



# COMMERCIAL PROPERTY ADVISORS

LEADING BUSINESS RATES SPECIALISTS

## Step by Step Guide to Government Gateway

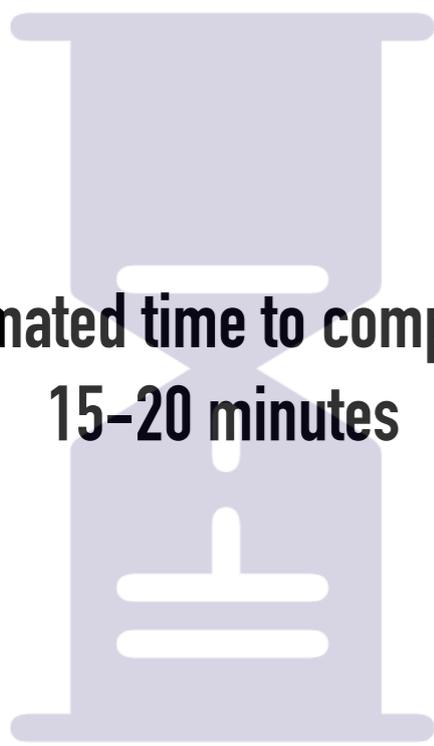
Commercial Property Advisors Ltd

0117 325 1520

<https://www.commercialpropertyadvisors.co.uk>



If you have an existing Government Gateway account, skip this part and go straight to **Appointing an Agent**.  
Click [here](#) to skip.



Estimated time to complete:  
15-20 minutes



You will need:

1. Passport number or P60 form

2. National Insurance number

3. Copy of the rates bills



## Step 1 : Register to Use the Service



Click the GOV.UK logo to start you process,  
or press the link

<https://www.tax.service.gov.uk/business-rates-property-linking/start>

# Step 2: Register to Use the Service

## 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

- A. If you have an existing Government Gateway account, skip this part and go straight to Appointing on Agent. Click [here](#) to skip.**
- B. If you've used this service before and you need to add other people from your business, follow the steps provided.**

**C. To register, select organisation.**

## Which type of account would you like to create?

[Individual \(you represent yourself\)](#) – you won't be able to add others to this account

[Organisation \(you represent a business, charity or other organisation\)](#) – you'll be able to add others to this account

[I want to register using my existing Government Gateway account](#)



# Step 3: Register to Use the Service

## A. 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

- Enter your personal details. Do not enter your business name.
- Once completed, Government Gateway ID will be generated. Make sure that you make a note of this ID as this is the only notification you will receive. You will need this ID to login in future.
- Press «continue» and go to the verification step.

## B. Make a note of your User ID

The screenshot shows a teal header with the text "Your User ID" and "456789307234" in white. Below this is a link "Print your User ID" with a printer icon. A message states "Your Government Gateway account has been created. You'll need your User ID whenever you sign in." followed by a green "Continue" button. At the bottom, there is a small link "Get help with this page."

## C. You've created a Government Gateway account for your business

We'll ask you to verify your identity and confirm that you have the right to act on behalf of your business.

Continue

# Step 4: Verify your Identity

A.

## 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.

Mobile number

Optional

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

- Fill in the form with your details. For this section you will need your National Insurance Number. After that, press «Continue».
- You will be asked to answer some security questions. This is a standard procedure required by the Government Gateway. You may need your P60 form or Passport. Press «Continue».
- Having submitted the needed information, you will be transferred to the page confirming that your identity is verified.

B.

## 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.](#)

C.

## 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

# Step 5: Register your Business

**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

[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.

**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.

- A. Fill in the form with your business details. If you have multiple business addresses, use the one which you want the correspondence sent to.
- B. For question «Do you want to act as an agent on behalf of another business?» select «No». Press «Continue». You've registered for this service.

**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](#)



# COMMERCIAL PROPERTY ADVISORS

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## **Step by Step Guide for Appointing an Agent**

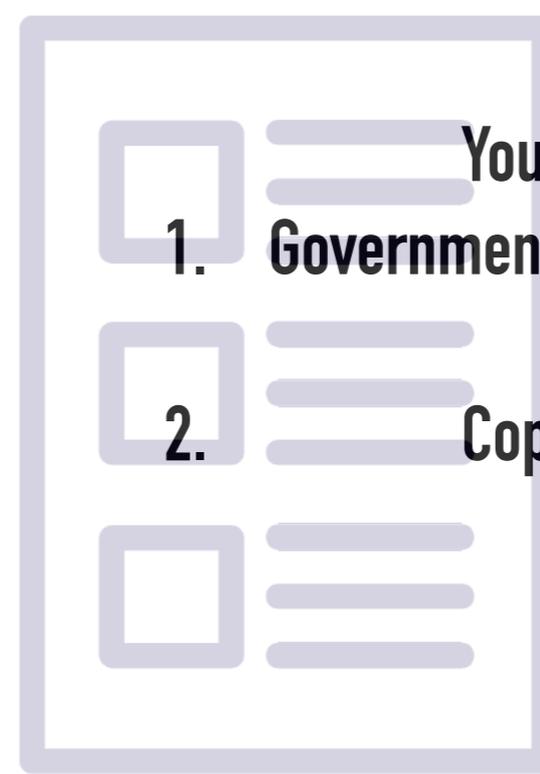
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**Estimated time to complete:  
15–20 minutes (this  
depends on the number of  
properties you have)**



- You will need:**
- 1. Government Gateway login details**
  - 2. Copy of rates bills**



**CPA**

## **Step 1: Go to the link**



**Click the GOV.UK logo to start you process,  
or press the link  
<https://www.gov.uk/correct-your-business-rates>**



# Step 2: Find your property

## A. Find and check your business rates valuation

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.

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 service

A.

Press the green button

[Start now >](#)

B.

Enter your postcode and find your property, if your are struggling, try Advanced search

C.

Press «Claim this Property»

## B. Find a property

Select an option to search for a property to add to your account:

- Postcode     Street name and town     Advanced

C. [Pearls & Corals Daycare Pt Gnd Flr 97-105, Wilder Street, Bristol, BS2 8QU](#)

Offices and premises

N/A

N/A

Deleted

[Claim this property.](#)



# Step 3: Adding your property

- A. Once you have pressed «Claim this property», answer a short questionnaire
- B. After completion, press the green button **Add property**
- C. Provide a copy of your business rates bill and press «continue»
- D. \* If you don't have a business rates bill you will need to upload another piece of evidence from the list

**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**

**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**



**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**

**You need to verify your property by uploading a document that links to your property. CPA recommends to have a scanned copy of your bill saved to your computer for this section**

**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**



**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
- licence to occupy property
- service charge statement
- Stamp Duty Land Tax form
- Land Registry title documents
- a water rate demand
- other utility bills

[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



# Step 4: Adding your property

A.

**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](#)

[Get help with this page.](#)

- A. Press «continue» agree the declaration
- B. Click the green button to start the process of authorising CPA to deal with your challenge
- C. Once done, click «home page» within VOA website.

B.

**We've received your request to add Ground Floor Left Wing 97-105, Wilder Street, Bristol, BS2 8QU to your business's customer record**

Your submission ID is DF6KO

**What happens next**

If the property request is approved you'll be able to view the detailed valuation. This may take some time depending on the nature of your application.

[Add another property](#)

[Manage properties](#)

# Step 5: Authorise CPA as your agent

You may continue to add further properties, repeating the steps above, or by clicking on the Manage properties button you will be taken to a list of all the properties claimed.

## A. Manage properties

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

Address	Local authority reference	Status	Appointed Agents	Actions
(excl Bst Cent) Bst 72, Welbeck Street, London, W1G 0AY	400704707209	Pending Submission ID: PL1LZ	None	<a href="#">Appoint agent</a> <a href="#">View valuations</a>

## B.

### 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

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](#)

- A. Once you've submitted all properties you need to press «[Appoint agent](#)»
- B. The VH Agent Code is 50596 and answer «yes» to both questions.
- C. You have now completed the setup process and authorised VH to act on your behalf. You don't need to do anything else, CPA can now start appealing your business rates.

## C.

**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 Pt Gnd Flr The Royals, Altrincham Road, Manchester, M22 4BJ.

[Go to your dashboard](#)