

ASSOCIATES

REGISTERING FOR THE ONLINE SERVICE IF YOU DON'T HAVE A GOVERNMENT GATEWAY ACCOUNT

Chartered Surveyors & Property Auditors

Registering for the Online Service (Without 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 do not 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.







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:







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

	∰ GOV.UK	Search	٩
	Home > Business and self-employed > Business premises and business rates		-
	Find and check your business rates valuation	Business premises and business rates Business rates	-
	You can check the 'rateable value' of your property - this is set by the Valuation Office Agency (VOA) and used by your local council to calculate your business rates bill.	Disagree with your business rates Business rates relief More	
	You can also: • request changes to property or valuation details if you think they're wrong • view the valuation details of other properties • challenge the rateable value if eligible Start now > on the VOA server		
	Before you start If you've got an account, you can <u>sign in</u> to view your properties. Last updated: 1 April 2017 Is there anything wrong with this page?		
Mgss//www.tas.service.gov.uk/view-mg-valuation/ccs/varth_}	Services and information	Departments and policy	

Step 4

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

Pause	∰ GOV.UK	
	BETA This is a new service - your feedback will help us to improve it.	
	Find a property	Sign in Register
	Select an option to search for property information:	
	Postcode Street name and town Advanced	
	٩	(
	Other useful information	
	Central rating lists Valuation scales	
	Download full property dataset	
	 Get help with this page. 	
	Restricted terms and conditions apply.	





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".

BOV.UK	Check and challenge your business rates valuation	
BETA This is a new service - yo	our <u>feedback</u> will help us to improve it.	
Register to	o use this service	J.
If you're a returning user, yo	ou can <u>sign in</u> to use this service.	
If you've already registered business want to register, y Government Gateway acco	for this service and other people from your ou need to <u>add them to your business</u> unt <i>id</i> .	
To register for this service y National Insurance number, following:	ou'll need to verify your identity by providing your , date of birth and details from at least one of the	
 payslips UK passport P60 You should allow approxicomplete the registration 	imately 15 minutes without interruption to n process.	
I don't have these details Register now		
Get help with this page.		

Step 6

As you do not already have a Government Gateway account, you should select "No" for both questions, before clicking "Continue".

ause	儘 GOV.UK	Check and challenge your business rates valuation	
	BETA This is a new service - your feed	back will help us to improve it.	
	Register to u	se this service	
	Is your business already re	gistered for this service?	
	Do you have an existing Go that you'd like to use to re- if you don't have a Government Ga this service, you can create one du	overnment Gateway account gister your business? ateway account that you'd like to use for rring the registration process.	
	Continue also Get help with this page.		
[Mpc//www.bacamics.gov.ab/bacimes-ofer	Feedback Cookies Terms and constit	tions Privace_poticy	







Click "Continue".

'Continue".		
le View Play Navigate Favourites Help		
	GOV.UK Check and challenge your business rates valuation	8
	BETA This is a new service - your <u>feedback</u> will help us to improve it.	
	What you need to do next	
	To complete your registration you need to:	
	1. create a Government Gateway account 2. verify your identity 2. creates units buildings	
	I want to explore a spent	
	Continue	
	Get hoge with this page.	
	a do e	
	Feedback Cookies Terms and conditions Privacy policy Built by the Valuation Office Agency	
	CCL All content is available under the Open Government Userce v1.0, except where otherwise stated Crown Copyright	
		*

Step 8

Enter your full name, the email address to which you would like the VOA to send your sign in details and create a password.

Click the "Continue" button.

and and any and	∰ GOV.UK
	(b) HM Revenue & Customs
	Enter your details
	Full name
	Email address
	We need this so we can send you your sign in details if you lose them
	Create your password
	Your password must:
	 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'
	Confirm your password
	Continue
	Get help with this page.





Make a note of your User ID as you will need this to log into the Online Service. You can print a copy of the User ID and it will also be sent to you via email.

Click "Continue" to Proceed.

曲 GOV.UK	A
HM Revenue & Customs	
Make a note of your User ID	
Your User ID 756449005088	
Print your User ID	
Your Government Gateway account has been created. You'll need your User ID whenever you sign in.	
Continue	
Get help with this page.	

Step 10

You have now created a Government Gateway account for your business.

You will now need to verify your identity and confirm that you have the right to act on behalf of your business.

Click "Continue" to proceed.

	COV UK	Check and challenge your business rates y	valuation	
	BETA This is a new service - your feedbase	ck will help us to improve it.		_
	You've create Gateway accoun	d a Government t for your business		
[We'll ask you to verify your identity a on behalf of your business.	nd confirm that you have the right to act		
	Get help with this page,			
	Feedback Cookies Terms and condition	ns Briveruzelicy	2=2	
	Built by the <u>Valuation Office Agency</u> OCL All content is available under the <u>O</u>	pen Government Licence v3.0, except where otherwise stated	© Crown Copyright	





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.

use	📾 GOV.UK	Check and challenge your business rates valuation
	BETA This is a new service - your	r <u>feedback</u> will help us to improve it.
	Your conta	ct details
	You now need to verify your id act on behalf of your business details.	dentity and confirm that you have the right to . You should provide your personal contact
	First name	
	Last name	
	Email address	
	This should be your own work	cemail address, which should be monitored.
	Confirm email address	s
	Telephone number	
	This should be your own work	ctelephone 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	- 1
Continue	
Get help with this page.	~





Click "Continue" to proceed to the next stage.

儘 GOV.UK	
BETA This is a new service - your feedback will help us to improve it.	
B 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.	
Cookies Privacy policy Terms and conditions Help using GOV.UK	
OGL All content is available under the Open Government Licence v3.0, except where otherwise stated Crown Copyright	

Step 13

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





You now need to confirm your identity.

Choose the option that relates to the information that you have available. Click the "Continue" button.

the GOV.UK	0
BETA This is a new service - your feedback will help us to improve it.	
HM Revenue & Customs	
Confirm your identity	
Choose a way for us to identify you	
We'll ask you some security questions that relate to your:	
O Payslips	
UK Passport	
· P60	
Continue	
I can't answer questions on any of these options	
Get help with this page.	

If you chose:

- "Payslips" Proceed to Step 15
- "UK Passport" Proceed to Step 16
- "P60" Proceed to Step 17

Step 15

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.

∰ GOV.UK	
BETA This is a new service - your feedback will help us to improve it.	
HM Revenue & Customs	
Confirm your identity Question 1 of 2	
Your National Insurance	
payments	
How much National Insurance is shown in the 'Deductions' section on one of your recent payslips? Do not use the 'year to date' figure.	
Enter the exact amount, including pence. For example 139.40	
► Where to find how much National Insurance you paid	
Continué	
I don't have that information	

After answering each question click "Continue". Proceed to Step 18.





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



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

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

ause 🎲 🕻	GOV.UK Ch	eck and challenge your bus	siness rates valuation	
BETA	This is a new service - your feedback will he	p us to improve it.		
	We've verified yo	our identity		
Wha	t happens next			
You'll the re	need to provide information about you gistration process.	r business in order to complete		
Regi	ster your business			
<u>Get hel</u>	p with this page.			
Feedb	ack Cookies Terms and conditions Priva	icy policy		
Built b	y the <u>Valuation Office Agency</u> All content is available under the Oneo Gover	ment Licence v3.0. except where otherwise	stated © Crown Copy	S povright

Proceed to Step 18.





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.

	曲 GOV.UK	0
	BETA This is a new service - your feedback will help us to improve it.	I.
	HM Revenue & Customs	J.
	Confirm your identity Question 1 of 2	J.
	How much National Insurance did you pay last year?	l
	You can find the amount on the right-hand side under the header 'Employee's contributions due on all earnings above the PT (Primary Threshold)'.	
	Enter the exact amount, including pence. For example 836.16	l
C	Continue	
	I don't have that information	
	Get help with this page.	
		~

After answering each question click "Continue". Proceed to Step 18.

Step 18

Your identity has now been verified.

Click the "Register your business" button to continue.

BETA This is a new service - your <u>feedback</u> will help us to improve it. We've verified your identity
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.
Feedback Cookies Terms and conditions Privacy policy Built by the Valuation Office Agency
CCL All content is available under the Open Government Licence v3.0, except where otherwise stated Crown Copyright





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
BETA This is a new service - your f	eedback will help us to improve it.
Your busine	ss details
You'll need to provide informat the registration process.	ion about your business in order to complete
l'm not a business l'm registering as an agent	S.
Business name	_
Postcode	
Find address	
Enter address manually	
There's more than one address Business email address	for my business
This email address should be re correspondence.	gularly monitored as we'll use this for
Ĩ.	
Find address by postcode	
There's more than one address	for my business
Business email address	equiarly monitored as we'll use this for
correspondence.	
Confirm business email	address
Business telephone nur	nber
Do you want to act as an	n agent on behalf of another
Do you want to act as an business?	n agent on behalf of another
Do you want to act as at business? Yes No If you want to act as an ager a professional surveyor, an : give you a unique identificat need to give this to your clie their behalf.	I accountant or as a friend or relative), we'll ion code, known as an agent code. You'll innt so that they can appoint you to act on
Do you want to act as an business? Yes No If you want to act as an ager a professional surveyor, an: give you a unique identificat need to give this to your clie their behalf. Continue	I an agent on behalf of another I and on behalf of another business (including as accountant or as a friend or relative), we'll ion code, known as an agent code. You'll int so that they can appoint you to act on





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	ion
	BETA This is a new service - your	r feedback will help us to improve it.	
	You've succe the Second Second Second Second Second Second Second Second	essfully registered for his service. er on behalf of the business, you'll first need to to the way accountif as an administrator or an is service is only for the purposes of checking and appealing the rating of non-domestic urpose is a breach of the terms and conditions of be prosecuted under the relevant legislation, se Act 1990 or the Fraud Act 2006.	
	Feedback Cookies Terms and o	conditions Privacy policy	

Step 21

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.







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.



Step 23

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).

Can't find your property?				12 1	
Address	Description	Total area (m²/unit)	Price per m²/unit	Current rateable value	Action
Bst Pt Arlington Hse 17-20, Arlington Street, London, SWIA 1RJ	Car park and premises	85	£1350	£114,000	Claim this property
103 Arlington Hse 17-20, Arlington Street, London, SW1A IRJ	Restaurant and premises	550.3	£875	£208,000	Claim this property
Grd Fir South Side Arlington House 17-20, Arlington Street, London, SW1A 1RJ	Store and premises	23.8	£577	£6,800	Claim this property
Grd Fir Pt Arlington Hse 17-20, Arlington Street, London, SW1A 1RJ	Offices and premises	171	£525	£76,500	Claim this property
Salisbury Hse 21, Arlington Street, London, SW1A 1RJ	Offices and premises	1,213.2	£750	£635,000	Claim this property
 Get help with this page. 					
Restricted <u>terms and conditions</u> apply.					





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:



Parts of the property

1001	Description	Area m²/unit	Price per m ² /unit	Value	
Basement	Internal storage	214.3	E218.75	£46,878	
Basement	Office	36.3	£437.50	£15,881	
Basement	Vaults	57.3	£218.75	E12,534	
Basement	Vaults	80.8	£109.38	£8,838	
Ground	Restaurant	119.0	E875.00	E104,125	
Ground	Kitchen	42.6	£437.50	£18,638	
		550.3		£206,894	
Additional o	letails	Area m²/unit	Price per m²/unit	E206,894 Value	
Additional of Description	letails	Area m²/unit 161.6	Price per m²/unit E7.00	Value E1,131	
Additional of Description	letails	Area m²/unit 161.6 161.6	Price per m²/unit E7.00	Value £1,131	
Additional of Description Air conditioning sy Plant and m	letails stem achinery	590.3 Aream ³ /unit 161.6 161.6	Price per m²/unit £7.00	Value £1,131	

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



Bishops Walk House, 23 High Street, Pinner, HA5 5PJ Tel: 020 8429 5959 Email: enq@marstonassoc.com



'n

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 accel 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 After 1 April 2017	
	Do you still own or occupy the property?	
	Add pigperty	
	Get help with this page.	
www.tax.service.gov.uk/business-rates-proper	ttp-linking fink-to-property/9078880007addems=LEVEL+22152C+CTTV+TOWER+4052C+BAGNGHALL+STREETN2C+COND	

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

Step 26

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".



If you chose:

- "I have a business rates bill"
- "I don't have a business rates bill"
- Proceed to Step 27 - Proceed to Step 28





You now need to upload your Business Rates bill.

🏙 GOV.UK	Check and challenge your business rates valuation
BETA This is a new service - yo	ur <u>feedback</u> will help us to improve it.
Submit a c business ra	opy of your ates bill
Your file must be: • a JPEG or PDF • no more than 10MB in size How do I convert a file into a	۶ ۱۹۵۶
Choose a file to upload Confirm]

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.

📾 GOV.UK	Check and chall	enge your busin	ess rates valuation	
BETA This is a new service - your fee	siback will help us to improve it.			
Submit a cop business rate	by of your es bill		Dashboard	Sign out
Your file must be:				
a JPEG or PDF no more than 10MB in size				
How do I convert a file into a PDF	2			
Choose a file to upload				
SMAN-PRT-0517640709340.pdf	! (459 KB)	Remove		
Confirm				

Proceed to Step 29.





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

📾 GOV.UK	Check and challenge your business rates valu	ation
BETA This is a new service - your	feedback will help us to Improve it.	
Upload oth	er evidence	hboard <u>Sign ou</u>
You've indicated that you don Please provide other evidence	't have a business rates bill for this property.	
Evidence that we may accept	includes:	
• the lease agreement		
 a water rate demand 		
 other utility bills 		
 Stamp Duty Land Tax form 		
I'm unable to provide any of th	ese documents.	
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		
Type of evidence		
Lease	-	
Continue		

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".

ganize • New fold	er				H • 1 0	Illenge your business rates valuation
Fevorites	Name	Date modified	Туре	Size	1	
Desktop	5MAN-PRT-0517040709340	67/04/2017 10:28	Adobe Acrobat D	448 KB		
Downloads	54 SMAN-PRT-0517040613300	06/04/2017 14:25	Adobe Acrobat D	178 KB		
Recent Places	5 SMAN-PRT-0517040613290	06/04/2017 14:24	Adobe Acrobat D	201 KB		Dashbaard Size out
	5 SMAN-PRT-0517040308253	03/04/2017 09:20	Adobe Acrobat D.,	329 KB		Dashboard Sign out
Libraries	5 SMAN-PRT-0517040308252	03/04/2017 09:20	Adobe Acrobat D	432 KB		
Documents E	5 SMAN-PRT-0517040308251	03/04/2017 09:20	Adobe Acrobat D	358 KB		
Music	5 SMAN-PRT-0517040308250	03/04/2017 09:20	Adobe Acrobat D	455 KB		
Pictures	5 SMAN-PRT-0517032807580	28/03/2017 08:53	Adobe Acrobat D	285 KB		
Videos	5MAN-PRT-0517032410190	24/03/2017 10:13	Adobe Acrobat D	342 KB		
	5 SMAN-PRT-0517031615180	16/03/2017 15:13	Adobe Acrobat D	496.108		
Computer	5MAN-PRT-0517031612230	16/03/2017 12:18	Adobe Acrobet D	279 KB		
GSDisk (C:)	54 SMAN-PRT-0517031514341	15/03/2017 14:29	Adobe Acrobet D	330 KB		
CD Drive (D:)	5 SMAN-PRT-0517031514340	15/03/2017 14:28	Adobe Acrobat D	430 KB		
HomeDrive (H)	5MAN-PRT-0517031514330	15/03/2017 14:28	Adobe Acrobat D	14 83		
Scans (Si)	54 SMAN-PRT-0517030615010	06/03/2017 14:57	Adobe Acrobat D	3,419 KB		
Shared (X2)	50 SMAN-PRT-0517022314501	23/02/2017 14:45	Adohe Acrohat D	719 KR	-	
Filer	ATT SMAN. PRT. 0512040209340					





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.

di GO	V.UK Check and challenge your business rates valuation
BETA Th	nis is a new service-your feedback will help us to improve it.
Uple	oad other evidence
You've ind Please pro	dicated that you don't have a business rates bill for this property. ovide other evidence.
Evidence	that we may accept includes:
• the leas • a water • other ut • Stamp I	se agreement rate demand tilty bills Duty Land Tax form
<u>l'm unable</u> Your file m	e to provide any of these documents, nust be:
a JPEG no more	or PDF e than 10MB in size
► <u>How do</u>	21 convert a file into a PDF?
Choose	a file to upload
SMAN-PR	XT-0517040613300.pdf (182 KB) Remove
Type of Lease	evidence
Continue	18

Proceed to Step 29.

Step 29

Read the declaration before clicking the box to confirm that you agree.

Click the "Continue button to proceed.

යා GOV.UK	Check and challenge your business rates valuation	
BETA This is a new service - you	ur <u>feedback</u> will help us to improve it.	
Declaration	Dashboard	Sign out
I declare that:		
 the information I have give the file/details that I have the property for dates that 	en in this form is correct and complete uploaded contains proof of my relationship to t overlap with the period claimed	
I understand that I could be t information.	taken to court if I knowingly submit false	
Once you submit the 1 any changes. I agree to the above de Continues	form you will not be able to go back and make	
Get heip with this paree.		
	à	do 🖌
Feedback Cookies Terms and	d conditions Privacy policy	3
Built by the <u>Valuation Office Agen</u>	INY Crow Covernment Licence v3.0, except where otherwise stated © Crow	un Copyright





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

📾 GOV.UK	Check and challenge your business rates valuation
BETA This is a new service - yo	sur (<u>cssback</u> will help us to improve it.
We've rec add LEVEL BASINGHA EC2V 5D cus va	eived your request to 2 1, CITY TOWER 40, ALL STREET, LONDON, E to your business's stomer record pur submission ID is PL2B6
What happens next	
If the property request is ap valuation. This may take som applipation. <u>Add another property</u> <u>Manage properties</u>	proved you'll be able to view the detailed ne time depending on the nature of your
Get help with this page.	

Step 31

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.

Image: The hase every every legalinged will help us to large product to the product to display here once you have calament. The ray new several hours for your properties to display here once you have calament. The ray new properties to display. And reasonst Textmax Conders Textmandored Textmand Textmandored Textm	GOV.UK Check and challenge your business rates valuation
Manage properties Envariance work of your property to display here once you have claimed it. There are no properties to display. Jat prove	BETA This is a new service - your feedback will help us to improve it.
ExetBack Cookins Finance of Cookins Phance cookins Built by the <u>Vinantian office Agency</u> If contrast is available under the <u>Open Genement is seven</u> there otherwise stated © Crean Copyright	Dashboard Sign out It may take several hours for your property to display here once you have claimed it. There are no properties to display. Add property Add property
Eestiback Cookies Iems and conditions Privacy policy Built by the Valuation Office Agency CL All content is available under the <u>Open Enveronment Hances 31.6</u> , except where otherwise stated C	Get help with this page.
	Eestilaack <u>Cookles Terms and conditions</u> <u>Physics policy</u> Built by the <u>Voluation Office Ameny</u> OCL All content is available under the <u>Conditionent Licence x106</u> , except where otherwise stated D

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





Now click the "Manage properties" button.

GOV.UK Check and challeng	ge your business rates valuation	
BETA This is a new service - your <u>feedback</u> will help us to improve it.		
	Dashigard Sign out	
Dashboard home		
Properties	Management	
Manage properties	Manage agents	
View and update your detailed property information.	Give/remove permission for agents to complete check and challenge forms for your	
<u>Claim properties</u>	torns to you.	
Find and add properties to your customer record.		
Coming soon		
View draft forms		
Manage clients (agents only)		
Claim properties		
Manage cases		
Manage agents		
Manage personal details		
 Manage notifications 		

Step 33

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.

BETA This is a new service - your feedba	ck will help us to improve	lt.			
Manage prope	erties			Dashboard S	ign out
It may take several hours for your pr	operty to display here	once you have cla	aimed it.		
Address	Local authority reference	Status	Appointed Agents	i.	Actions
Level 21, City Tower 40, Basinghall Street, London, EC2V 5DE	00000384171090	Pending Submission ID: PL286	None	Appoint	nt agent
Add property					
Get help with this page.					
				. b ±	
Feedback Cookies Terms and condition Built by the Valuation Office Agency	ns Privacy policy			2.	S.
OGL All content is available under the O	pen Government Licence x3.0	, except where other	rwise stated	© Crown Co	pyright





In the "Agent Code" box, enter Marston Associates' unique Agent Code as shown below:



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.

cite 2	GOV.UK	Check and challenge your business rates valuation	
BET	This is a new service - your feedback	will help us to improve it.	
A	opoint an age	Dashboard	Signout
You'l what	need to enter the code of the ag they can do on behalf of your bus	ent you want to appoint and tell us iness.	
 My 	agent hasn't given me a code		
Pleas subn back	e be aware that you'll be respons its to us about your property. You dating of revised valuations if you	ible for any information your agent s'll be liable for any penalty or the r agent submits false information.	
Age	nt code		
373	63]	
	you want this agant to sub	mit shooks?	
• W	nat is a check?	Shirt checks:	
	Yes No		
۲			
Dog	you want this agent to sub	omit challenges?	
► <u>W</u>	nat is a challenge?		
$\overline{\mathbf{O}}$	Yes No		
Co	ntinue		
_			
Get h	lowith this name		

Click on the "Continue" button.

Step 35

You will now receive confirmation that your request has been successful.

Click on the "Go to your dashboard" button to continue.







You will be returned to the "Dashboard home" page.



If you have claimed more than one property it will be necessary to complete Steps 32-34 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.









Chartered Surveyors & Property Auditors

Bishops Walk House 23 High Street Pinner HA5 5PJ

020 8429 5959 enq@marstonassoc.com