

CHECK, CHALLENGE, APPEAL REGISTRATION INSTRUCTIONS

Before you start, you will need:

- National Insurance Number
- UK Passport (passport number and expiry date)
- Rate demand (or proof of ownership) in PDF format - note, the organisation name in which you set up the account will need to match that shown on the rate demand or proof of ownership

Navigate to the VOA's website: www.gov.uk/correct-your-business-rates

- Click on 'Sign in', beneath the green 'Start Now' button
- Then click on 'Create Sign In Details'
- Input and then confirm email address (if you have a large portfolio, consider setting up a dedicated email address as it will be busy with correspondence – generally a copy of every email sent to the agent is also sent to the client)
- Follow the on screen step by step instructions, this should take about 10-15 minutes
- Once registration is complete, you will be taken to the 'dashboard' view. There you can claim your property or properties; this is where you need the proof of occupation / ownership
- Before the VOA has confirmed your right to claim your property you can appoint an agent. Navigate back to the dashboard view and select 'agents' our agent code is 98639

For further information or if you encounter any problems, please contact:



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