative.

GOV.UK Check and challenge your business rates valuation

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](#)
[Enter address manually](#)

Business email address
You should enter the address that you want any business correspondence to be sent to.

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

There's more than one address for my business
 You should enter the address that you want any business correspondence to be sent to.

GOV.UK Check and challenge your business rates valuation

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](#)
[Enter address manually](#)

Business email address
You should enter the address that you want any business correspondence to be sent to.

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

Business telephone number

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

Yes No

I'm not a business if I'm acting on behalf of another business (including a sole trader). If I'm acting on behalf of another business, I must have a valid agent code. I must have a valid agent code if I'm acting as an agent for another business. If I'm acting as an agent for another business, I must have a valid agent code.

Continue

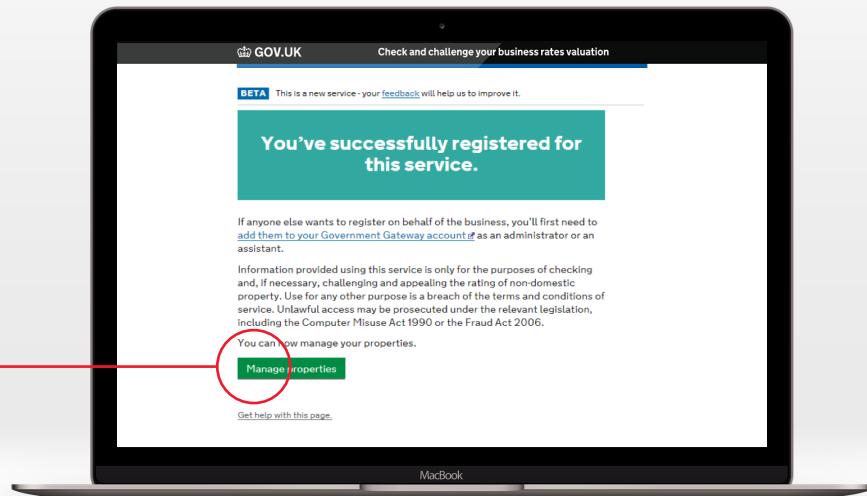
Registration as an agent, tick 'No'



Step 9

Once you have completed the registration process...

Now you need to select
'Manage properties'

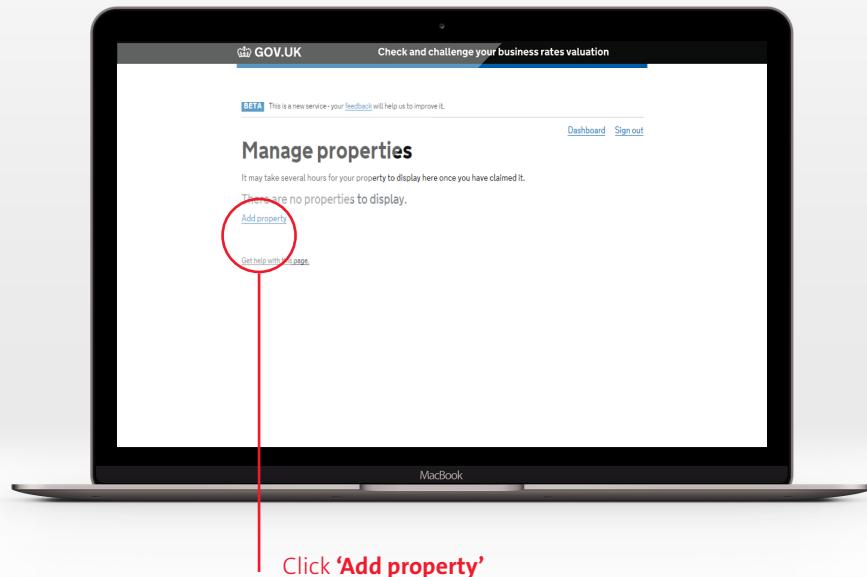




Step 10

Manage properties allows you to 'claim' your business premises.

So you will need to add here every property you occupy.

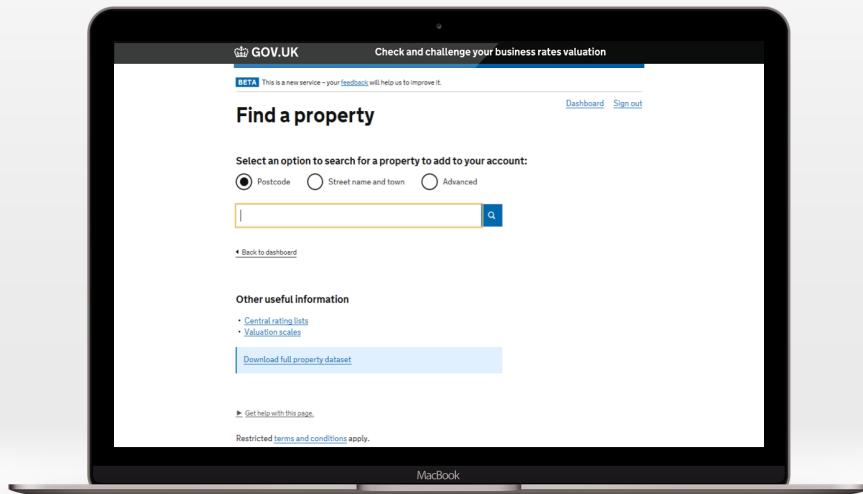




Step 11

Find all your properties here.

Search for the Post Code on the Rate Demand – *the Royal Mail Post Code may be slightly different to the one shown in the 2017 Rating List.*





Step 12

Find your property from the list.

Showing 8 results

[Can't find your property?](#)

Address	Description	Total area (m ²)	Price per m ²	Current rateable value	Action
But & Grill Fl 34, Dover Street, London, W1G 4HG	Restaurant and premises	492.04	£1150	£540,000	Claim this property
2 Nat Fl 34, Dover Street, London, W1G 4HG	Offices and premises	232.02	£675	£164,000	Claim this property
3 But Fl 34, Dover Street, London, W1G 4HG	Offices and premises	230.69	£675	£163,000	Claim this property
4 Th Fl 34, Dover Street, London, W1G 4HG	Offices and premises	231.45	£675	£164,000	Claim this property
15th Fl 34, Dover Street, London, W1G 4HG	Offices and premises	223.59	£675	£158,000	Claim this property
16th Fl 34, Dover Street, London, W1G 4HG	Offices and premises	184.41	£675	£125,000	Claim this property
7th Fl 34, Dover Street, London, W1G 4HG	Offices and premises	109.21	£675	£71,500	Claim this property
9 Th Fl 34, Dover Street, London, W1G 4HG	Offices and premises	189.78	£675	£140,000	Claim this property

[Get help with this page.](#)

Restricted [terms and conditions](#) apply.

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Click '**Claim this property**'



Step 13

Select the appropriate answers and click '**Add property**'

- If you lease a property and pay rent, click **occupier**.
- If you own the property freehold, click **owner**
- If you own the property freehold and occupy the premises click **owner and occupier**

Check and challenge your business rates valuation

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:

6 TH FLR 34, DOVER STREET,
LONDON, W1S 4NG

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

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?

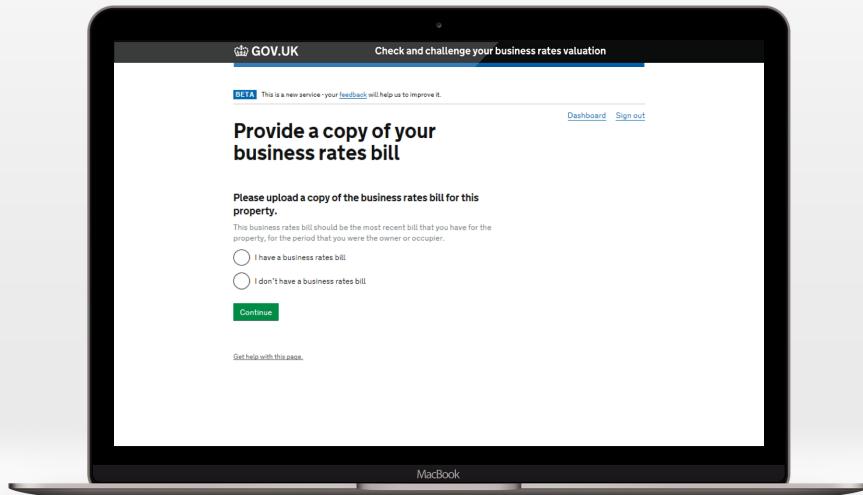
Yes No

[Add answer](#)



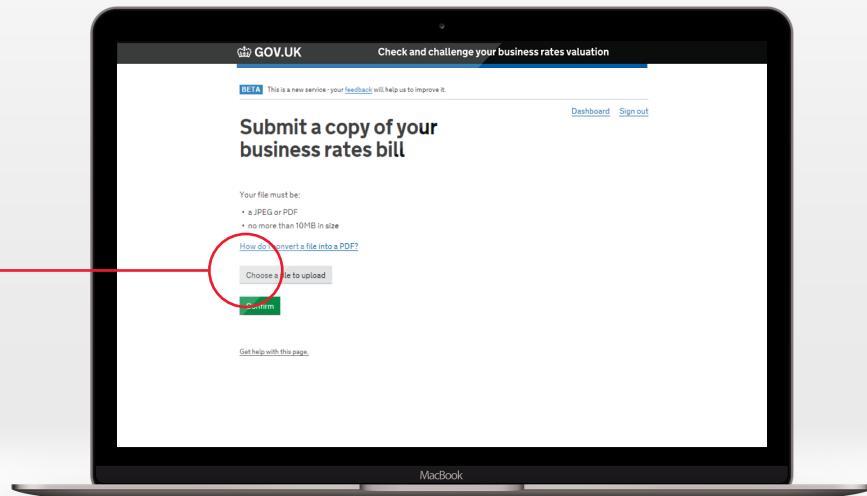
Step 14

You will now need to upload a pdf of the rate demand for the premises.





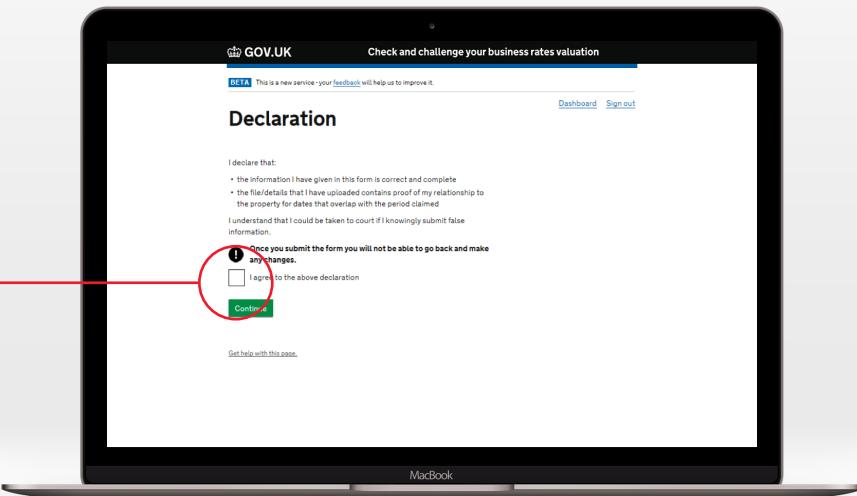
Step 15



Upload the saved rate demand as a pdf



Step 16



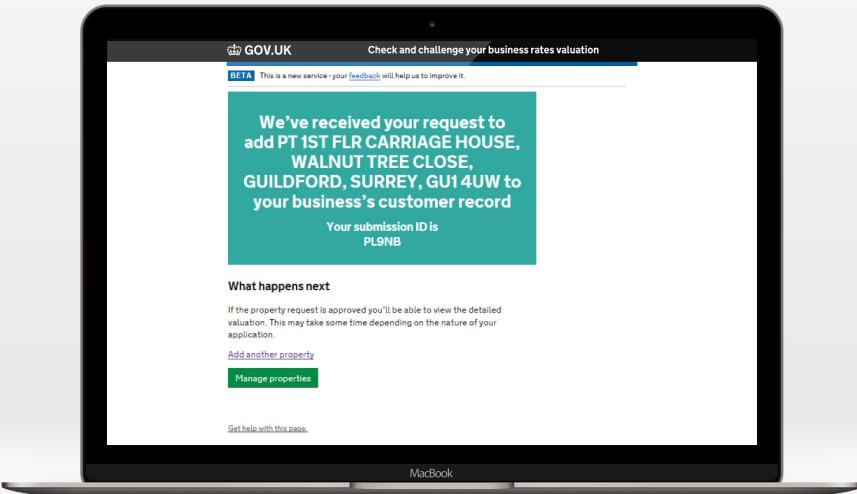
To proceed, **click the declaration box and click 'Continue'**



Step 17

Repeat the process here for each additional property.

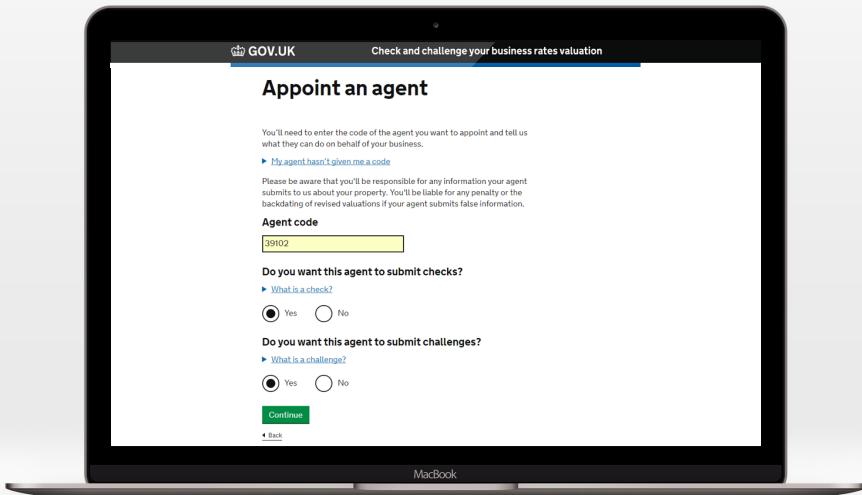
Once completed, click on 'manage properties' to appoint us as your agent (for each property).





Step 18

To appoint VW as your rating agent insert Agent code **39102**, and click on Yes to enable us to submit Checks and Challenges on your behalf





Our offices:

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Gatwick				
London	Crawley	Guildford		
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