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# CHECK CHALLENGE APPEAL (CCA) - GETTING STARTED

The Valuation Office Agency (VOA) is responsible for the Check and Challenge stages of the new business rates process which applies to commercial properties located in England as from 1 April 2017. The Valuation Tribunal Service (VTS) will be responsible for the Appeal stage.

## REGISTERING

Ratepayers will be defined as an 'Interested Person' (IP) who, having registered for the 'Government Gateway', will be required to search the Rating List and identify all properties relating to them or their organisation.

They will then indicate their capacity (owner or occupier) and the date range of their interest in the property (this can be limited to the commencement of the Rating List). They must verify their link to the property through self-certification and a legal declaration or the uploading of evidence, e.g. a rates' bill or tenancy agreement.

Once this stage has been completed an IP can appoint a Gateway registered agent to act on their behalf. Agents must apply separately and receive a unique VOA code. The ratepayer can then choose to 'add' agents using this code for each property in their portfolio.

All data entry will be done manually on a property by property basis. No Application Program Interface (API) or bulk information uploading has been provided or expected prior to 1 April 2017.

Occupiers of multiple properties will need to identify, verify their connection and then invite an agent to act separately for each and every property.

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## CHECK

The IP – occupier or agent - can start the initial Check stage against any property but this must be completed before any Challenge.

The Check stage requires an IP to confirm that the facts held by the VOA are correct or provide any revised information including a formal declaration if they dispute it. This process is extensive and requires detailed knowledge of the premises.

## CHALLENGE

The Challenge stage is again an online process. The IP reviews the VOA valuation and decides if they wish to dispute it. The Challenge stage requires the IP to supply all data supporting the challenge – a far more detailed process than the existing appeals system.

All data will need to be entered manually. Previous Rating Lists have utilised web services for initial communications with standardised email responses from the VOA, but this will not be the case for the 2017 Rating List.

No Application Program Interface (API) or alternative digital communication system has been provided nor is expected to be available prior to 1 April 2017.

## GOVERNMENT GATEWAY AUTHENTICATION PROCESS

