



Chartered Surveyors & Property Auditors

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



## Registering for the Online Service (Without a Government Gateway Account)

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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:

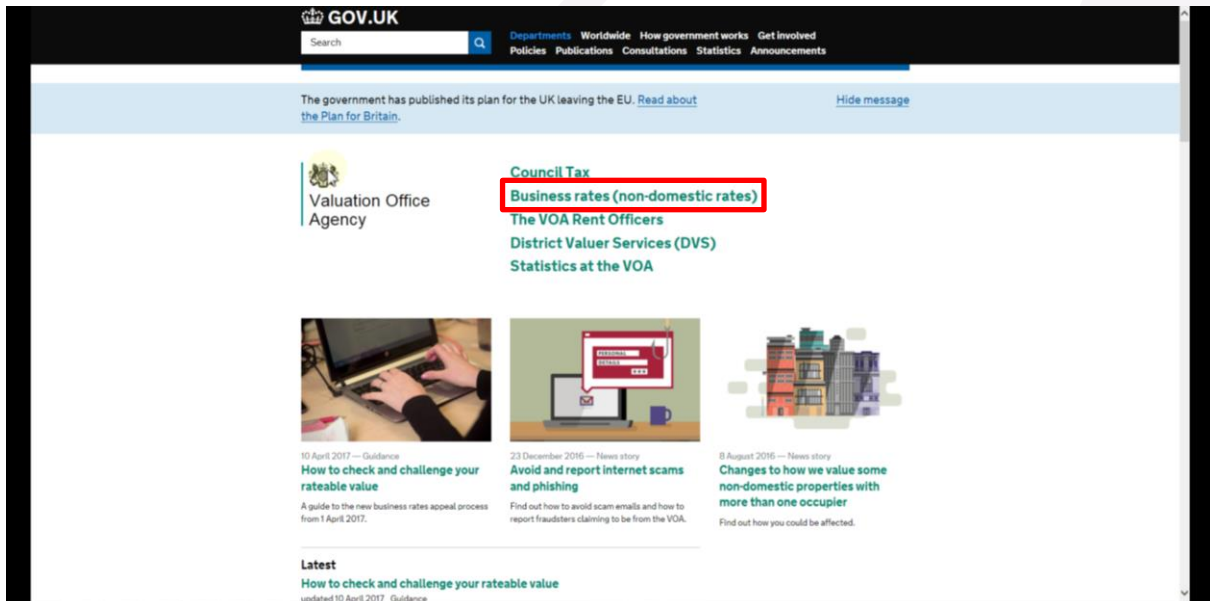
1. Your National Insurance Number
2. Your Date of Birth
3. One of the following items of personal documentation:
  - a. a PAYE payslip
  - b. a UK Passport
  - c. a P60
4. An electronic copy of one of the following for each property that you wish to claim:
  - a. a Business Rates bill
  - b. the Lease 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.

## Step 1

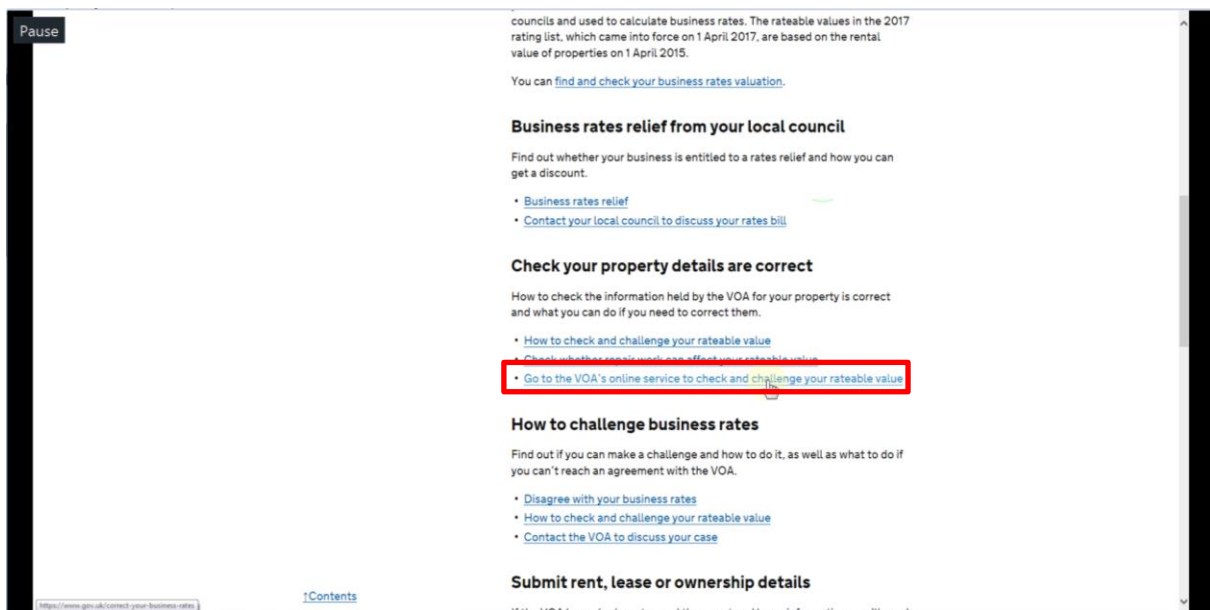
Navigate to [www.voa.gov.uk](http://www.voa.gov.uk)

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



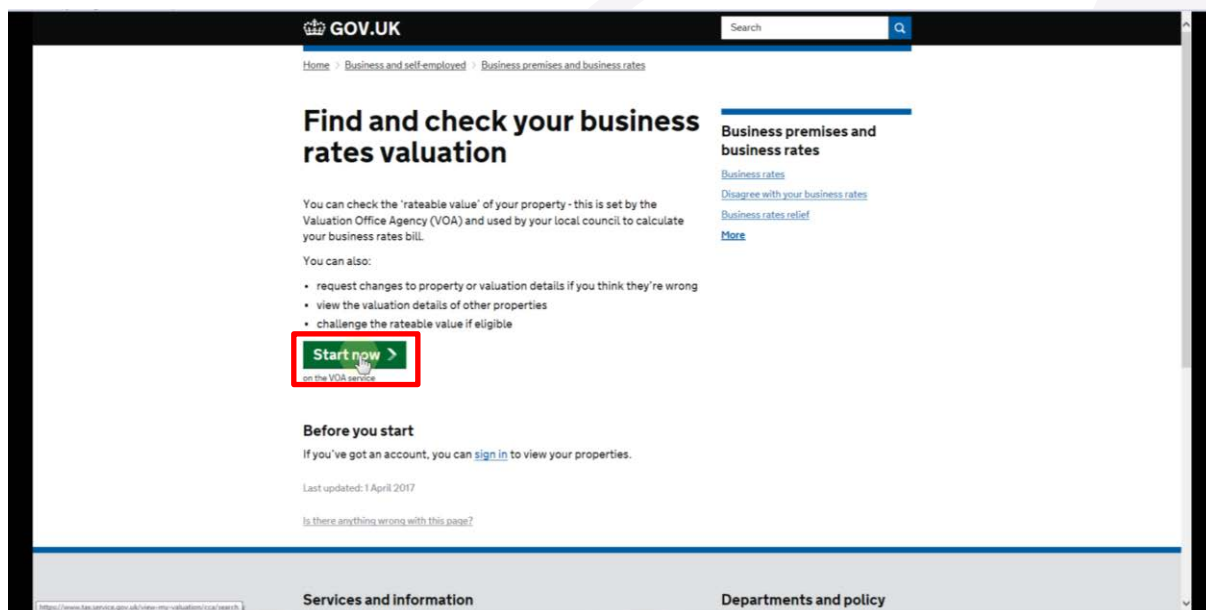
## Step 2

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:



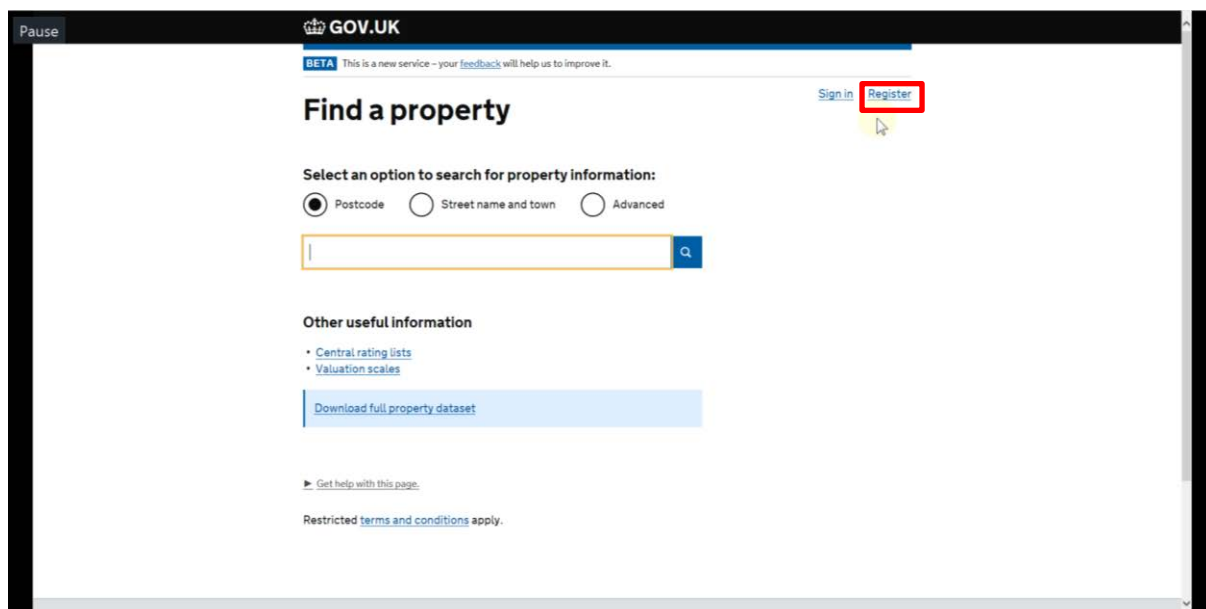
## Step 3

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

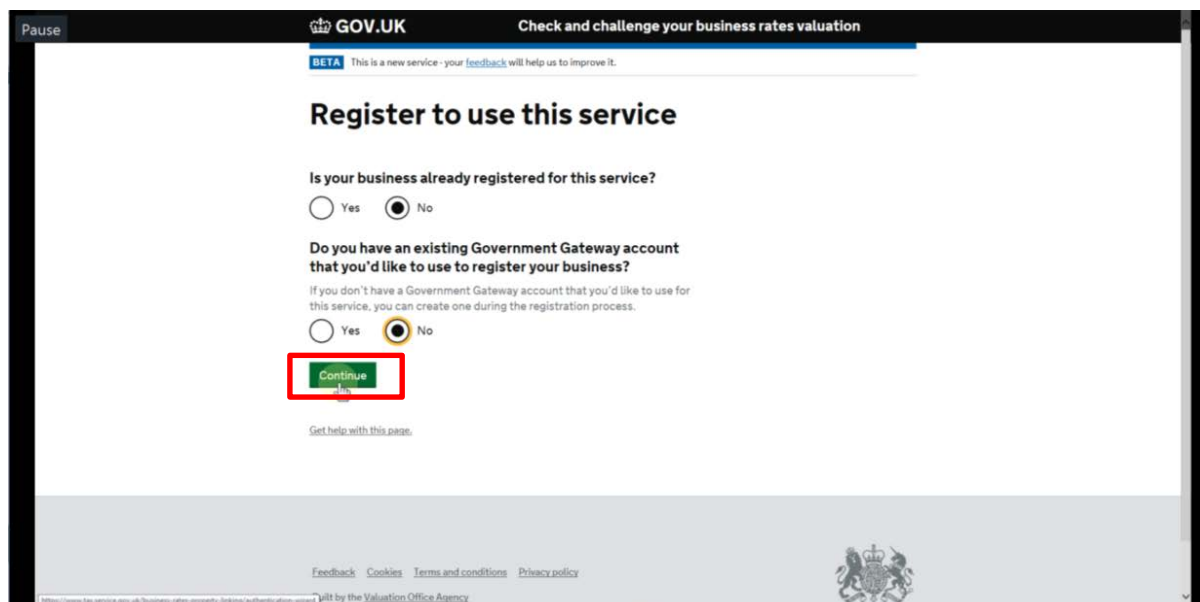
Once on the “Register to use this service” screen, you should ensure that you have the required information available so that the process can be completed, before clicking “Register Now”.



The screenshot shows the 'Register to use this service' page on the GOV.UK website. The page title is 'Check and challenge your business rates valuation'. A 'BETA' banner indicates this is a new service. The main heading is 'Register to use this service'. Below this, there is a 'sign in' link for returning users and instructions for adding new users to a business account. It states that registration requires verification of identity through a National Insurance number, date of birth, and details from one of the following: payslips, UK passport, or P60. A note mentions a 15-minute uninterrupted registration process. A link 'I don't have these details' is provided. The 'Register now' button is highlighted with a red rectangle. A 'Get help with this page' link is at the bottom.

## Step 6

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



The screenshot shows the 'Register to use this service' page on the GOV.UK website, displaying two registration questions. The first question is 'Is your business already registered for this service?' with radio buttons for 'Yes' and 'No', where 'No' is selected. The second question is 'Do you have an existing Government Gateway account that you'd like to use to register your business?' with radio buttons for 'Yes' and 'No', where 'No' is selected. The 'Continue' button is highlighted with a red rectangle. A 'Get help with this page' link is at the bottom. The footer includes links for 'Feedback', 'Cookies', 'Terms and conditions', and 'Privacy policy', along with the Royal Coat of Arms and the text 'Supported by the Valuation Office Agency'.

## Step 7

Click "Continue".

File View Play Navigate Favourites Help

GOV.UK Check and challenge your business rates valuation

BETA This is a new service - your [feedback](#) 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
3. register your business

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

**Continue**

[Get help with this page.](#)

[Feedback](#) [Cookies](#) [Terms and conditions](#) [Privacy policy](#)

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## 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.

GOV.UK

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**

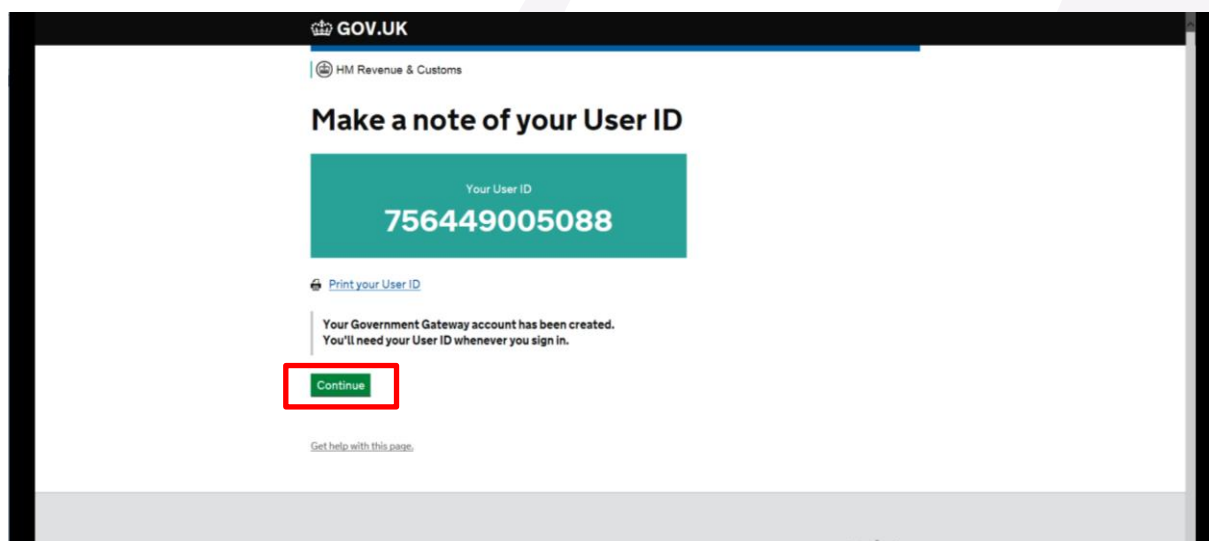
**Continue**

[Get help with this page.](#)

## Step 9

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.

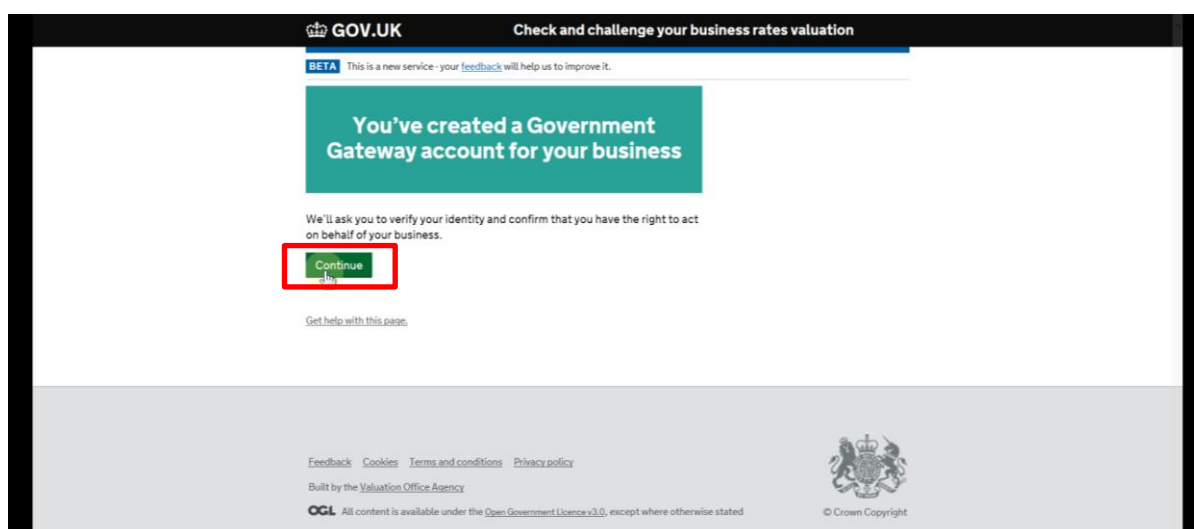


## Step 10

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.



## Step 11

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](#)

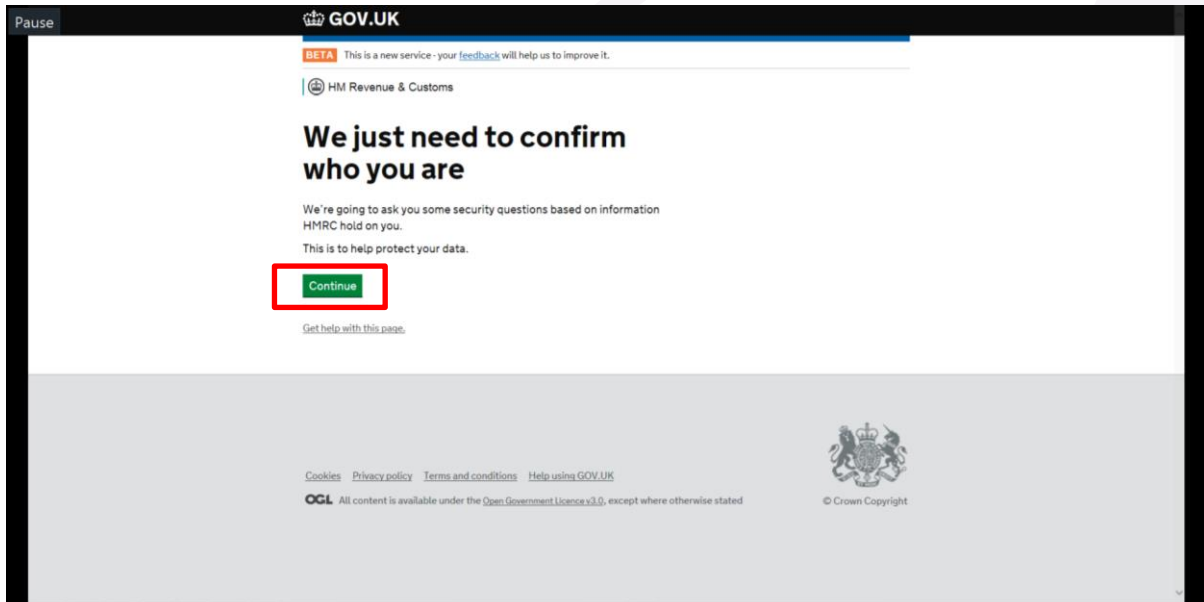
**Continue**

Get help with this page.



## Step 12

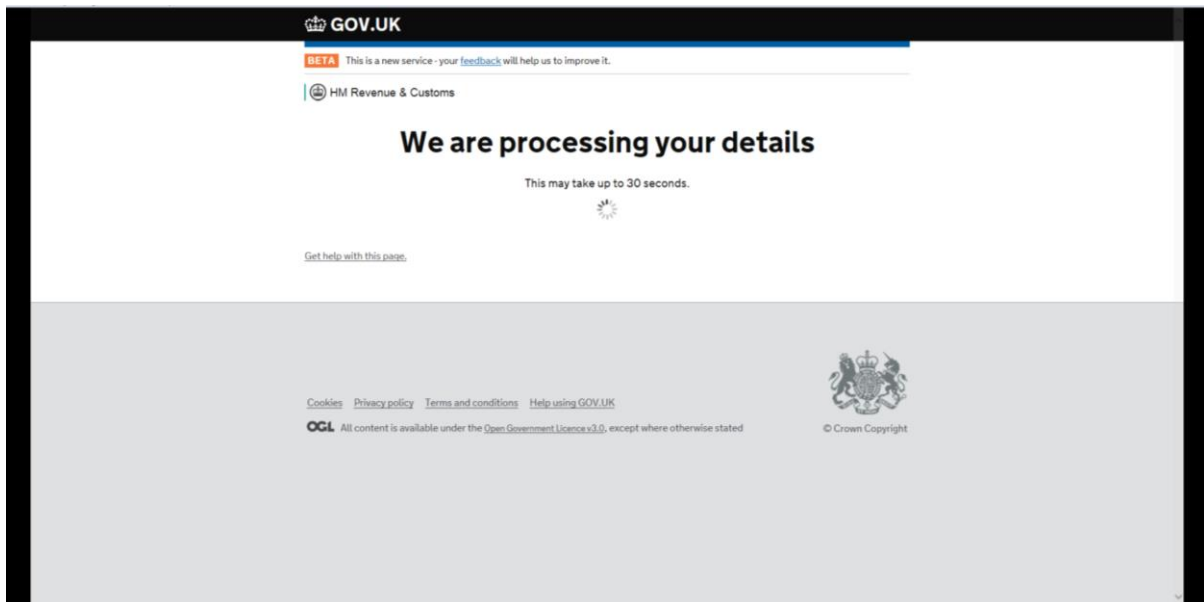
Click "Continue" to proceed to the next stage.



The screenshot shows the GOV.UK website interface for HM Revenue & Customs. At the top, there is a 'Pause' button and the GOV.UK logo. Below this, a 'BETA' banner states: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'We just need to confirm who you are'. Below the heading, it says: 'We're going to ask you some security questions based on information HMRC hold on you. This is to help protect your data.' A green 'Continue' button is highlighted with a red rectangle. At the bottom, there is a link 'Get help with this page', a row of links: 'Cookies', 'Privacy policy', 'Terms and conditions', and 'Help using GOV.UK', followed by the OGL statement: 'All content is available under the [Open Government Licence v3.0](#), except where otherwise stated', and the Royal Coat of Arms with '© Crown Copyright'.

## Step 13

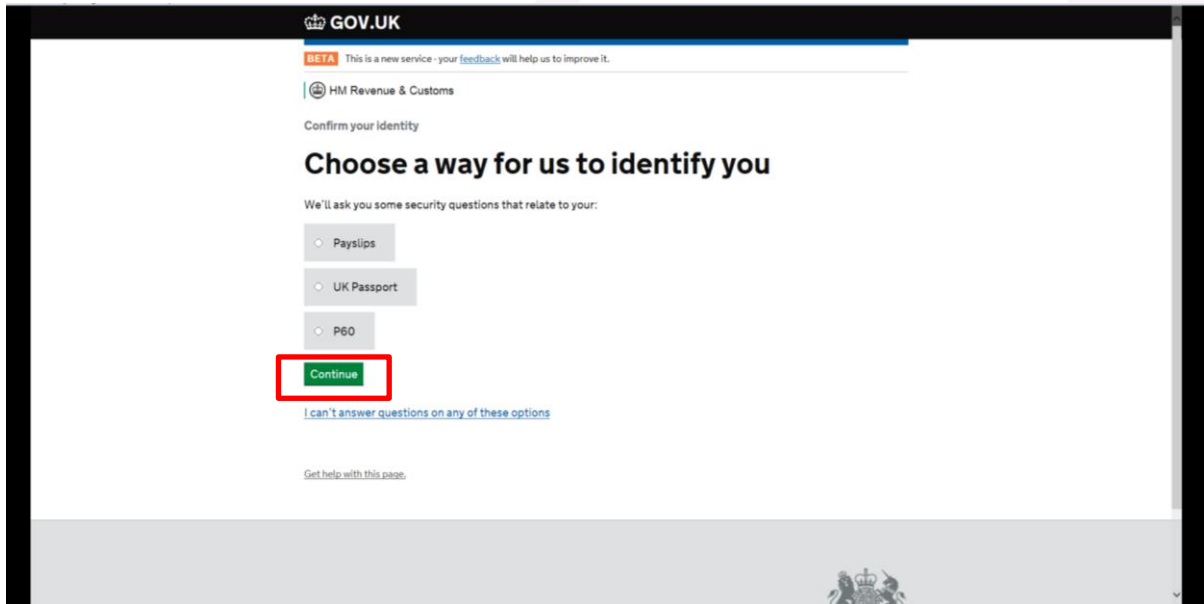
Your details will now be checked against HMRC records, which could take up to 30 seconds.



The screenshot shows the GOV.UK website interface for HM Revenue & Customs. At the top, there is a 'Pause' button and the GOV.UK logo. Below this, a 'BETA' banner states: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'We are processing your details'. Below the heading, it says: 'This may take up to 30 seconds.' and a loading spinner icon. At the bottom, there is a link 'Get help with this page', a row of links: 'Cookies', 'Privacy policy', 'Terms and conditions', and 'Help using GOV.UK', followed by the OGL statement: 'All content is available under the [Open Government Licence v3.0](#), except where otherwise stated', and the Royal Coat of Arms with '© Crown Copyright'.

## Step 14

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



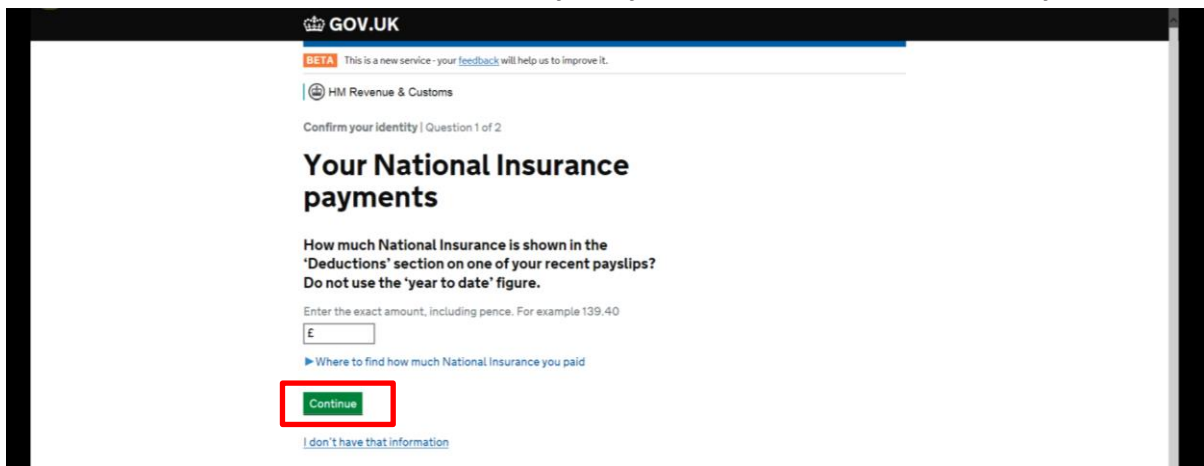
If you chose:

- "Payslips" – Proceed to Step 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.



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

## Step 16

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 passport verification. At the top, there is a 'Pause' button and the GOV.UK logo. Below this, a 'BETA' banner states: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'Do you have a valid UK passport?'. There are two radio button options: 'Yes' (selected) and 'No'. Below these is a green 'Continue' button, which is highlighted with a red rectangle. A link 'Get help with this page.' is located below the 'Continue' button. The footer contains links for 'Cookies', 'Privacy policy', 'Terms and conditions', and 'Help using GOV.UK'. It also includes the 'OGL' (Open Government Licence) statement and the Royal Coat of Arms with '© Crown Copyright'. The URL at the bottom is 'https://www.tax.service.gov.uk/identity-verification/passport/confirm/95d373ca-7648-4c26-84cb-83b11964cb44'.

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 GOV.UK website interface for business registration. At the top, there is a 'Pause' button and the GOV.UK logo. Below this, a 'BETA' banner states: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'Check and challenge your business rates valuation'. Below this is a green box with the text 'We've verified your identity'. The section 'What happens next' states: 'You'll need to provide information about your business in order to complete the registration process.' Below this is a green 'Register your business' button, which is highlighted with a red rectangle. A link 'Get help with this page.' is located below the 'Register your business' button. The footer contains links for 'Feedback', 'Cookies', 'Terms and conditions', and 'Privacy policy'. It also includes the 'OGL' (Open Government Licence) statement and the Royal Coat of Arms with '© Crown Copyright'.

Proceed to Step 18.

## Step 17

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.

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HM Revenue & Customs

Confirm your identity | Question 1 of 2

### How much National Insurance did you pay last year?

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

£

[Where to find the amount on a sample P60](#)

**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.

Pause

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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.](#)

[Feedback](#) [Cookies](#) [Terms and conditions](#) [Privacy policy](#)

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## Step 19

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 [feedback](#) will help us to improve it.

### 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

**I**

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.

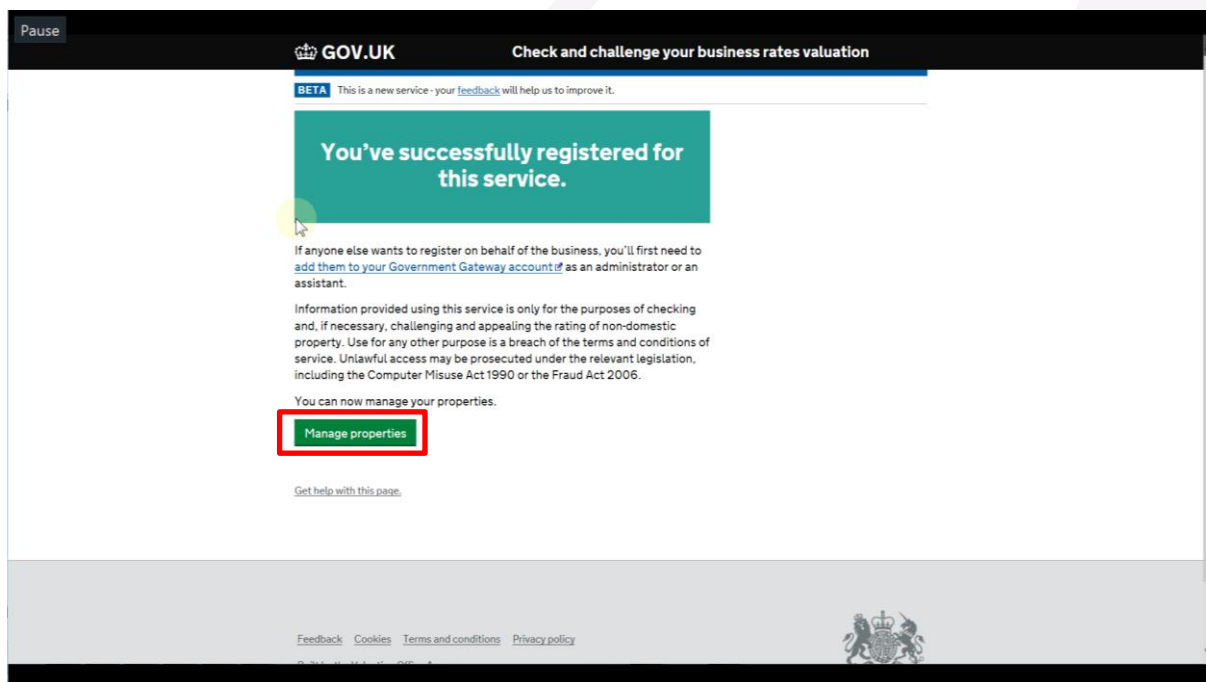
**Continue**

[Get help with this page.](#)

## Step 20

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

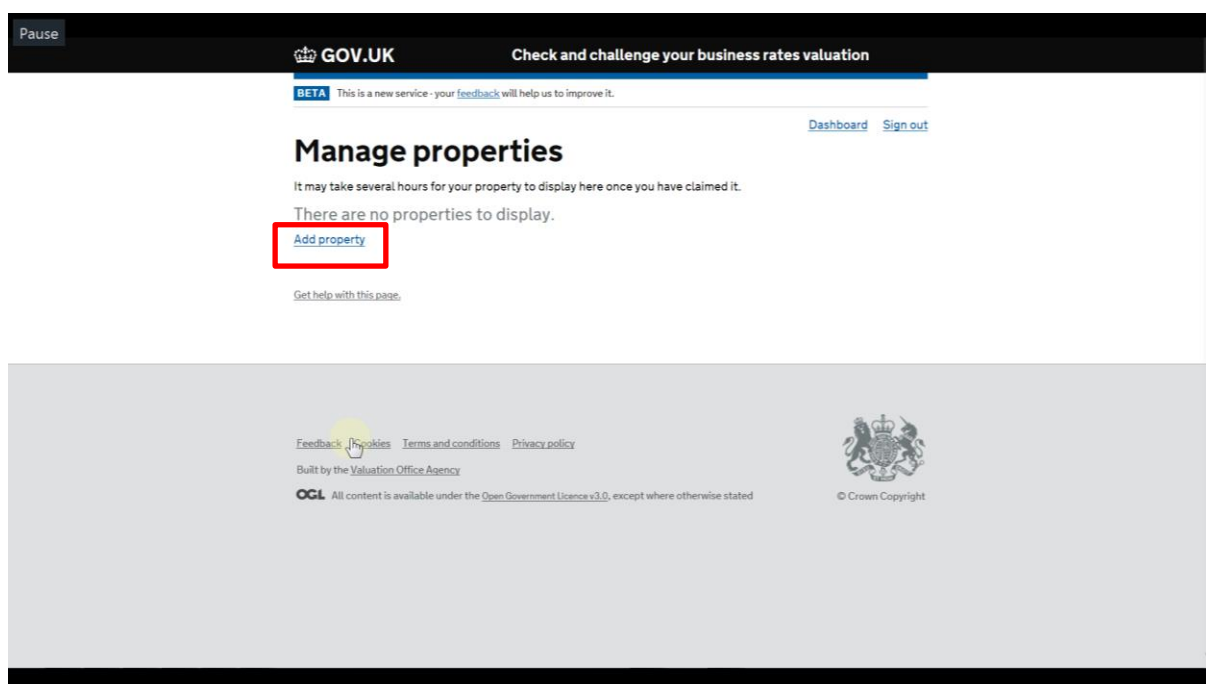
Click “Manage properties” to proceed.



## 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.



## Step 22

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

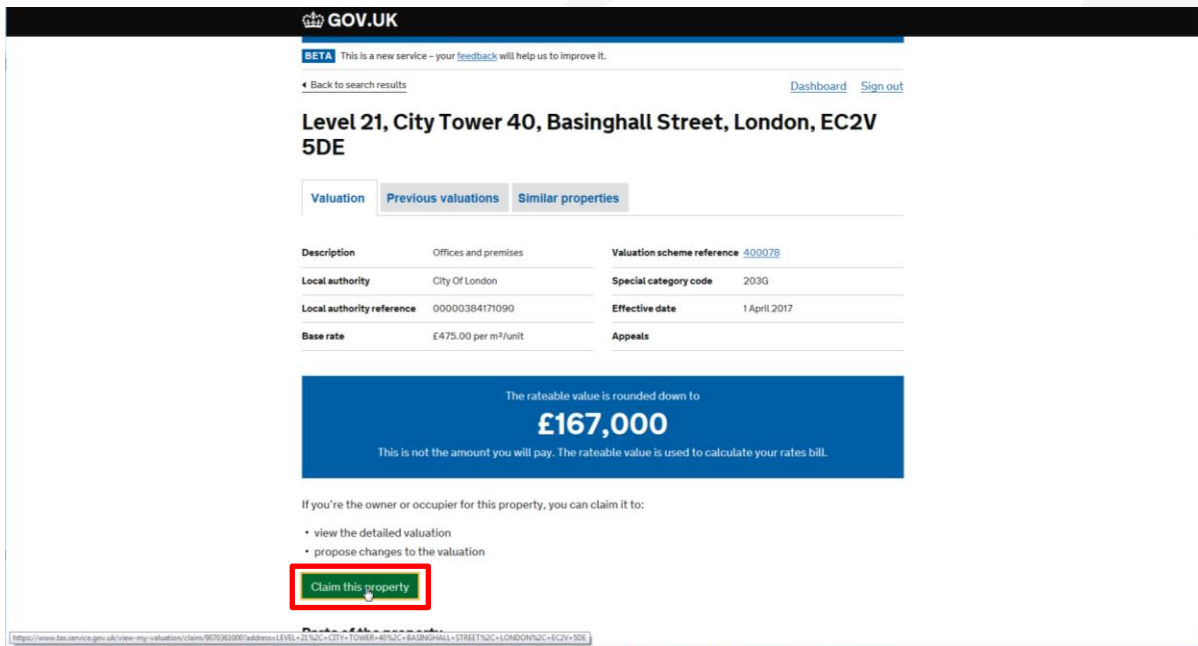
If you have searched using the Postcode or Address you will be presented with a list of properties to select from.

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).

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

## Step 24

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:



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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      | 2030         |
| Local authority reference | 00000384171090                   | Effective date             | 1 April 2017 |
| Base rate                 | £475.00 per m <sup>2</sup> /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.tax.service.gov.uk/view-my-valuation/claim/9070361000/address=LEVEL+21%2C+CTTY+TOWER+40%2C+BASINGHALL+STREET%2C+LONDON%2C+EC2V+5DE>

### Parts of the property

| Floor    | Description      | Area m <sup>2</sup> /unit | Price per m <sup>2</sup> /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         |
|          |                  | <b>550.3</b>              |                                | <b>£206,894</b> |

### Additional details

| Description             | Area m <sup>2</sup> /unit | Price per m <sup>2</sup> /unit | Value         |
|-------------------------|---------------------------|--------------------------------|---------------|
| Air conditioning system | 161.6                     | £7.00                          | £1,131        |
|                         | <b>161.6</b>              |                                | <b>£1,131</b> |

### Plant and machinery

| Description | Value |
|-------------|-------|
|             |       |

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



## Step 25

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/907030300?address=LEVEL+25%2C+CITY+TOWER+40%2C+BASINGHALL+STREET%2C+LOND...>

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".

**GOV.UK** Check and challenge your business rates valuation

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

[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**

If you chose:

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

## Step 27

You now need to upload your Business Rates bill.

GOV.UK Check and challenge your business rates valuation

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

[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

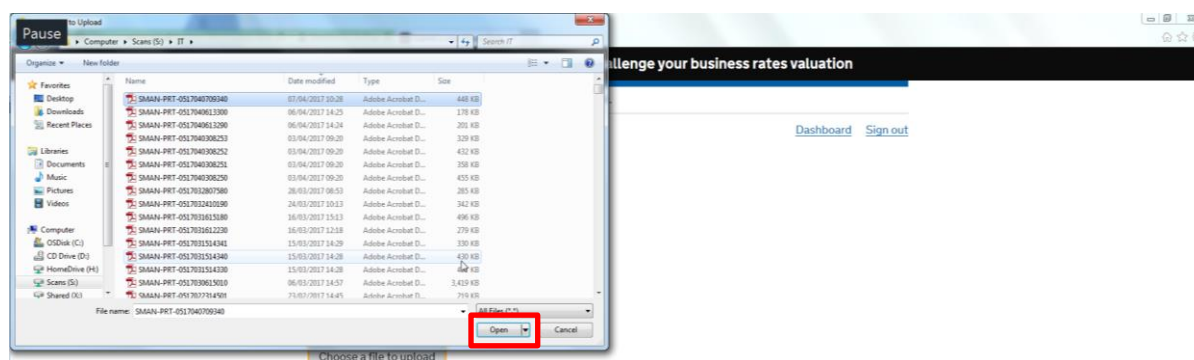
[How do I convert a file into a PDF?](#)

**Choose a file to upload**

Confirm

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 challenge your business rates valuation

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

[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**

SMAN-PR1-051740709340.pdf (459 KB) [Remove](#)

**Confirm**

Proceed to Step 29.

## Step 28

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 valuation

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

### Upload other evidence

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

[I'm unable to provide any of these 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**

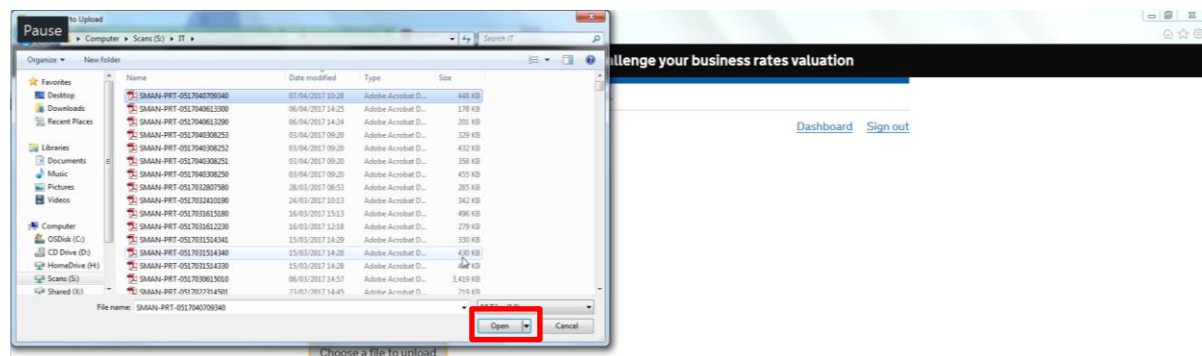
**Type of evidence**

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".



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.

GOV.UK Check and challenge your business rates valuation

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

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

## Upload other evidence

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

[I'm unable to provide any of these 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

SMAN-PRT-0517040613300.pdf (182 KB) [Remove](#)

**Type of evidence**

Lease

**Continue**

Proceed to Step 29.

## Step 29

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

Click the “Continue button to proceed.

GOV.UK Check and challenge your business rates valuation

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

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

## Declaration

I declare that:

- the information I have given in this form is correct and complete
- the file/details that I have uploaded contains proof of my relationship to the property for dates that overlap with the period claimed

I understand that I could be taken to court if I knowingly submit false information.

**Once you submit the form you will not be able to go back and make any changes.**

☐ I agree to the above declaration

**Continue**

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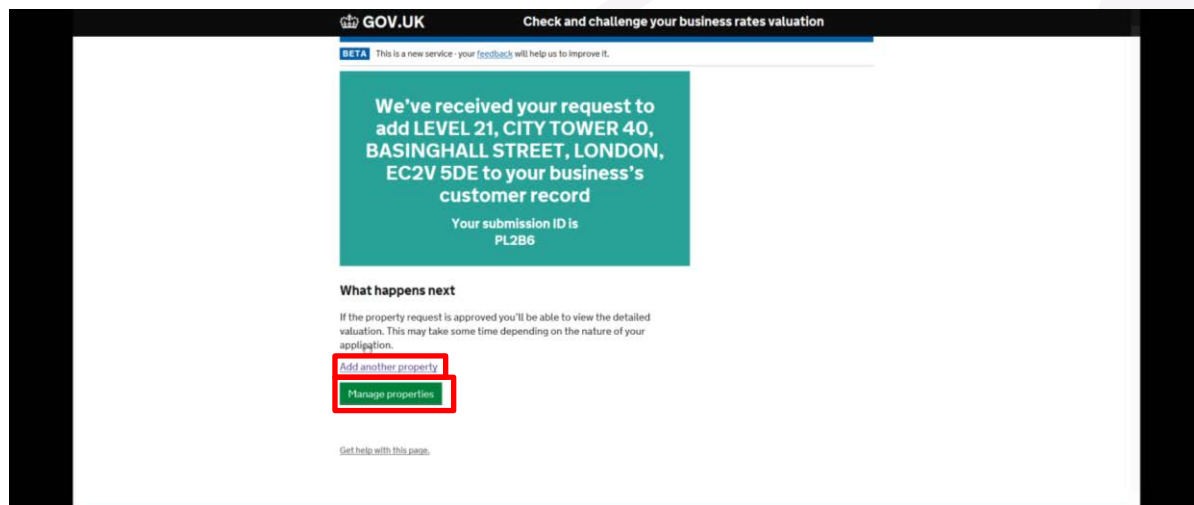
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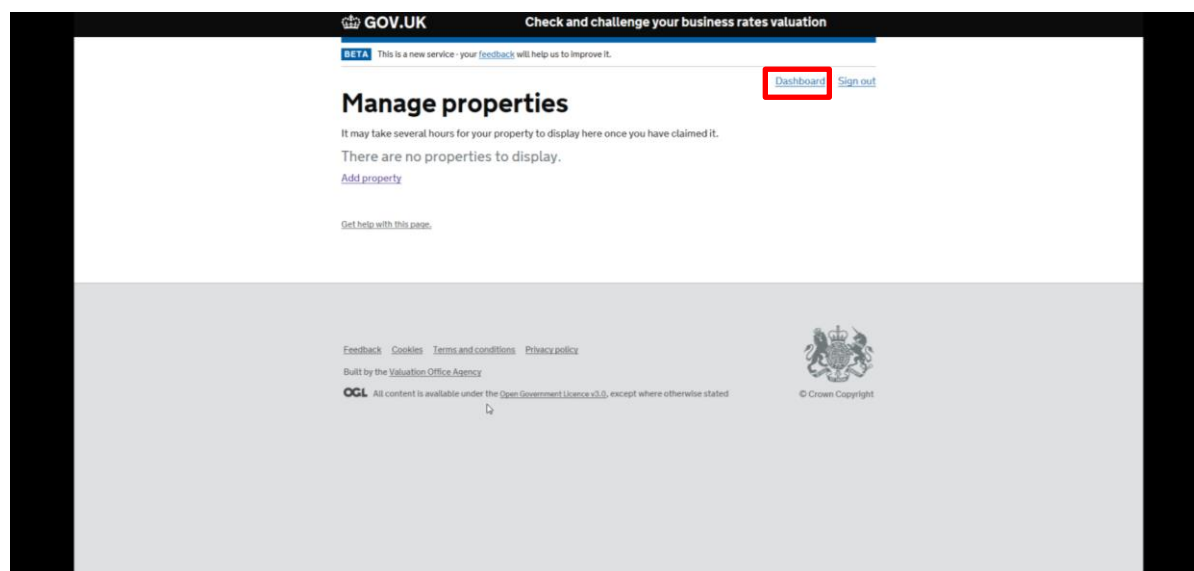
## Step 30

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



## Step 31

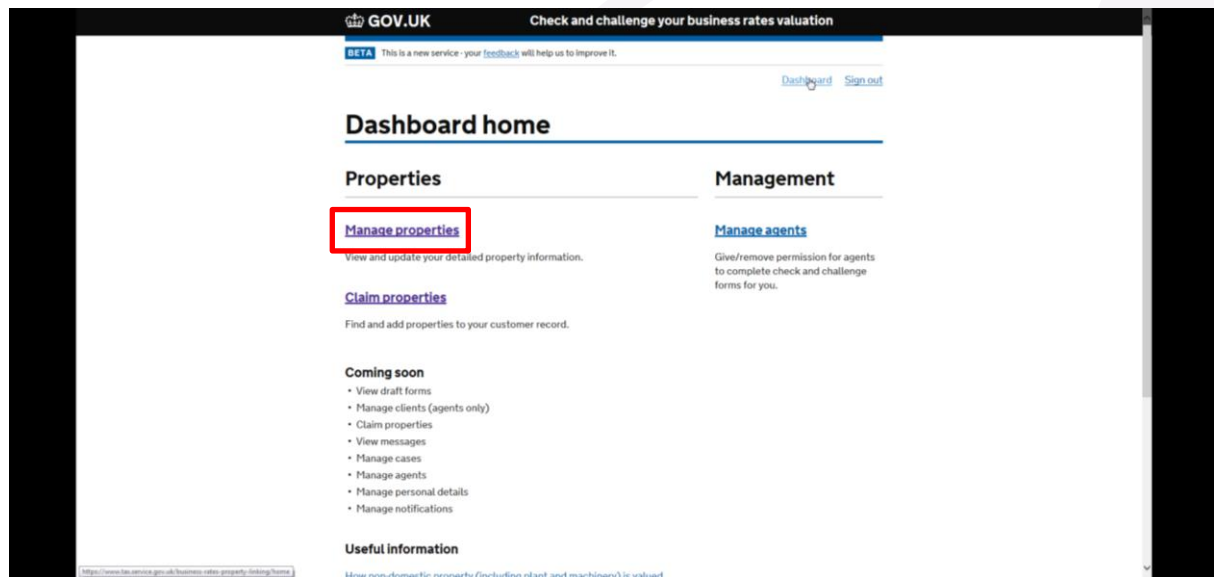
You will be taken to the "Manage Properties" page, but it is unlikely that there will be any properties to display as it can take several hours for them to appear.



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

## Step 32

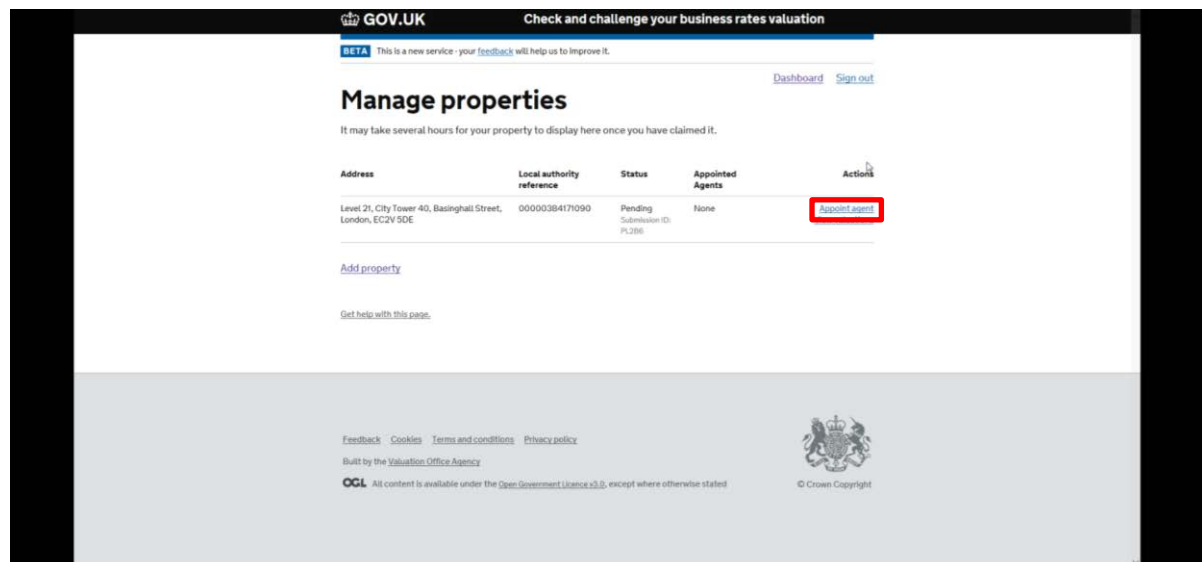
Now click the “Manage properties” button.



## 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.



## Step 34

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.

GOV.UK Check and challenge your business rates valuation

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

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

### Appoint an agent

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.

[My agent hasn't given me a code](#)

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.

**Agent code**

37363

**Do you want this agent to submit checks?**

[What is a check?](#)

☒ Yes ☐ No

**Do you want this agent to submit challenges?**

[What is a challenge?](#)

☒ Yes ☐ No

[Continue](#)

Get help with this page

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.

GOV.UK Check and challenge your business rates valuation

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

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

**We have received your request for this agent to act on behalf of your business**

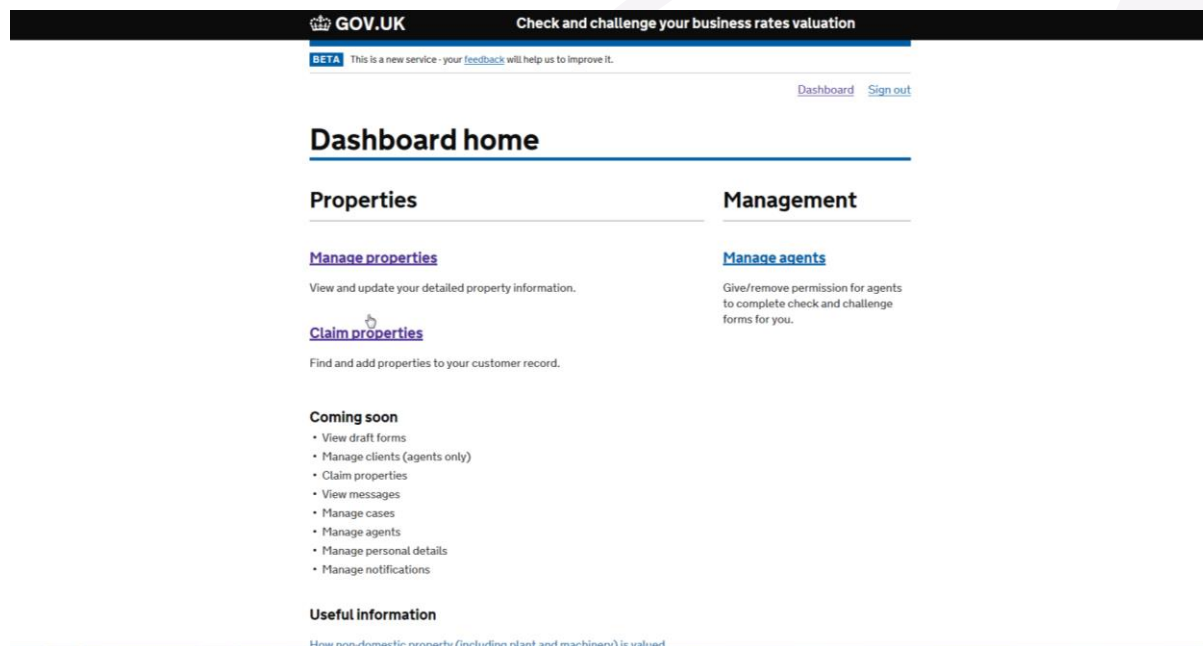
**What happens next**

The agent has been sent your request to act on behalf of Level 21, City Tower 40, Basinghall Street, London, EC2V 5DE.

[Go to your dashboard](#)

## Step 36

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](mailto:enq@marstonassoc.com)**