

# 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



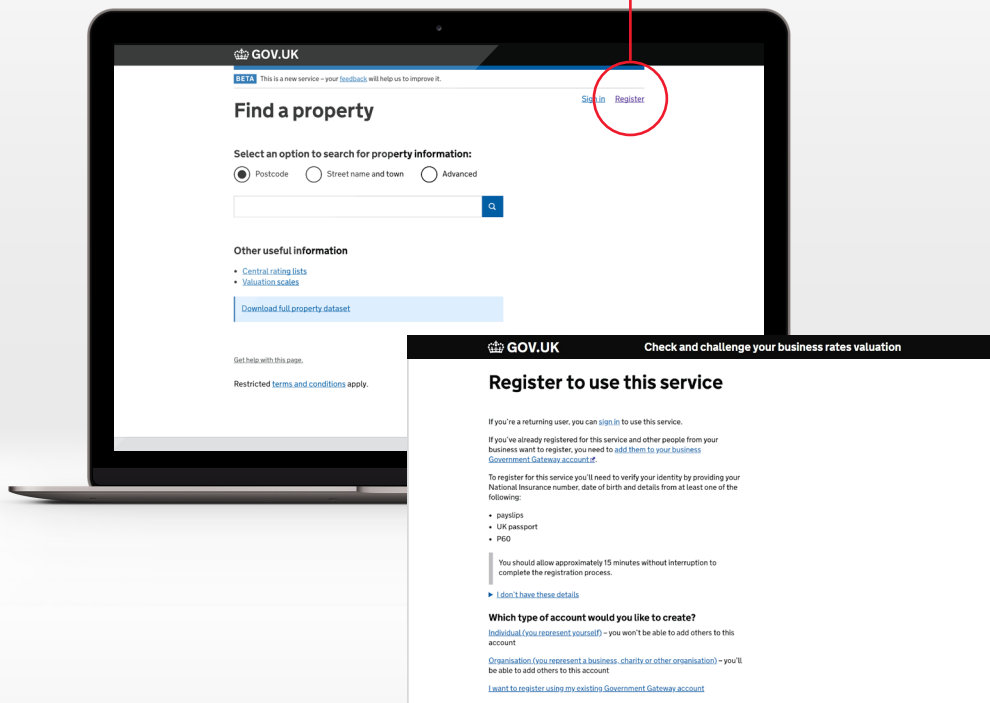
## Step 1

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



Registration guide for VW rating clients



## Step 2

Decide here which type of Government Gateway Account to create?

A

Individual

B

Organisation

C

Use your existing HMRC  
**Government Gateway account**

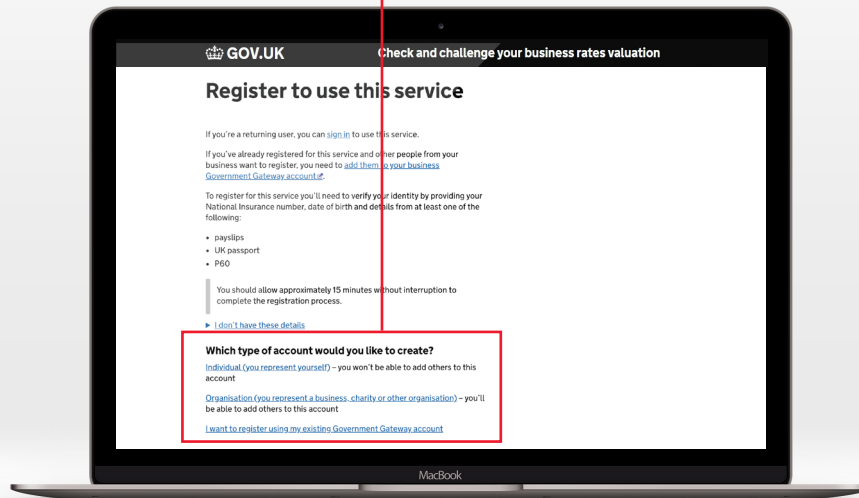
We recommend if you haven't already created a **BUSINESS RATES ACCOUNT**, then you create either

B

Organisation

C

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



# Decision Tree

Which way to go?

Your choice either

Set up new  
**VOA Government Gateway**

or

Use existing  
**HMRC Government Gateway**

**A** Individual **or B**  
organisation Government  
Gateway account

**C** Use existing  
**HMRC Government Gateway account**

GOV.UK

This is a new service - your feedback will help us to improve it.

If you are new to this service and do not already have a Government Gateway account then select "No" and "No" for these two questions and continue following this guide.

**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?

☐ Yes ☒ No

[Continue](#)

Go to **Step 3**

GOV.UK

This is a new service - your feedback will help us to improve it.

**Sign in using Government Gateway**

User ID  
This could be up to 12 characters. It is sometimes known as a Government Gateway ID.

Password

[Sign in](#)

[Set up a user ID](#)

**Problems signing in**

[Help with signing in](#)

Go to **Step 10**

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.

If you can use your existing **HMRC gateway account**

- go this way
- you will need your existing user ID and password

Sign in, click continue and follow instructions. Rejoin guide at step 10.



## 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

The laptop screen shows the GOV.UK HM Revenue & Customs registration page. The title is 'Enter your details'. It contains the following fields and instructions:

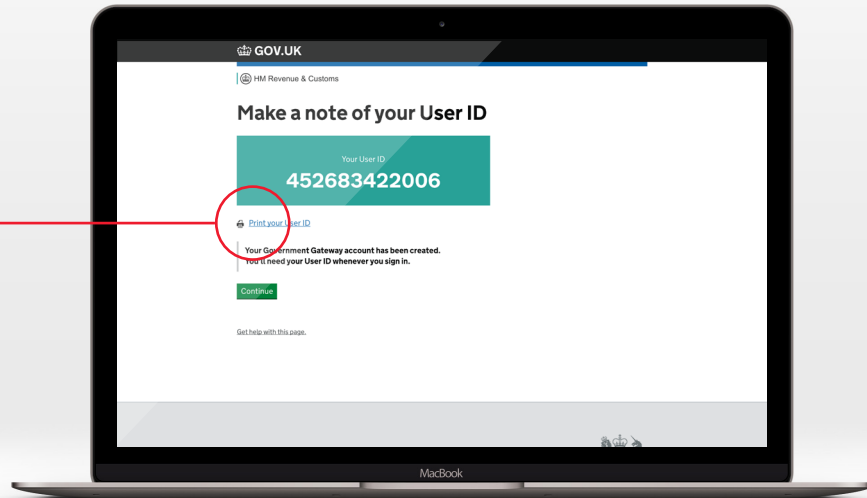
- Full name**: A text input field.
- Email address**: A text input field. Below it, a note says: 'We need this so we can send you your sign in details if you lose them'.
- Create your password**: A section with instructions: 'Your password must:' followed by a list of requirements:
  - be between 8 and 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'Below the list is a text input field.
- Confirm your password**: A text input field.
- Continue**: A green button.
- [Get help with this page.](#)



## 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

**Complete your contact details**

[Find address manually](#)

**First name**

**Last name**

**Business name**

**Postcode**

[Find address](#)

[Enter address manually](#)

**GOV.UK** Check and challenge your business rates valuation

**Complete your contact details**

[Find address manually](#)

**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 (excluding 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, QG1234567.

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

[Save and continue](#)



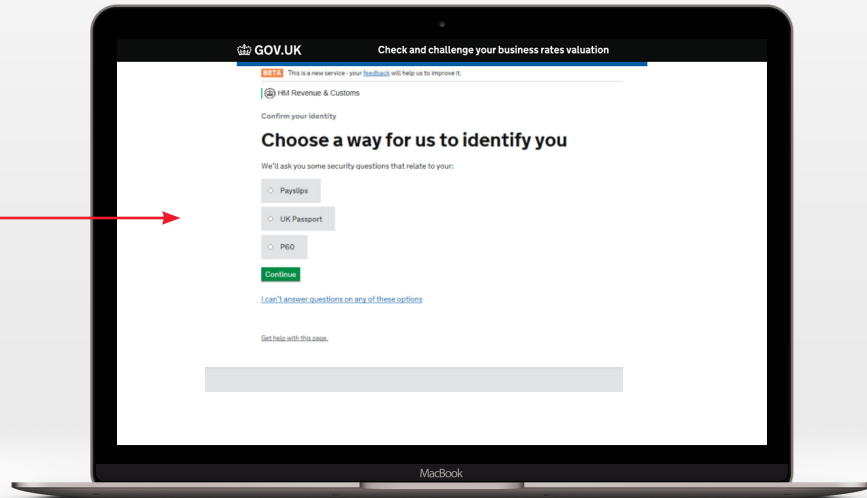


## Step 6

You now will have to verify your identity.

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

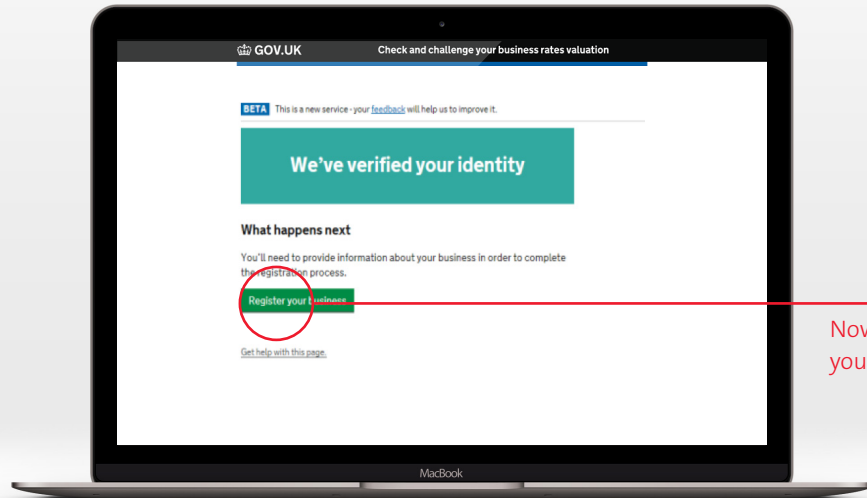
Most client contacts are opting for the UK Passport route.





## Step 7

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



Now register  
your business



*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.

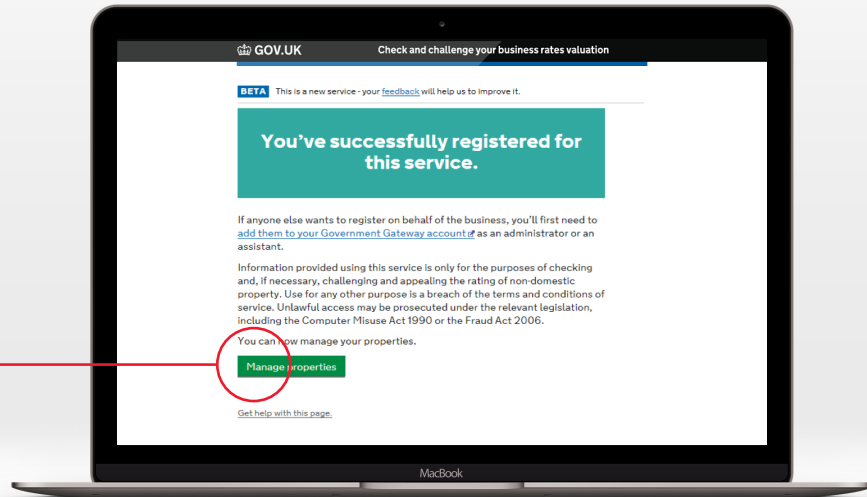
Registration as an agent, tick **'No'**



## Step 9

Once you have completed the registration process...

Now you need to select  
**'Manage properties'**

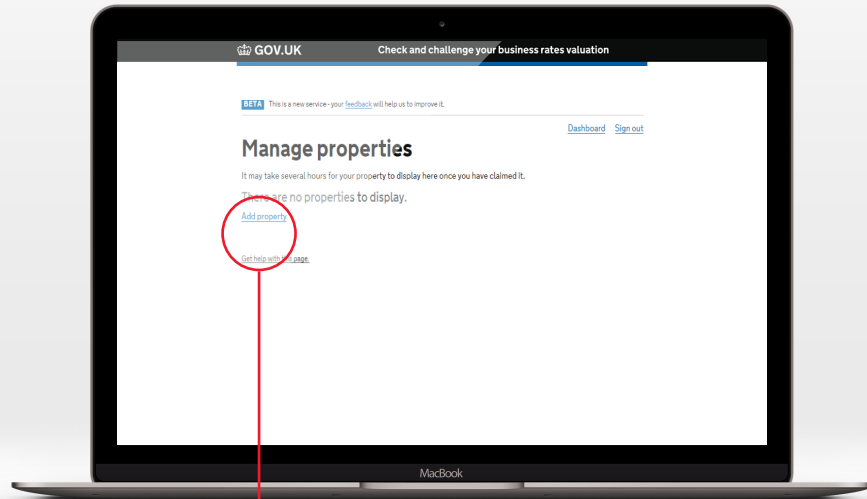




## Step 10

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

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



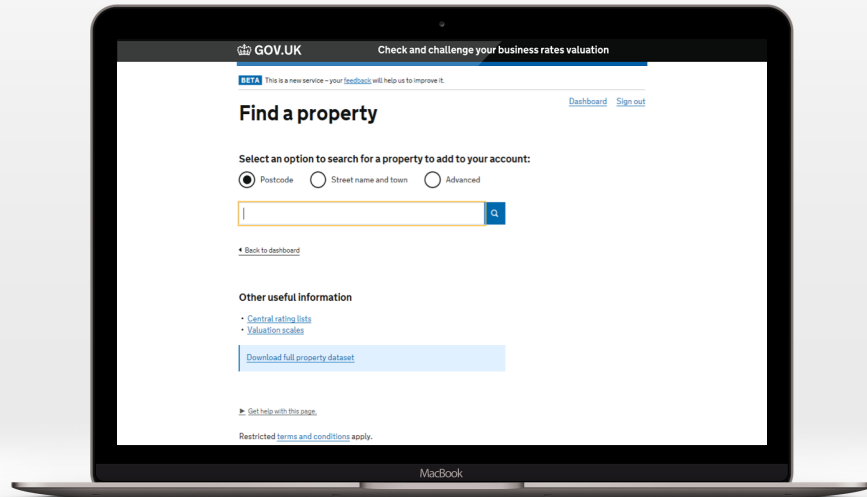
Click 'Add property'



## 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.*

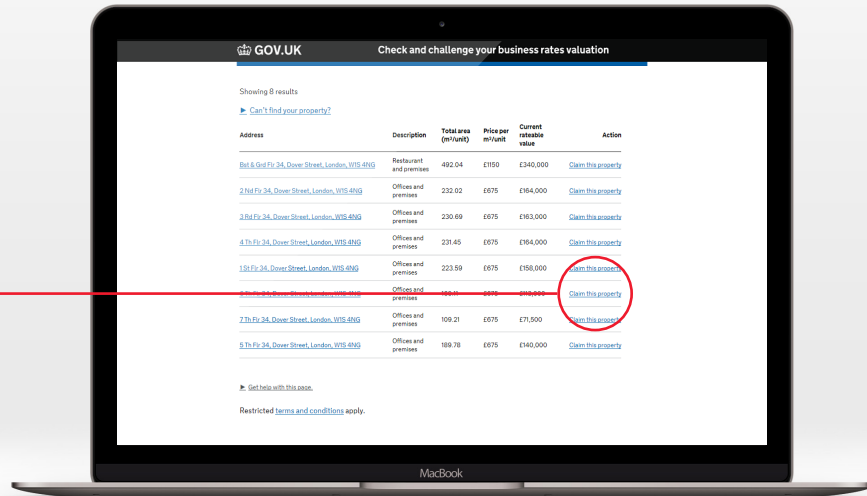




## Step 12

Find your property from the list.

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**

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### 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

GOV.UK Check and challenge your business rates valuation

DATA Check and challenge your business rates valuation

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[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](#)





## Step 14

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

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### 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

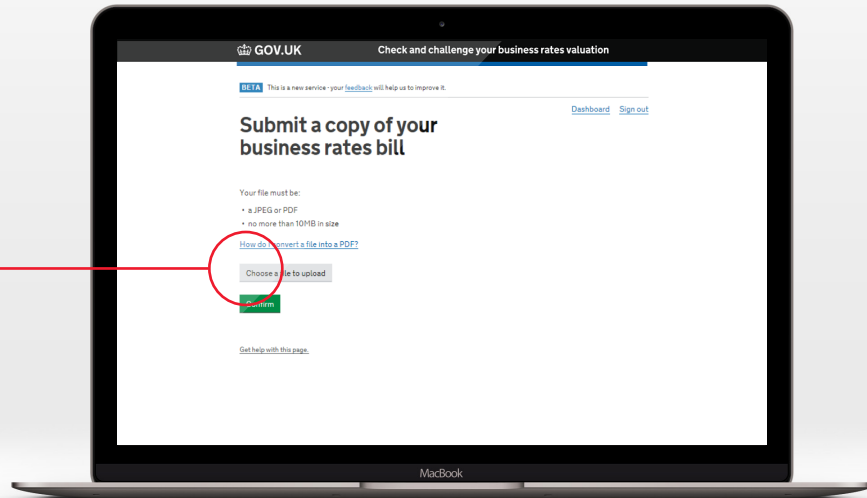
[Continue](#)

[Get help with this page.](#)



## Step 15

Upload the saved rate demand as a pdf





## Step 16

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

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### 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

[Get help with this page.](#)

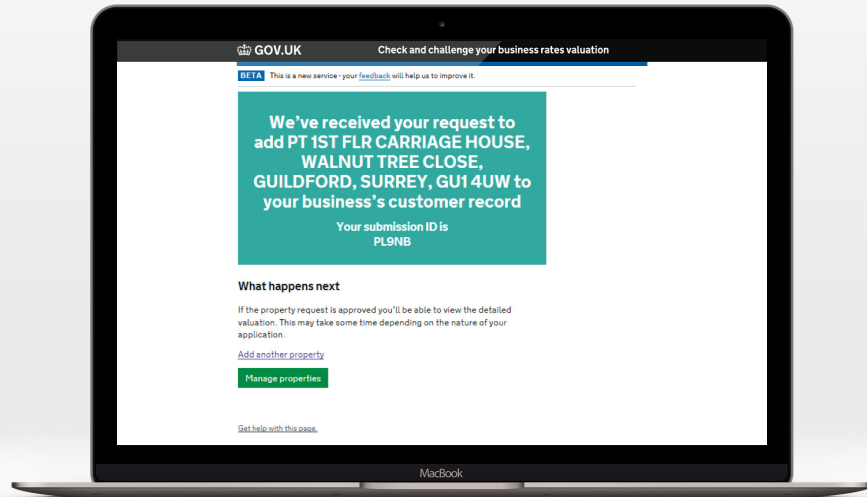
MacBook



## 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

The image shows a laptop screen displaying the GOV.UK 'Appoint an agent' form. The page title is 'Appoint an agent' and the breadcrumb is 'Check and challenge your business rates valuation'. The form contains the following elements:

- Text: '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.'
- Link: [If your agent hasn't given me a code](#)
- Text: '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.'
- Section: **Agent code**
- Text input field containing '39102'.
- Section: **Do you want this agent to submit checks?**
- Link: [What is a check?](#)
- Radio buttons: ☒ Yes, ☐ No.
- Section: **Do you want this agent to submit challenges?**
- Link: [What is a challenge?](#)
- Radio buttons: ☒ Yes, ☐ No.
- Green button: **Continue**
- Link: [Back](#)



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