



Chartered Surveyors & Property Auditors

REGISTERING FOR THE
ONLINE SERVICE IF YOU
HAVE A GOVERNMENT
GATEWAY ACCOUNT

Registering for the Online Service (With a Government Gateway Account)

This document is designed to guide you through the steps necessary to register for the VOA's Online Service if you already have a Government Gateway account.

Before commencing it is important that you have the following available:

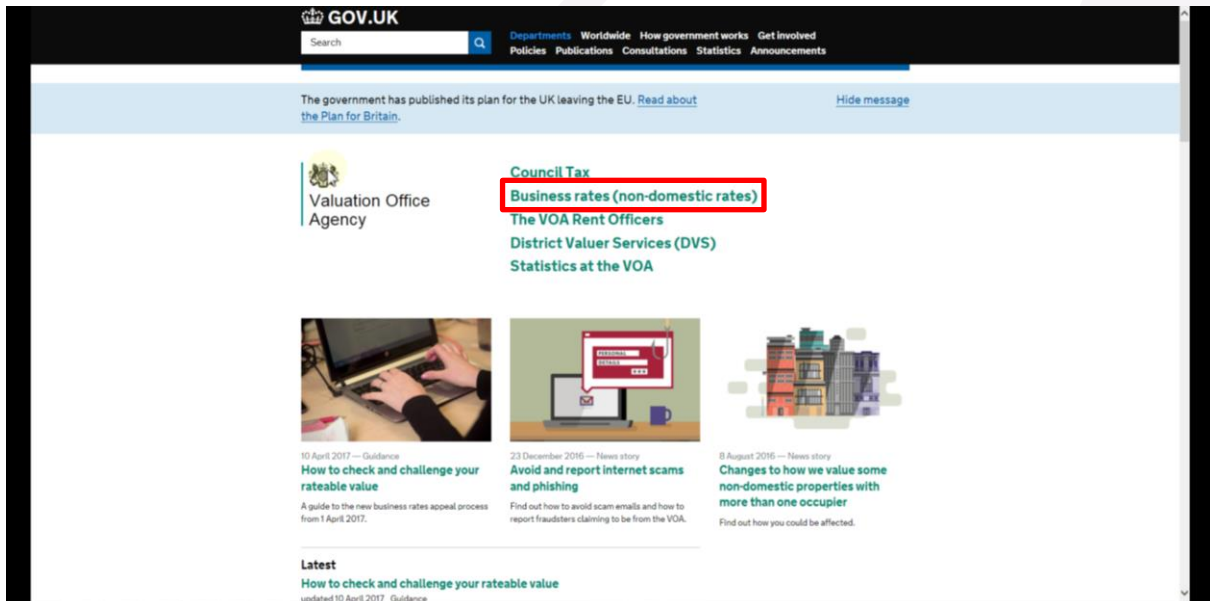
1. Your National Insurance Number
2. Your Date of Birth
3. One of the following items of personal documentation:
 - a. a PAYE payslip
 - b. a UK Passport
 - c. a P60
4. An electronic copy of one of the following for each property that you wish to claim:
 - a. a Business Rates bill
 - b. the Lease Agreement
 - c. a Water Rates demand
 - d. other Utility Bills
 - e. a Stamp Duty Land Tax form

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

Step 1

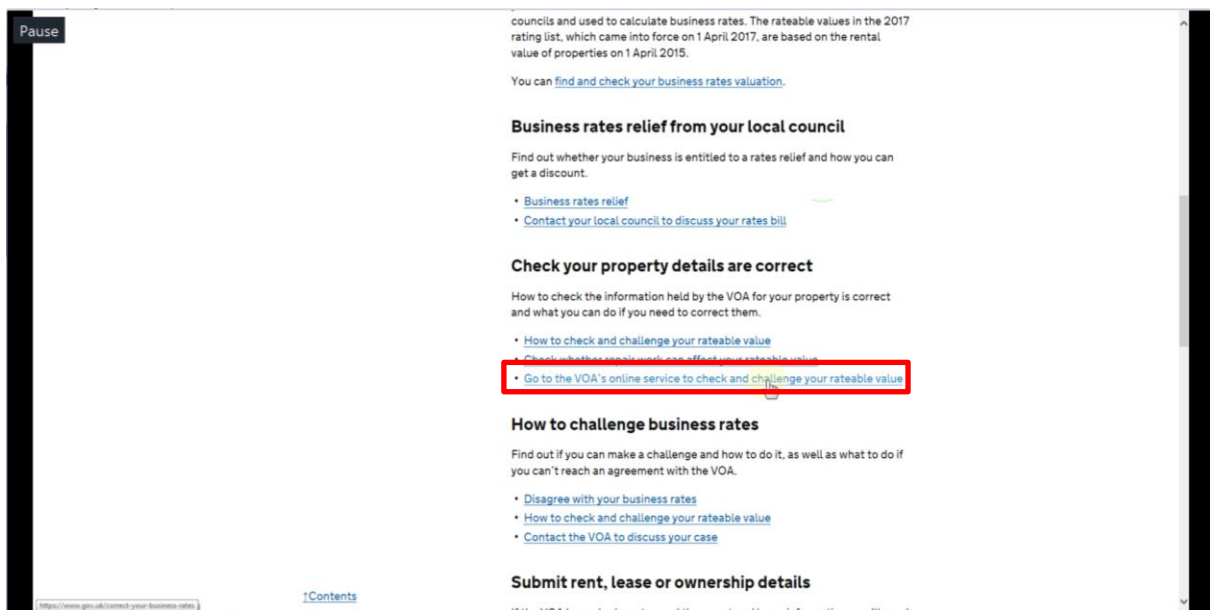
Navigate to www.voa.gov.uk

Click on the link "Business rates (non-domestic rates)" as highlighted below:



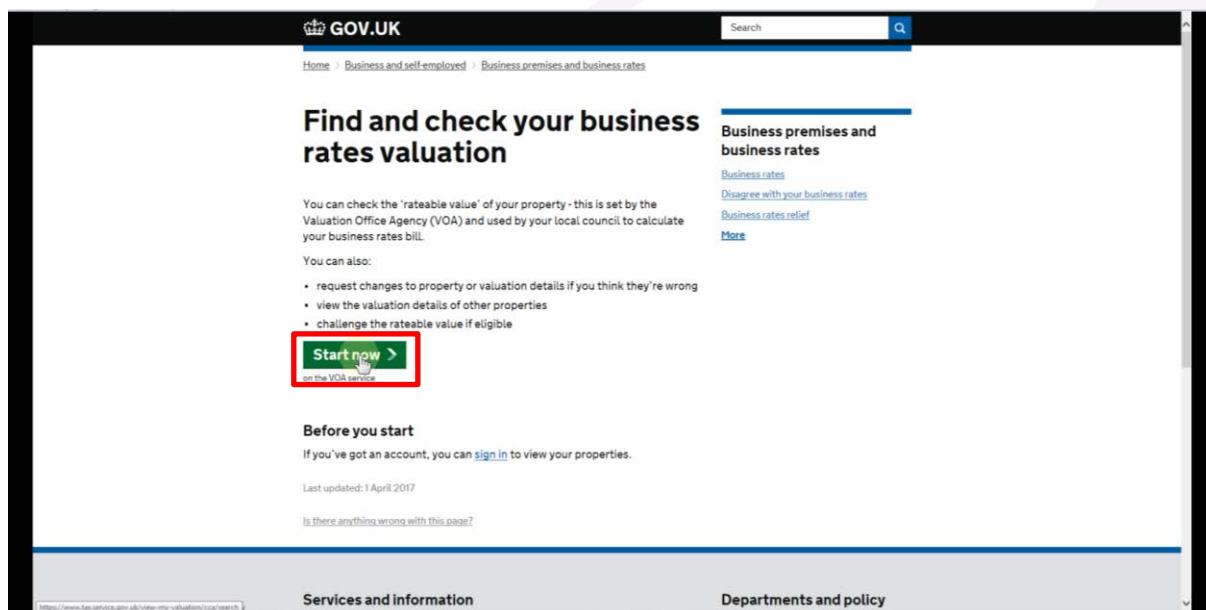
Step 2

Scroll approximately halfway down the page and click the link "Go to the VOA's online service to check and challenge your rateable value" as shown below:



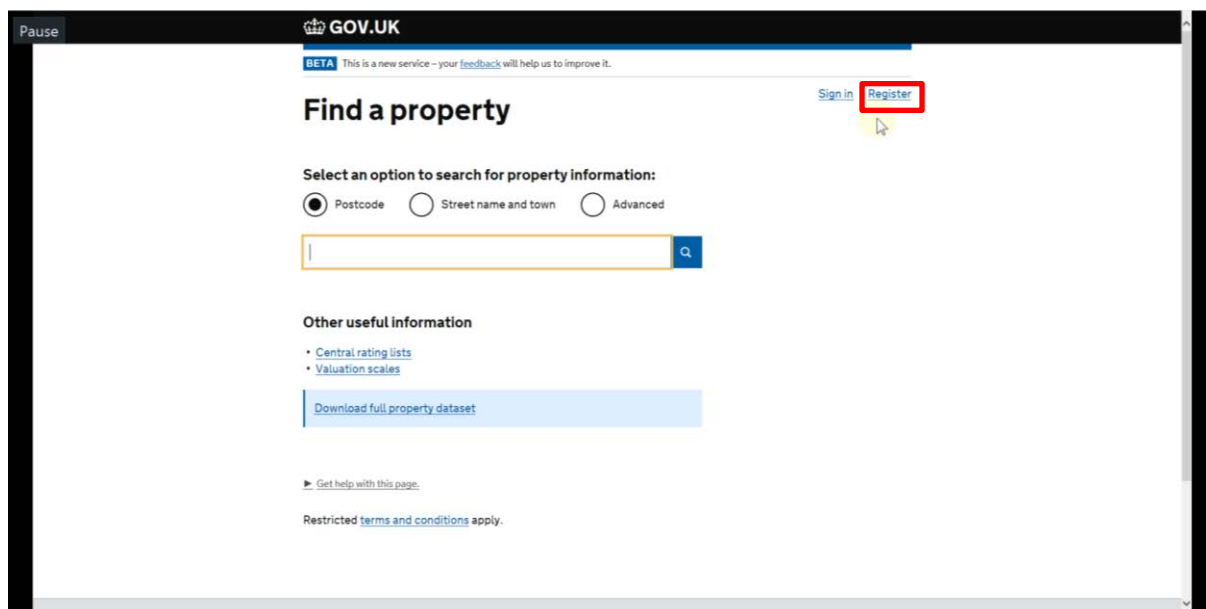
Step 3

On the page titled “Find and check your business rates valuation” click the “Start now” button as highlighted below:



Step 4

Click on the “Register” link at the top-right of the screen.



Step 5

Once on the “Register to use this service” screen, you should ensure that you have the required information available so that the process can be completed, before clicking “Register Now”.

GOV.UK Check and challenge your business rates valuation

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

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:

- payslips
- UK passport
- P60

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

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

Register now

[Get help with this page.](#)

Step 6

As you already have a Government Gateway account, you should answer “No” to the first question and “Yes” to the second, as per the example below.

Click the “Continue” button.

GOV.UK Check and challenge your business rates valuation

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

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?

If you don't have a Government Gateway account that you'd like to use for this service, you can create one during the registration process.

☒ Yes ☐ No

Continue

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Step 7

Select “Yes”, then click “Continue”.

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Register with an existing Government Gateway account

There are 3 types of Government Gateway account; Individual, Organisation and Agent.

If you have an existing Organisation account for the business, you can use it to register for the VOA's service. You won't be able to use an Individual or Agent account to register.

Do you want to use an existing Organisation Government Gateway account?

☒ Yes ☐ No

Continue

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Step 8

Click “Continue”

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What you need to do next

To complete your registration you need to:

1. sign in with your existing Government Gateway details
2. verify your identity
3. register your business

[I want to register as an agent](#)

[I want to appoint an agent to represent my business](#)

Continue

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Step 9

Enter your existing Government Gateway User ID and Password, click "Continue".

GOV.UK

HM Revenue & Customs

Sign in

Enter your Government Gateway credentials to sign in. You received these when you created your HMRC online account.

User ID

Password

Sign in

Problems signing in

[Trying to file Self Assessment using GOV.UK Verify?](#)

[Don't have a Government Gateway account](#)

[Forgotten user ID](#)

[Forgotten password](#)

[Forgotten user ID and password](#)

[Chat to an HMRC adviser online](#)

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Step 10

Enter your contact details as required.

The Postcode lookup function is not always successful; click the "Enter address manually" link, should this be the case.

Click the "Continue" button.

Pause

GOV.UK

Check and challenge your business rates valuation

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Your contact details

You now need to verify your identity and confirm that you have the right to act on behalf of your business. You should provide your personal contact details.

First name

Last name

Email address

This should be your own work email address, which should be monitored.

Confirm email address

Telephone number

This should be your own work telephone number.

This should be your own work mobile number

Your identification details

Please verify your identity for security and data protection purposes.

Date of birth
For example, 20 3 1976

Day Month Year

National Insurance number
It's on your National Insurance card, benefit letter, payslip or P60. For example, QQ123456C.

Postcode
This should be your home address. For example, SW1A 1AA.

[Find address](#)

[Enter address manually](#)

Continue

[Get help with this page.](#)

Step 11

Click "Continue" to proceed to the next stage.

Pause

GOV.UK

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HM Revenue & Customs

We just need to confirm who you are

We're going to ask you some security questions based on information HMRC hold on you.

This is to help protect your data.

Continue

[Get help with this page.](#)

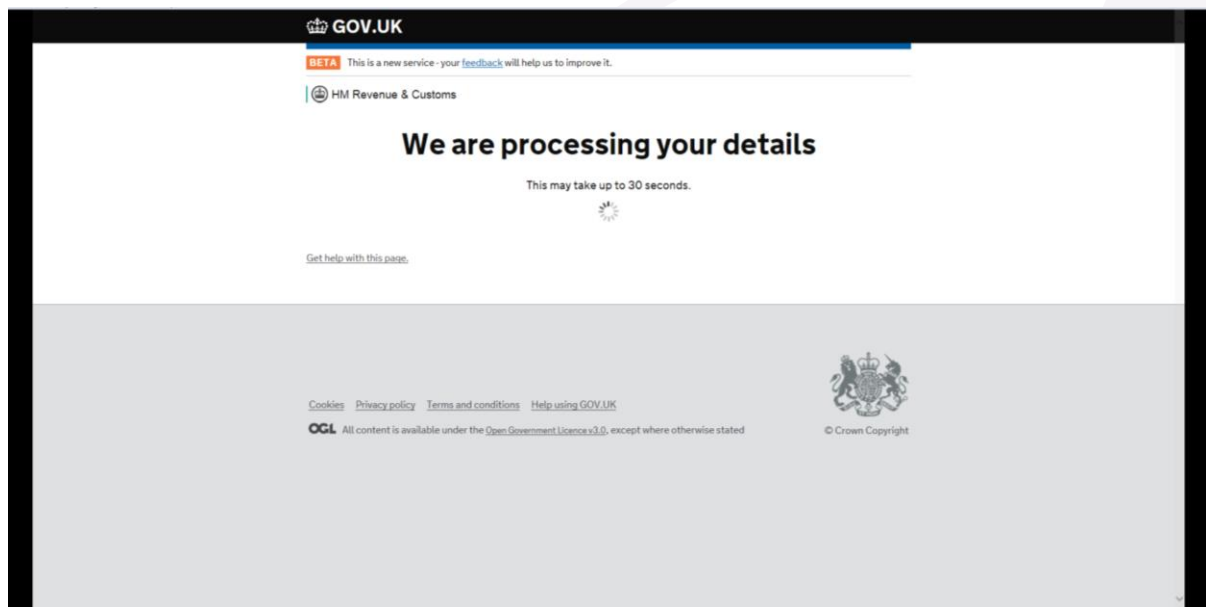
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Step 12

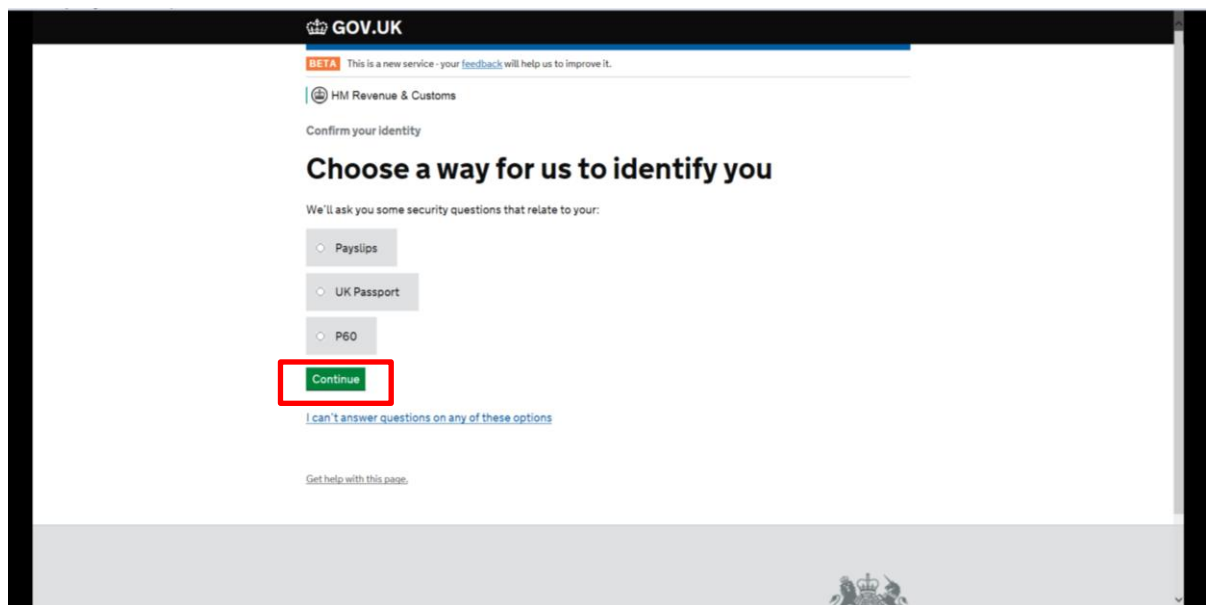
Your details will now be checked against HMRC records, which could take up to 30 seconds.



Step 13

You now need to confirm your identity. Choose the option that relates to the information that you have available.

Click the "Continue" button.



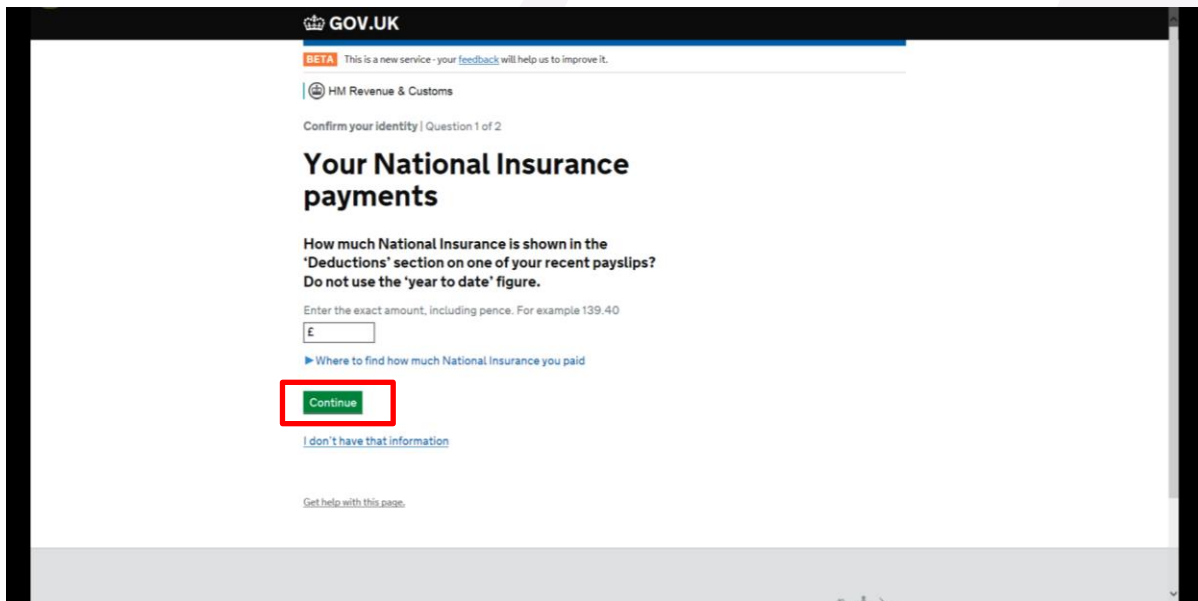
If you chose:

- "Payslips" – Proceed to Step 14
- "UK Passport" – Proceed to Step 15
- "P60" – Proceed to Step 16

Step 14

The screenshot below is simply an example of one of the questions that you may be asked (you will usually need to answer two questions).

The information is authenticated immediately and you will be notified if there are any errors.

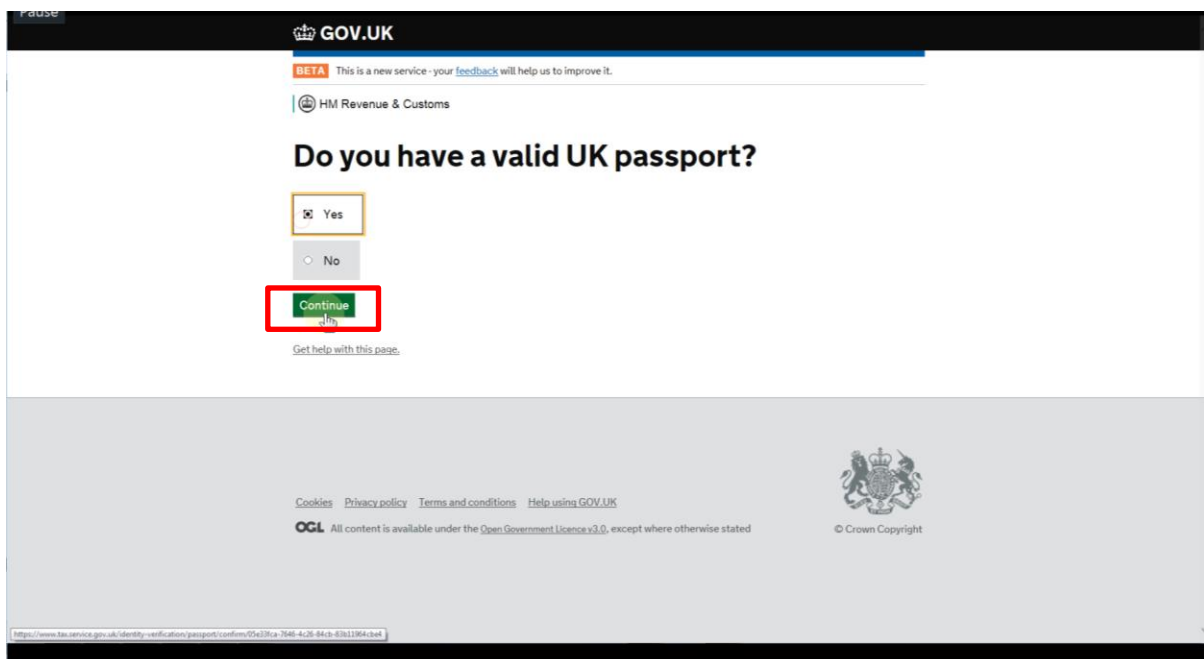


The screenshot shows the GOV.UK website interface for HM Revenue & Customs. The page title is "Your National Insurance payments". The question asks: "How much National Insurance is shown in the 'Deductions' section on one of your recent payslips? Do not use the 'year to date' figure." Below the question is a text input field for the amount, with a hint "Enter the exact amount, including pence. For example 139.40". A "Continue" button is highlighted with a red box. There is also a link "I don't have that information" and a "Get help with this page" link.

After answering each question click "Continue". Proceed to Step 17.

Step 15

You will be asked to confirm that you have a valid UK Passport. Select "Yes" before clicking "Continue".



The screenshot shows the GOV.UK website interface for HM Revenue & Customs. The question asks: "Do you have a valid UK passport?". There are two radio button options: "Yes" (selected) and "No". A "Continue" button is highlighted with a red box. There is also a "Get help with this page" link. The footer includes links for Cookies, Privacy policy, Terms and conditions, and Help using GOV.UK, along with the OGL logo and Crown Copyright notice.

Complete the required information before clicking "Continue" to proceed.

The information is authenticated immediately and you will be notified if there are any errors.

The screenshot shows the 'Your UK passport' form on the GOV.UK website. The form is titled 'Your UK passport' and includes instructions to enter details exactly as they appear on the passport. It contains fields for 'Passport number', 'Surname', 'Given names', and 'Expiry date of your passport'. The 'Expiry date' field is broken down into 'Day', 'Month', and 'Year' sub-fields. A green 'Continue' button is highlighted with a red rectangle at the bottom of the form. A link 'I don't have that information' is visible below the button.

Proceed to Step 17.

Step 16

The screenshot below is simply an example of one of the questions that you may be asked (you will usually need to answer two questions).

The information is authenticated immediately and you will be notified if there are any errors.

The screenshot shows a 'Confirm your identity' question on the GOV.UK website. The question is 'How much National Insurance did you pay last year?'. It provides instructions on where to find the amount on a P60 form. A text input field is provided for the amount, with a pound symbol (£) prefix. A green 'Continue' button is highlighted with a red rectangle. A link 'I don't have that information' is visible below the button.

After answering each question click "Continue". Proceed to Step 17

Step 17

Your identity has now been verified.
Click the "Register your business" button to continue.

Pause

GOV.UK Check and challenge your business rates valuation

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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.](#)

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Step 18

You now need to enter information regarding your business in order to proceed; please provide the required information.

Ensure that you answer "No" to the question "Do you want to act as an agent on behalf of another business?"

Click the "Continue" button to proceed.

GOV.UK Check and challenge your business rates valuation

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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](#)

[There's more than one address for my business](#)

Business email address

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

[Find address by postcode](#)

[There's more than one address for my business](#)

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

Confirm business email address

Business telephone number

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

☐ 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.

[Continue](#)

[Get help with this page.](#)

Step 19

You will receive confirmation that your business information has been successfully verified.

Click "Manage properties" to proceed.

Pause

GOV.UK Check and challenge your business rates valuation

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You've successfully registered for this service.

If anyone else wants to register on behalf of the business, you'll first need to [add them to your Government Gateway account](#) as an administrator or an assistant.

Information provided using this service is only for the purposes of checking and, if necessary, challenging and appealing the rating of non-domestic property. Use for any other purpose is a breach of the terms and conditions of service. Unlawful access may be prosecuted under the relevant legislation, including the Computer Misuse Act 1990 or the Fraud Act 2006.

You can now [manage your properties](#).

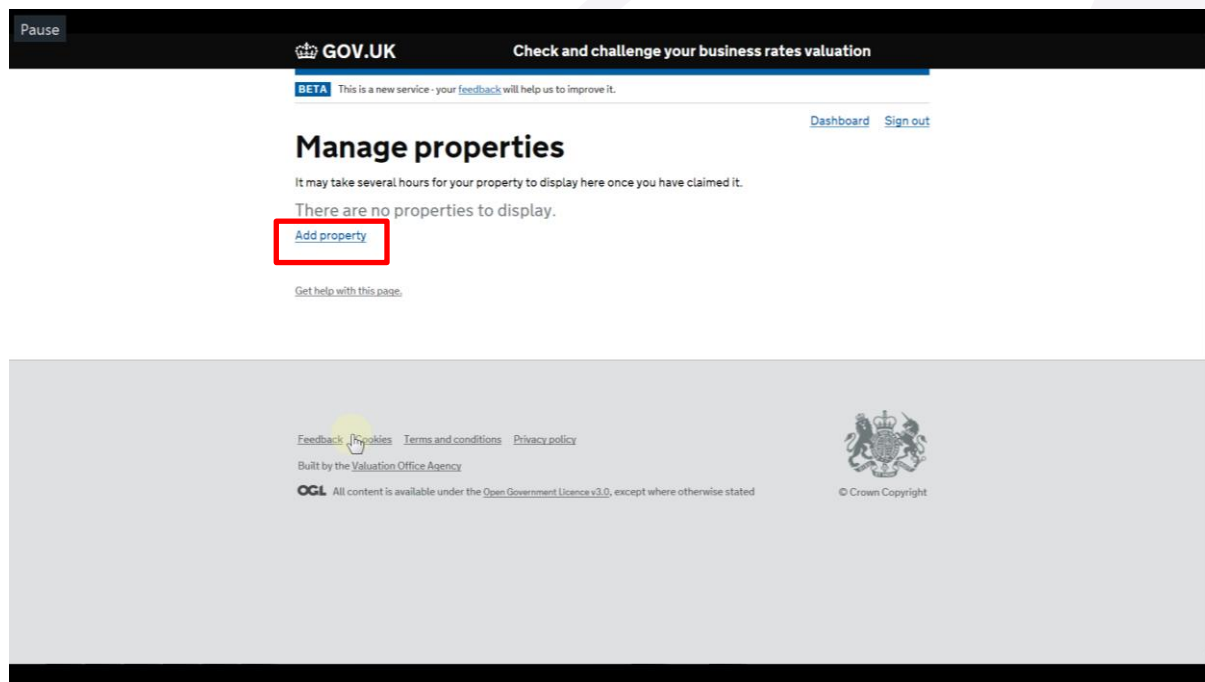
[Manage properties](#)

[Get help with this page.](#)

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Step 20

You now need to claim the property (or properties) for which you are liable to pay Business Rates. Click the "Add property" link to proceed.



Pause

GOV.UK

Check and challenge your business rates valuation

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[Dashboard](#) [Sign out](#)

Manage properties

It may take several hours for your property to display here once you have claimed it.

There are no properties to display.

[Add property](#)

[Get help with this page.](#)

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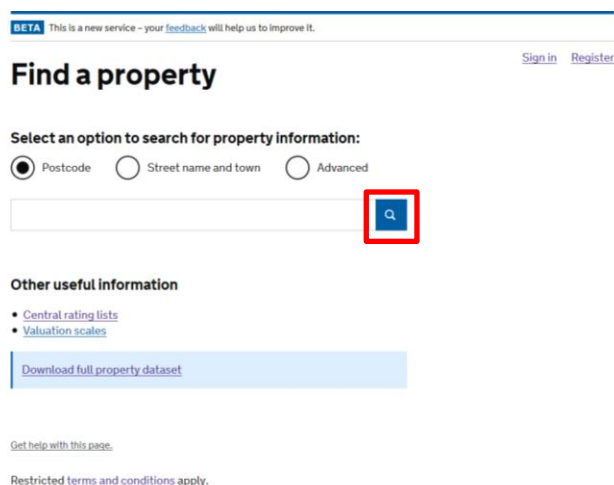
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Step 21

You can search for a property by Postcode, Street Name & Town or Advanced.

Advanced Search will allow you to search using the Local Authority Reference. This is shown on your Business Rates bill and is usually the easiest way to locate the same property that you are being billed for.

Enter the relevant information and click the search icon.



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[Sign in](#) [Register](#)

Find a property

Select an option to search for property information:

☒ Postcode ☐ Street name and town ☐ Advanced

[Other useful information](#)

- [Central rating lists](#)
- [Valuation scales](#)

[Download full property dataset](#)

[Get help with this page.](#)

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Step 22

If you have searched using the Postcode or Address you will be presented with a list of properties to select from.

To check the property details, you should click on the address of the property that most closely matches the address shown on your Business Rates demand or other documents (please note that this may differ slightly to the Postal address).

Showing 5 results

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

Address	Description	Total area (m ² /unit)	Price per m ² /unit	Current rateable value	Action
Bst Pt Arlington Hse 17-20, Arlington Street, London, SW1A 1BJ	Car park and premises	85	£1350	£114,000	Claim this property
103 Arlington Hse 17-20, Arlington Street, London, SW1A 1BJ	Restaurant and premises	550.3	£875	£208,000	Claim this property
Grd Flr South Side Arlington House 17-20, Arlington Street, London, SW1A 1BJ	Store and premises	23.8	£577	£6,800	Claim this property
Grd Flr Pt Arlington Hse 17-20, Arlington Street, London, SW1A 1BJ	Offices and premises	171	£525	£76,500	Claim this property
Salisbury Hse 21, Arlington Street, London, SW1A 1BJ	Offices and premises	1,213.2	£750	£635,000	Claim this property


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Step 23

You can check that the Rateable Value shown matches that on your Business Rates demand as well checking that the layout of the property broadly matches, as shown in the examples below:

GOV.UK

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[Back to search results](#) [Dashboard](#) [Sign out](#)

Level 21, City Tower 40, Basinghall Street, London, EC2V 5DE

[Valuation](#) [Previous valuations](#) [Similar properties](#)

Description	Offices and premises	Valuation scheme reference	400078
Local authority	City Of London	Special category code	203G
Local authority reference	00000384171090	Effective date	1 April 2017
Base rate	£475.00 per m ² /unit	Appeals	

The rateable value is rounded down to

£167,000

This is not the amount you will pay. The rateable value is used to calculate your rates bill.

If you're the owner or occupier for this property, you can claim it to:

- view the detailed valuation
- propose changes to the valuation

[Claim this property](#)

<https://www.gov.uk/view-my-valuation/claim/907563300?address=LEVEL+21%3C-CITY+TOWER+40%3C-BASINGHALL+STREET%3C-LONDON%3C-EC2V+5DE>

Parts of the property

Floor	Description	Area m ² /unit	Price per m ² /unit	Value
Basement	Internal storage	214.3	£218.75	£46,878
Basement	Office	36.3	£437.50	£15,881
Basement	Vaults	57.3	£218.75	£12,534
Basement	Vaults	80.8	£109.38	£8,838
Ground	Restaurant	119.0	£875.00	£104,125
Ground	Kitchen	42.6	£437.50	£18,638
		550.3		£206,894

Additional details

Description	Area m ² /unit	Price per m ² /unit	Value
Air conditioning system	161.6	£7.00	£1,131
	161.6		£1,131

Plant and machinery

Description	Value
-------------	-------

Once you are satisfied that you have the correct property, click the “Claim this property” button.

Step 24

You will be notified that you are adding the property to your business’s customer record and asked to answer 3 questions.

**BASINGHALL STREET, LONDON,
EC2V 5DE**

[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 property

[Get help with this page.](#)

<https://www.tax.service.gov.uk/business-rates-property-linking-link-to-property/607836200?address=LEVEL+21%2C+CITY+TOWER+40%2C+BASINGHALL+STREET%2C+LOND>

After selecting the answers relevant to you click the “Add property” button.

Step 25

You will now have the opportunity to upload a copy of your Business Rates bill.

Select the appropriate answer to the question and click "Continue".

GOV.UK Check and challenge your business rates valuation

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[Dashboard](#) [Sign out](#)

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

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If you chose:

- "I have a business rates bill" – Proceed to Step 26
- "I don't have a business rates bill" – Proceed to Step 27

Step 26

You now need to upload your Business Rates bill.

GOV.UK Check and challenge your business rates valuation

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[Dashboard](#) [Sign out](#)

Submit a copy of your business rates bill

Your file must be:

- a JPEG or PDF
- no more than 10MB in size

[How do I convert a file into a PDF?](#)

Choose a file to upload

Confirm

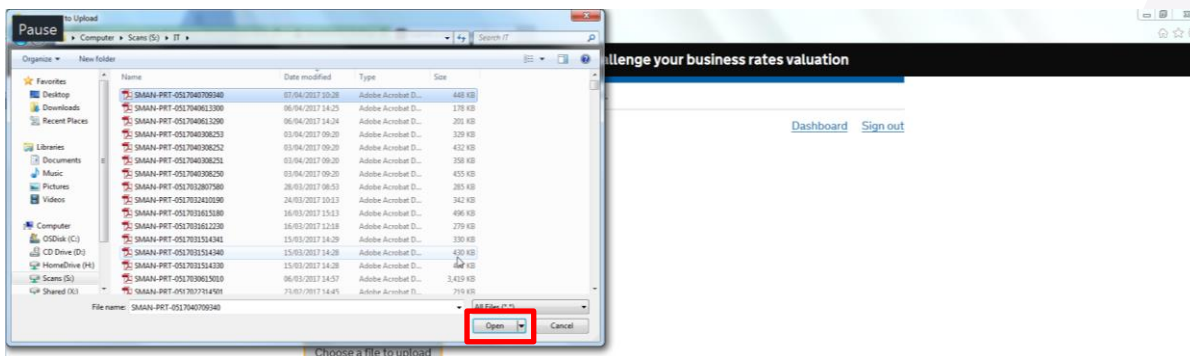
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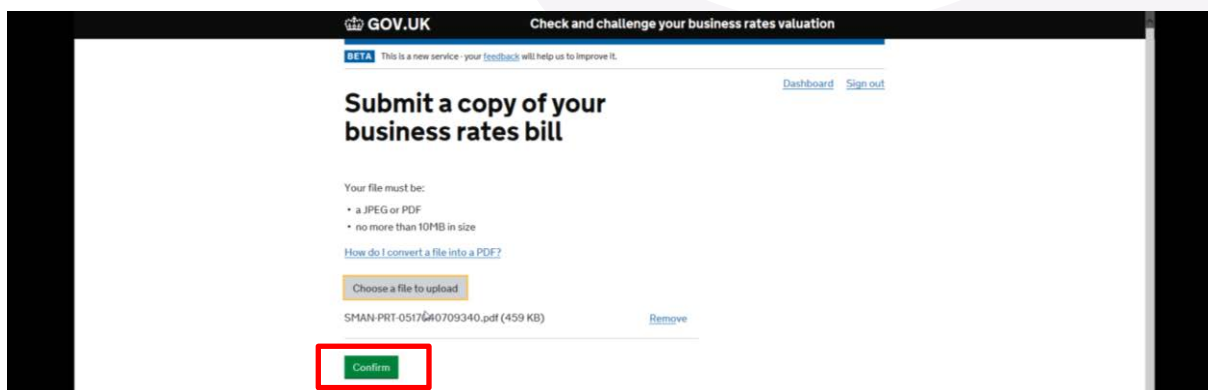
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To upload an electronic copy of your business rates bill click "Choose a file to upload"
A window will open to allow you to select the file to upload. Click "Open".



The file will be attached as below. If you have selected the wrong file click the “Remove” link and follow the process above again until the correct document has been added, otherwise click the “Confirm” button to proceed.

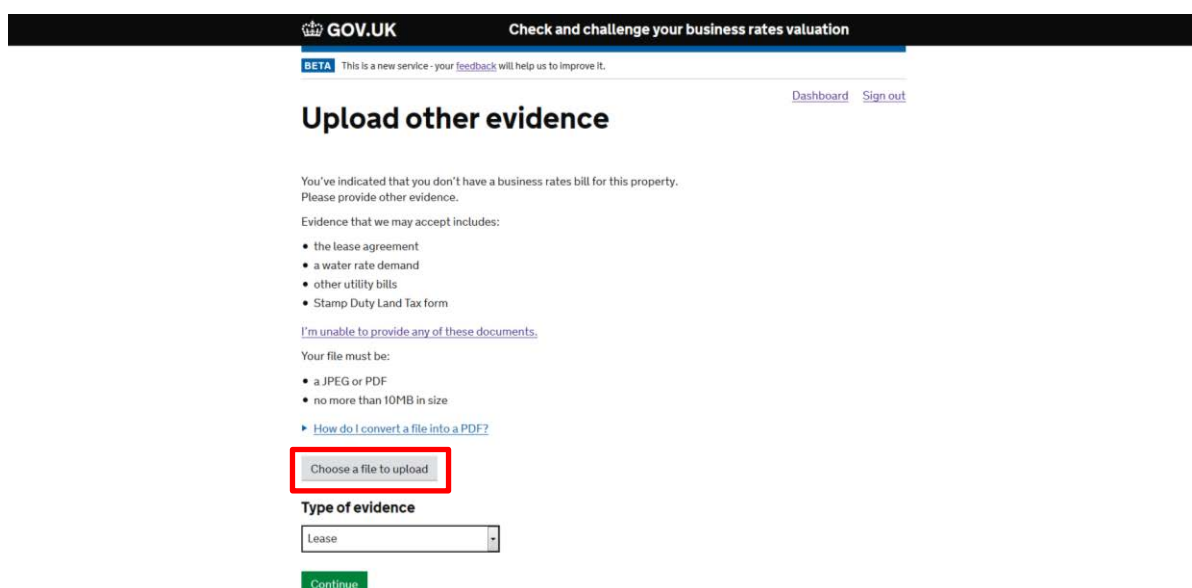


Proceed to Step 28.

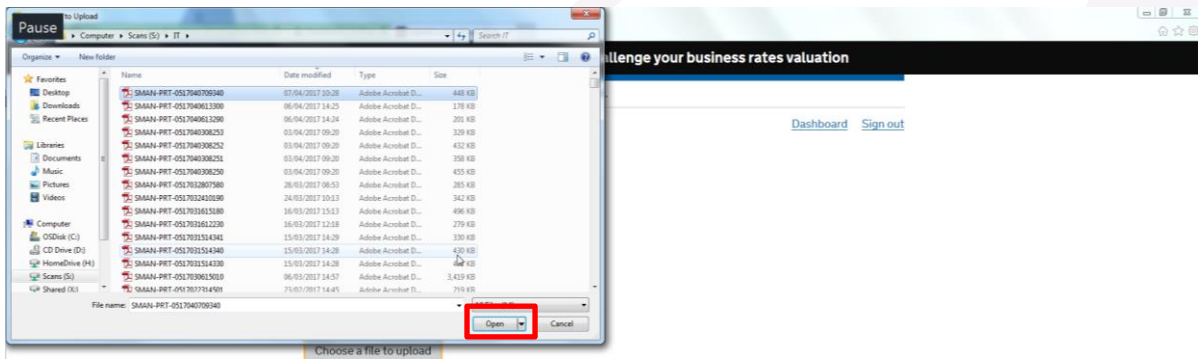
Step 27

You now need to upload one of the following documents:

- the lease agreement/a water rate demand/other utility bills/Stamp Duty Land Tax form



To upload an electronic copy of your evidence click "Choose a file to upload"
A window will open to allow you to select the file to upload. Click "Open".



The file will be attached as below.

Ensure that the correct document type is selected from the "Type of Evidence" dropdown list highlighted in the image below.

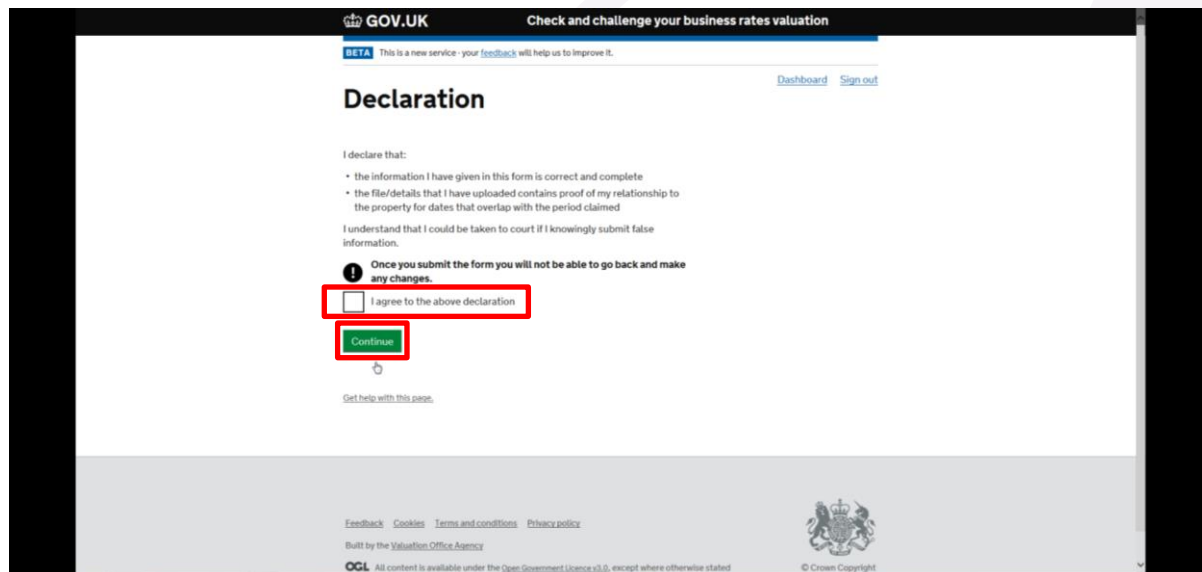
If you have selected the wrong file click the "Remove" link and follow the process above again until the correct document has been added, otherwise click the "Continue" button to proceed.

A screenshot of the 'GOV.UK' website page titled 'Check and challenge your business rates valuation'. The page is in 'BETA' mode. The main heading is 'Upload other evidence'. Below this, it states: 'You've indicated that you don't have a business rates bill for this property. Please provide other evidence. Evidence that we may accept includes: • the lease agreement • a water rate demand • other utility bills • Stamp Duty Land Tax form'. It also includes a link 'I'm unable to provide any of these documents.' and a section 'Your file must be: • a JPEG or PDF • no more than 10MB in size' with a link 'How do I convert a file into a PDF?'. A 'Choose a file to upload' button is present. Below it, the file 'SMAN-PRT-0517040613300.pdf (182 KB)' is listed with a 'Remove' link. A dropdown menu labeled 'Type of evidence' is highlighted with a red box, showing 'Lease' selected. Below the dropdown, a green 'Continue' button is also highlighted with a red box.

Proceed to Step 28.

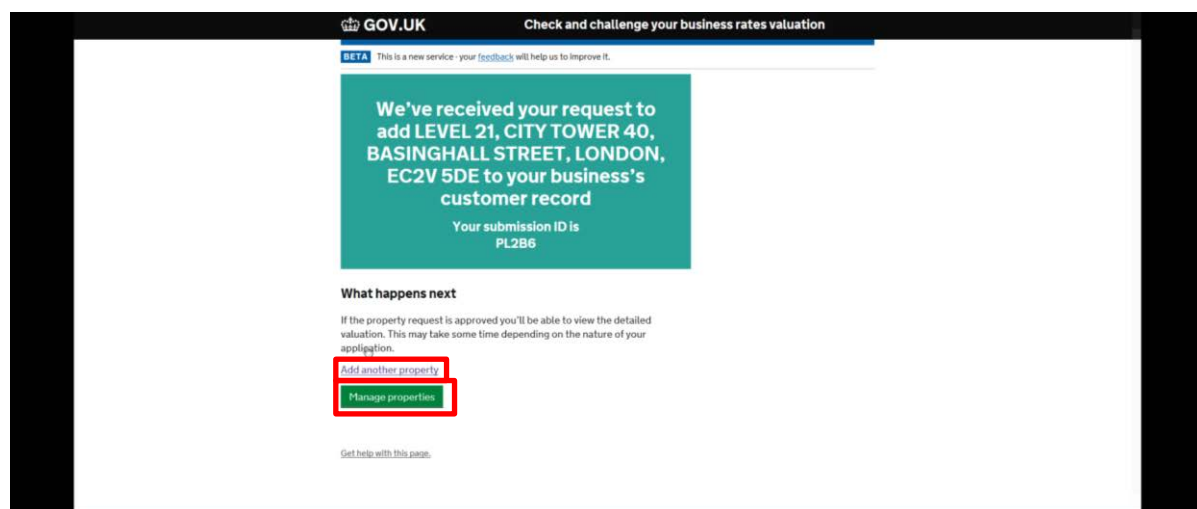
Step 28

Read the declaration before clicking the box to confirm that you agree.
Click the "Continue" button to proceed.



Step 29

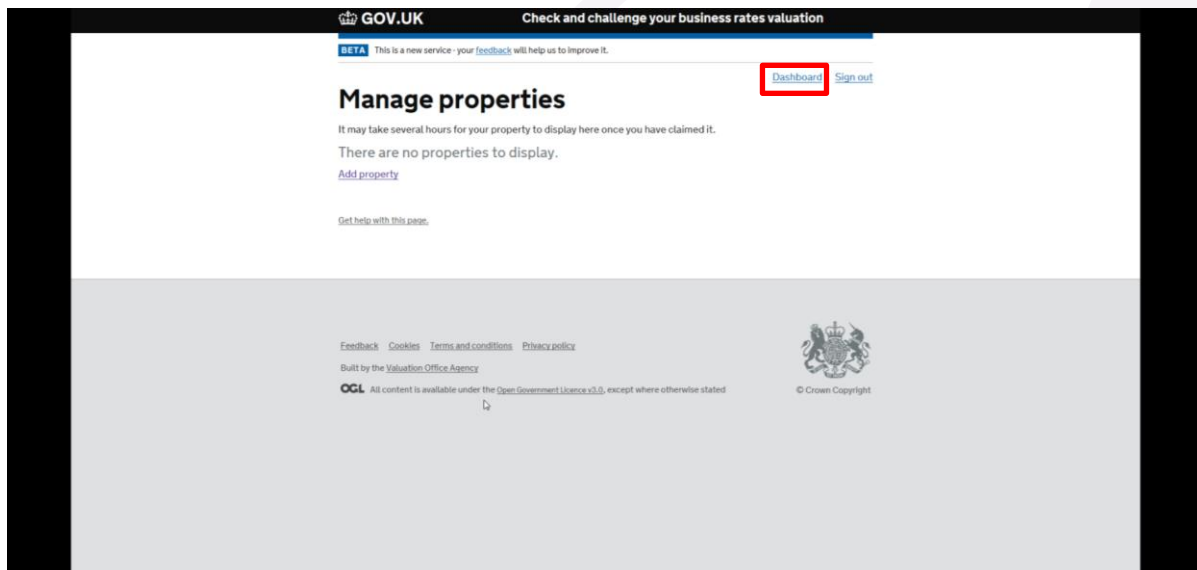
You will receive a message confirming that the property has been added to your business's customer record.



In order to add other properties, simply click the "Add another property" link.
Once all properties have been added, click the "Manage properties" button.

Step 30

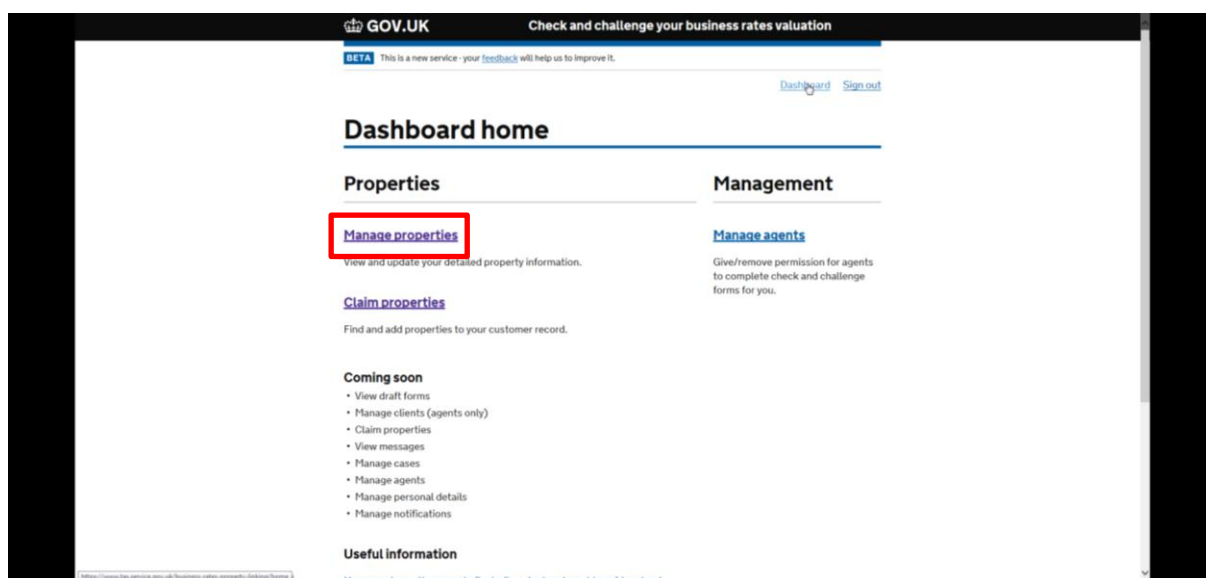
You will be taken to the “Manage Properties” page, but it is unlikely that there will be any properties to display as it can take several hours for them to appear.



Click the “Dashboard” link at the top right of the screen to be taken to the “Dashboard Home” screen.

Step 31

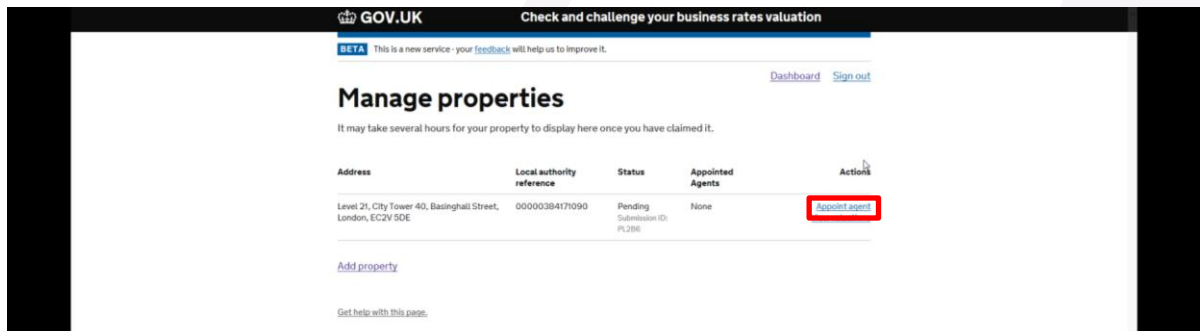
Now click the “Manage properties” button.



Step 32

Further to having instructed Marston Associates to act on your behalf, it will now also be necessary to “Appoint” Marston Associates through the Online Service.

Click the “Appoint Agent” link, highlighted below.



Step 33

In the “Agent Code” box, enter Marston Associates’ unique Agent Code as shown below:

37363

You’ll be able to choose whether you want Marston Associates to represent you for a Check, a Challenge, or both; it is important that you select “both” in order for Marston Associates to act as per your original instructions.

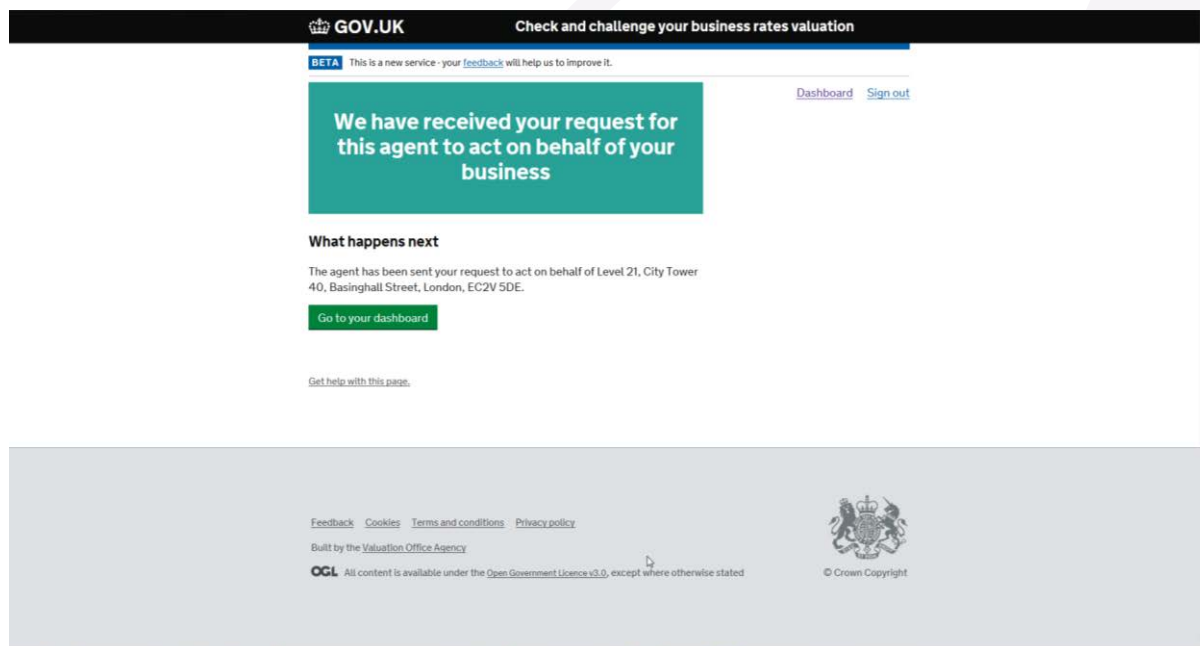
This will allow Marston Associates to view your detailed property information and submit Checks and Challenges on your behalf. You’ll receive messages from the VOA if Marston Associates submits a Check or Challenge.

The screenshot shows the 'Appoint an agent' page on the GOV.UK website. The page title is 'Check and challenge your business rates valuation'. Below the title, there is a 'BETA' notice and links for 'Dashboard' and 'Sign out'. The main heading is 'Appoint an agent', followed by a note: '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.' Below this is a link for 'My agent hasn't given me a code'. The next section is '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.' Below this is the 'Agent code' field with the value '37363' entered. Below the 'Agent code' field are two sections: 'Do you want this agent to submit checks?' and 'Do you want this agent to submit challenges?'. Both sections have radio buttons for 'Yes' and 'No'. The 'Yes' radio button for 'Do you want this agent to submit challenges?' is selected. Below these sections is a green 'Continue' button. At the bottom, there is a link for 'Get help with this page'.

Click on the “Continue” button.

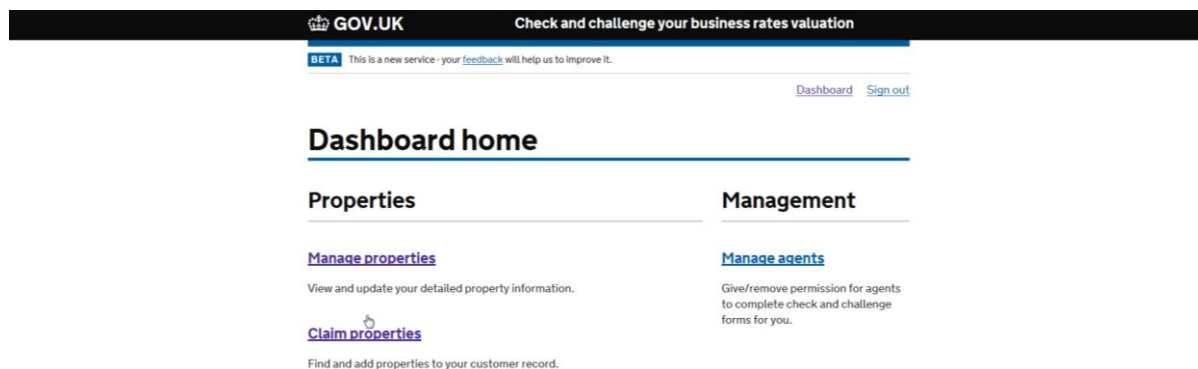
Step 34

You will now receive confirmation that your request has been successful. Click on the “Go to your dashboard” button to continue.



Step 35

You will be returned to the “Dashboard home” page.



If you have claimed more than one property it will be necessary to complete Steps 31-33 for all properties until Marston Associates has been appointed as your Agent for all sites.

Once the Agent appointment has been completed for all sites you can select the “Sign Out” link at the top-right of the screen.

Congratulations, you have now completed the process of claiming your sites and appointing Marston Associates as your Agent.



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