

How to Claim a Property & Check/Challenge Business Rates – VOA & Government Gateway

Tailored instructions for UK businesses

What You'll Need:

- ▶ Government Gateway ID and login
- ▶ Property address or postcode
- ▶ Proof of occupation (e.g. rates bill, lease)
- ▶ Valid UK Passport or Drivers License
- ▶ Optional: VOA Reference Number

Step 1: Create a Government Gateway Account

- ▶ Visit: <https://www.gov.uk/log-in-register-hmrc-online-services/register>
- ▶ Click **“Set up account & Create account ”**.
- ▶ Enter your email and verify it using the code sent to you.
- ▶ Set up your name and password.
- ▶ Make a note of your **Government Gateway user ID** – you’ll need it to sign in again. (This will also be sent to the email you provided)

Organisation accounts

These include accounts for:

- businesses, such as limited companies, partnerships and sole traders (business tax accounts)
- [trusts that need to be registered](#)

[Set up an account.](#)

Sign in using Government Gateway

Government Gateway user ID

This could be up to 12 characters.

Password

Show

Sign in

New users of Government Gateway

[Create sign in details](#)

Step 2: Sign In and Set Up Your Business Rates Service

- Visit: <https://www.gov.uk/log-in-register-hmrc-online-services>
- Log in using your **Government Gateway ID** and **password**.
- You'll be directed to the **Business Rates Valuation Account** section.
- If this is your first time, you'll be asked to:
 - Provide your name and business details
- Set up your **Business Rates Valuation Account**

Sign in to HMRC online services

Once you've [set up an account](#), you can sign in for things like your personal or business tax account, Self Assessment, Corporation Tax, PAYE for employers and VAT.

This guide is also available [in Welsh \(Cymraeg\)](#).

Sign in >

Your business rates valuation account

Your messages

Read secure messages from us

Your client properties

View and manage the claimed properties of your client, or claim properties on their behalf.

Your properties

Add and manage properties you have a connection with

Step 3: Claim Your Property

- ▶ Once signed in, search for your property here:
- ▶ <https://www.gov.uk/find-business-rates>
Enter your postcode or property address and select your business premises.
- ▶ Choose **“Add property”**.

Find a business rates valuation

Use this service to find the 'rateable value' of a property in England or Wales. This is set by the Valuation Office Agency (VOA) and used by the local council to work out the business rates bill for the property.

You can also:

- check the rateable value of similar properties
- check how the rateable value was calculated

If you want to report a change to your property or challenge its rateable value, use your [business rates valuation account](#).

This service is also available [in Welsh \(Cymraeg\)](#).

Start now >

Find a property

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

☒ Postcode ☐ Street and town ☐ Advanced

Postcode

PR1 2QD

Search

Search results

[Search again](#)

Address	Description	Action
1 St Flr Marshall House, Ring Way, Preston, PR1 2QD	Offices and premises	Add property
1 St Flr Marshall Hse, Ringway, Preston, PR1 2QD	Offices and premises	Add property

Step 3: Verify Your Relationship to the Property

- ▶ To complete the claim, you must prove your connection. Options include:
- ▶ Uploading a **recent business rates bill**
- ▶ Providing a **lease or rental agreement**
- ▶ Using a **VOA reference number** (if you have one)
- ▶ Using a **Utility bill dated in the last 3 months**
- ▶ Wait for VOA to confirm your claim (this typically takes up to 5 working days).
- ▶ **Please see next slide**

Add a property

Connection to the property:

- ▶ [I own or occupy a part of this property](#)
- ▶ [I do not own the property but I sublet it to someone else](#)

What is your connection to the property?

- ☐ Owner
- ☐ Occupier
- ☐ Owner and occupier

Continue

Add a property

Do you have a lease or a licence to occupy for this property?

The lease or licence to occupy should be for 1 St Flr Marshall House, Ring Way, Preston, PR1 2QD.

- ☐ I have a lease
- ☐ I have a licence to occupy
- ☐ I do not have a lease or licence to occupy

Continue

Add a property

When you became the owner or occupier of the property

- ▶ [I have owned or occupied the property on more than one occasion](#)

On what date did you become the owner or occupier?

For example, 1 4 2017

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

Continue

Add a property

What evidence can you provide?

Your evidence should be for 1 St Flr Marshall House, Ring Way, Preston, PR1 2QD

- ☐ Business rates bill
- ☐ Service charge statement
- ☐ Stamp Duty Land Tax form
- ☐ Land Registry title
- ☐ Water rate demand
- ☐ Utility bill
- or
- ☐ I cannot provide evidence

Continue

Add a property

Do you still own or occupy the property?

- ☐ Yes
- ☐ No

Continue

Add a property

Upload your business rates bill

The file must be a Word document, Excel spreadsheet, PDF or image (PNG or JPG) and be less than 10MB.

No file chosen

Continue

Step 4: Assign HS Consultancy as an Agent

- ▶ Select your claimed property.
- ▶ Choose the option to **"Assign an agent"**.
- ▶ It will ask you to submit our agent code which is 119089 and confirm the request. This is a safety net for the VOA so that only registered and trusted agents are managing cases.

Your agents

Appoint and manage third parties acting on your behalf

[You have 1 agent](#)

[Appoint an agent](#)

Appoint an agent to your account

When you appoint an agent to your account they can act for you. This means they can:

- see detailed property information
- see Check and Challenge case correspondence such as messages and emails
- send Check and Challenge cases
- add your properties to your account

They can act for you on the properties you assign to them and the properties they add to your account.

You can:

- appoint more than one agent to your account
- assign more than one agent to your property
- choose the rating lists an agent can act on for you

[Help with appointing and managing agents](#)

[Start now >](#)

Appoint an agent

What is your agent's code?

This is a number given to the agent by the Valuation Office Agency.

[Continue](#)

Step 5: Check or Challenge Your Business Rates

- ▶ Once your claim is approved you will have no need to log back into the portal as all checks and challenges will be handled by one of our site referencers or our head surveyor Mr Paul Walmsley.
- ▶ Although you can check for any updates and correspondence via the portal so make sure to keep the username and password safe.

Helpful Links:

Government Gateway sign in: <https://www.gov.uk/sign-in-government-gateway>

Business Rates login: <https://www.gov.uk/sign-in-business-rates>

Find a property: <https://www.gov.uk/find-business-rates>



Thank you for taking the time to set up and claim your account

We understand how valuable your time is, and we appreciate you completing this process ahead of our first site visit.

We look forward to representing your company and working to reduce the rateable value on your premises and getting back the monies you are owed.

If you have any further questions, feel free to contact a member of our team at **0333 344 5393**.



Your Business ✓

Your Rights ✓

Your Cash ✓