



CASE STUDY - RATING AUDIT

ELDON SQUARE SHOPPING CENTRE

Eldon Square is Newcastle's oldest and most iconic premium shopping destination. Opened in 1976, it is home to more than 150 high street shops and a variety of restaurants, attracting millions of visitors each year to the city centre. Dunlop Heywood was engaged to provide rating audit services for Eldon Square, with the goal of identifying and recovering any business rates overpayments. Given the scale and complexity of shopping centre operations, rating liabilities are significant, and even minor errors in billing can result in substantial overpayments over time.

Key Actions:

- **Investigating Liability Calculations:** Scrutinising charges to identify miscalculations by the Billing Authority.
- **Challenging Misinterpretations:** Highlighting incorrect applications of legislation or regulatory frameworks.
- **Direct Engagement:** Working closely with the Billing Authority to correct errors and secure refunds.

This specialist process requires a deep understanding of business rates legislation, case law, and the systems used by Billing Authorities, areas where our team's expertise is unmatched.

Key achievements are:

- **£150,000+ in Savings:** Direct refunds secured for the client through correction of errors.
- **Efficient Process:** Over 90% of our rating audit cases result in successful savings, typically concluded within weeks.
- **Non-Speculative Approach:** Engagement was based only on identified saving opportunities, ensuring real results.

Conclusion

By combining forensic analysis with expert knowledge of business rates legislation, Dunlop Heywood secured over £150,000 in savings for Eldon Square. This case demonstrates how our specialist rating audit services uncover hidden opportunities, correct costly errors, and deliver tangible financial benefits for major retail operators.