

Check and challenge your business rates valuation - Appoint a Trusted Helper

If you are unable to use the digital service you may be able to appoint a 'trusted helper'; this will enable you to use the Valuation Office Agency (VOA) check and challenge digital service. The scheme has been devised for customers who are unable to set up a Government Gateway account for one of the following reasons

- they are ill, have a disability or do not speak English
- they do not have a British passport or National Insurance number
- they have tried to register but have failed the individual identification stage

Before you can appoint a Trusted Helper you will need to confirm that there is no-one else in your organisation that can set up a Government Gateway account

Why do you need to set up Trusted Helper Account?

<input type="checkbox"/>	Illness or disability
<input type="checkbox"/>	Do not speak English
<input type="checkbox"/>	Do not have a British Passport or National Insurance number
<input type="checkbox"/>	Tried to register but failed the individual identification stage
<input type="checkbox"/>	Other - please specify below

If you have selected 'Other' please specify the reason you require a Trusted Helper account below

If you work for an organisation, please confirm below that you have investigated and no-one else in your organisation is able to set up a Government Gateway Account.

If you do not work for an organisation please confirm this.

<input type="checkbox"/>	No-one within my organisation is able to set up a Government Gateway Account <u>or</u>
<input type="checkbox"/>	I do not work for an organisation

IMPORTANT

If you do set up a trusted helper account you will be responsible for any information submitted by the trusted helper on your behalf. You will need to be satisfied that any changes made to your property details are accurate and be aware that changes can decrease or increase the rateable value of your property.

Trusted Helper Account

Once set up, the account will enable you and/or your trusted helper to:

- claim and manage your properties online
- access your detailed property valuation online
- understand how we valued your property and which properties we compared it with (available for most properties)
- view your check cases and the detail submitted
- view your check correspondence
- manage your business contact details and preferences
- manage permissions for any agent(s) (if appointed)

Use this form:

- To appoint a trusted helper for the VOA check and challenge digital service

When you are completing this form please ensure that you write clearly and fill in all of the boxes. If you do not complete the form and/or it is not signed by both you and the trusted helper we will return it to you for completion and your trusted helper will not be authorised.

This form can be completed electronically and digital signatures are accepted.

You can send the form by email to ccaservice@voa.gsi.gov.uk

Both you and your trusted helper must sign the form before you return it.

Frequently asked questions:

What is a trusted helper?

- A trusted helper is an individual or organisation that is appointed by you (the ratepayer, occupier or owner) to create an online account for the check and challenge service on your behalf. They are a digital assistant for you, as you cannot register for the check and challenge service yourself.
- After the account is created, the trusted helper can manage your online account activity on your behalf.

How will the VOA interact with the trusted helper?

- The VOA will only talk directly to the trusted helper if they require assistance registering or managing the online account. The VOA will not accept any other emails, letters or phone calls from the trusted helper.
- The VOA will treat all actions taken in the online account as being from you, the owner/occupier/ratepayer and you will be able to monitor activity.
- If you wish someone to act on your behalf and be able to engage with the VOA about your properties or cases, then you will need to appoint an agent.

Can a trusted helper be dis-instructed? What happens when they are no longer assisting me?

- If you decide that you do not want the trusted helper to have access to your account, then you will need to get the administrator details from the trusted helper and change the password. The declaration that the trusted helper signs in this form covers this.
- If the trusted helper does not provide you with this detail, then you should contact the VOA who can either put the account on hold or delete the account entirely.

Can I have more than one trusted helper?

- No there can only be one trusted helper per customer. However, this trusted helper could be an organisation and not an individual, depending on who you wish to appoint.

For the trusted helper:

Before you agree to be a trusted helper, you might want to understand a bit more of what is involved.

As a trusted helper for the Valuation Office Agency check and challenge service you will be responsible for using the service on behalf of the owner / occupier / ratepayer who has appointed you.

You will have access to the online service on their behalf and be able to link to their properties, appoint agent(s) and view and submit information as they require.

You do not need advanced IT skills to be able to use the service. If you browse the internet, fill in online forms (for example to buy something) and use email you will be able to use this service.

Section A: Enter your individual contact details

This section is for the details of the individual who is completing this form on behalf of the organisation or company that owns or occupies the property or properties concerned.

Full name (first name, last name)

Work email address

Work telephone number

Work mobile number (optional)

Section B: Enter the contact details of your business

This section is for the details of the business, organisation or company that owns or occupies the property or properties concerned. Please note that the details in this section will be used by the 'trusted helper' to create your online account. The e-mail address provided must be that of the subject business or employee as this is what the VOA use to keep you informed of activity on your account.

Business name

Business address (head office)

Business postcode

Business email address (**not** the email address of the Trusted Helper)

Section C: Enter the contact details of the trusted helper you wish to appoint

This section is for the details of the individual or organisation who you wish to appoint as the trusted helper for the business detailed in Section B.

Trusted helper's name (organisation or individual)

Trusted helper's address and postcode

Trusted helper's email address

Trusted helper's telephone number

Section D: Declaration

Owner/Occupier/Ratepayer

I declare that the information I have provided in this form is correct, complete and up to date.

I understand that by appointing a 'trusted helper', I am giving permission for the individual or organisation to have access to information about my business and to act on my behalf.

Signature

Date

Full name of individual or organisation

Nominated trusted helper

I agree to act on behalf of the individual or organisation named above and to link to properties and appoint/remove agents at their request only. I will only submit Checks or Challenges if asked to do so by them.

I agree to create an assistant (standard user) account on the Check and Challenge service and provide these details to them, so that they can monitor what is happening with their properties. On request, I agree to provide them with the administrator login details of the account I create on their behalf.

Signature

Date

Full name of individual or organisation