

Revaluation 2017 – Valuation Office Agency Frequently asked Questions

Question		Answer/Resource
1	Where can I find out more information about business rates and rateable values.	Please visit https://www.gov.uk/introduction-to-business-rates
2	What is my 2017 draft rateable value and how is it worked out.	Please visit www.gov.uk/voa/revaluation where you can look up your property by postcode and see details of how it is worked out.
3	How can I update my property details.	Please visit www.gov.uk/voa/revaluation where you can look up your property by postcode and send in suggested amendments to the details.
4	Why is my rateable value different from my rent.	The Valuation Office Agency look at many rents in an area before deciding on the right rateable value for each property. Rents can vary between properties in an area, even if the properties are similar and the rents are agreed at the same time. This is because landlords and tenants often have different views on the rental value of a property and sometimes there are special lease terms that can affect the rent paid. For further information please visit https://www.gov.uk/introduction-to-business-rates/how-your-rates-are-calculated
5	How can I find out the rent/trade details held for my property.	The Valuation Office Agency(VOA) does not publish this information online, as it would breach the Data Protection Act. You can call the VOA on 03000 501 501 to request the details from them.
6	My business has closed, and I would like the property taken out of the Rating List.	The Valuation Office Agency doesn't remove properties from the Rating List just because the business has closed. It is likely that if the property still exists it will still be rateable. You may be able to claim unoccupied rate relief by contacting your local Council. For information on business rates please visit https://www.gov.uk/introduction-to-business-rates
7	My property is in poor repair.	Please visit https://www.gov.uk/guidance/repair-and-rateable-value so you can consider whether to make a proposal to the Valuation Office Agency depending on the state of disrepair.
8	My property is undergoing refurbishment or structural alterations.	Please visit https://www.gov.uk/guidance/repair-and-rateable-value to see if this affects you and what to do if it does.
9	Where can I find more information on small business rate relief	This is awarded by your local Council. Please visit https://www.gov.uk/apply-for-business-rate-relief and your local Council's webpages.

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10	What is 'Zoning'	<p>The Valuation Office Agency uses zoning to measure retail premises. This is a standard method of measuring retail premises for valuation purposes.</p> <p>For more information please visit https://www.gov.uk/guidance/measuring-property-for-rating-purposes</p>
11	I think the property measurements used are wrong.	<p>Please visit www.gov.uk/voa/revaluation where you can look up your property by postcode and send in suggested amendments to the measurements.</p>
12	I want to appeal/challenge my draft 2017 rateable value.	<p>Once the new rateable values come into effect on 1 April 2017, you will be able to make a formal challenge. You can find out more about the appeals process, including the reforms the Government has proposed by visiting https://www.gov.uk/guidance/how-to-appeal-your-rateable-value</p>
13	I want to appeal/challenge my 2010 rateable value.	<p>Please visit www.gov.uk/voa/revaluation where you can look up your property by postcode and submit an appeal on the 2010 valuation.</p>
14	I want to correct an address inaccuracy, including the postcode	<p>If the address details listed on www.gov.uk/voa/revaluation do not match the used address, you can submit a request to amend it online.</p>
15	Who can I call if I need to speak to someone	<p>You can call the Valuation Office Agency:</p> <ul style="list-style-type: none"> • 03000 501 501 <p>for any of the circumstances in this table.</p>