

# Business Rates Information Letter

## (4/2009): Business Information Letter

This is the fourth Business Rate Information Letter to be issued by the Department this year. Previous letters are available on the internet at:

<http://www.local.communities.gov.uk/finance/busrats1.htm>

### This letter covers:

- ♣ **Supporting information which is available to local government revenue staff and wider local government staff less familiar with rating to assist them with enquiries about the 2010 revaluation .**

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3 March 2009

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## Chief Finance Officers of English Billing Authorities

### FOR THE ATTENTION OF THE BUSINESS RATES SECTION

Dear Chief Finance Officer

### Business Rates Information Letter (4/2009):

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### 2010 Revaluation

1. Communities and Local Government aim to raise awareness of the 2010 revaluation, billing authorities have included in their 2009/10 rates bill a fact sheet. The Valuation Office Agency has now made arrangements with individual billing authorities for the delivery of this information. A copy of the fact sheet is available at [www.voa.gov.uk/2010](http://www.voa.gov.uk/2010).

2. Once ratepayers receive the fact sheet they may make further enquiries to the VOA or yourselves. To assist you with this the following is available:

- an electronic 'briefing' produced by the VOA on revaluation 2010. This covers the basics and is designed for customer facing staff who may not be familiar with rating. The briefing will probably have already been sent to you by the VOA for distribution within your authority – a copy [is](#) also included alongside this letter.

- [www.voa.gov.uk/2010](http://www.voa.gov.uk/2010) which gives more in-depth information on the 2010 revaluation. These pages are designed as an information resource for ratepayers, as well as being a reference point for VOA and billing authority staff to support enquiry handling, and
- local authorities officers may contact Communities and Local Government if they have enquiries or questions not covered by the above material via the usual email address [ndr@communities.gov.uk](mailto:ndr@communities.gov.uk). As you may know, the main purpose of the email address is to assist local authorities and, therefore, we would be grateful if it was not widely advertised to ratepayers.

3. The material on the VOA's website will be updated as the revaluation progresses and to cover any unanswered common questions arising from the fact sheet. Staff should therefore be encouraged to use the material on line where possible.