



# Business Rates 2021/22

This leaflet forms part of your business rates bill for 2021/22

This leaflet is about your 2021/22 business rates. It provides general information on business rates and how to pay. The Borough of Broxbourne values the relationship it holds with the business community and is committed to ensuring it provides the highest quality local services.

## Recent and upcoming changes affecting business rates

### Business rate multipliers

The Government has set the multipliers for the financial year 2021/22 at 51.2 for the national non-domestic multiplier and 49.9 for the small business rates multiplier. These have been set to ensure that the Government does not raise any extra income from the revaluation.

### Small businesses

You can get small business rates relief if your business only uses one property, your property's rateable value is less than £15,000 and your property is not empty. You will not pay business rates on properties with a rateable value of £12,000 or less and you meet the qualifying criteria. The rate of the relief goes down from 100% to 0% for properties with a rateable value between £12,001 and £15,000. If you use more than one property you can get small business rates relief if the rateable value of each property is less than £2,900 and the rateable value of all properties together is not more than £20,000. If your property has a

rateable value below £51,000, the business rates is calculated using the small business rates multiplier. An application for small business rates relief is not required. If you believe you meet the criteria and have not received the relief, please contact the Business Rates section on 01992 785504.

### Supporting small businesses

The Government introduced some additional support to small business that lost their small business rates relief due to the 2017 rating revaluation. The relief was introduced from 1 April 2017 to help phase-in large percentage increases for those affected. The scheme limits any increase in business rates to £600 per year and will apply for a maximum of five years. Relief has automatically been applied to those businesses eligible to receive it. Please contact the business rates team on **01992 785504** if you feel you qualify but it is not reflected on your bill.

### Retail relief

In the Budget on 3 March 2021, the Government announced that it would provide additional business rate support for eligible retail, hospitality, leisure and nursery businesses. As a temporary measure for 2021/22 it was announced that the expanded retail discount would be extended for three months for eligible properties at 100% relief for the period 1 April 2021 to 30 June 2021. From 1 July 2021 to 31 March 2022 the expanded retail discount would apply at 66% relief.

The relief has automatically been applied to those properties that are eligible to receive it. Please contact the business rates team at [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk) if you feel you qualify but it is not shown on your bill.

### Nursery Discount

The nursery discount 2021 has also been extended for three months at 100% for the period 1 April 2021 to 30 June 2021. From 1 July 2021 to 31 March 2022 the nursery discount would apply at 66%. Please contact the business rates team at [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk) if you feel you qualify but it is not shown on your bill.

Businesses may choose to opt out of receiving the expanded retail discount 2021/22 or the nursery discount support 2021/22 by providing Broxbourne Council with notification of their request to refuse support for each of their properties they wish to decline the discount on. Please contact the business rates team at [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk) if you wish to opt out of the discount.

### Transitional relief

Transitional relief limits how much your bill can change each year as a result of revaluation. This means changes to your bill are phased in gradually if you are eligible. You receive transitional relief if your rates go up or down by more than a certain amount.

The relief has automatically been applied to those businesses eligible to receive it. Please contact the business rates team on **01992 785504** if you feel you qualify but it is not reflected on your bill.

## Rateable value

The rateable value of each non-domestic property is set by the Valuation Office Agency (VOA) which is part of HM Revenue and Customs. A full list of rateable values is available at [www.voa.gov.uk](http://www.voa.gov.uk).

Ratepayers may appeal against the rateable value of their property if they believe it is wrong. **You may not withhold payment of business rates while an appeal is being made.** From 1 April 2017 the new check, challenge, appeal process was brought in by the VOA which enables ratepayers to challenge their rateable value. The process allows ratepayers to check

their rateable value without having to make a formal challenge.

If you believe the rateable value of your property is incorrect you need to contact the VOA.

Contact form:

[www.gov.uk/contact-voa](http://www.gov.uk/contact-voa)

Email: [ratinglondon@voa.gsi.gov.uk](mailto:ratinglondon@voa.gsi.gov.uk)

Telephone: **03000 501501**

Fax: **03000 501323**

## Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals can be made free of charge. However, ratepayers who do wish to

be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS) – website [www.rics.org](http://www.rics.org) and the Institute and Revenues, Rating and Valuation (IRRV) – website [www.irrv.net](http://www.irrv.net) are qualified and regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into a contract.



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[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

## Making payment

If your bill shows payment is to be made by Direct Debit, you do not need to take any action; your instalments will continue to be collected as before.

Your business rates may be settled either annually on 1 April 2021, half yearly on 1 April 2021 and 1 October 2021, quarterly on 1 April, 1 July, 1 October 2021 and 1 January 2022 or monthly on the 1st, 15th, or 25th of each month over either 10 or 12 months.

## Methods of payment

### Direct Debit



Setting up a Direct Debit is easy and there are a number of advantages:

- Payments are requested from your bank and any changes in the rates charged can automatically be adjusted
- You will receive one bill each financial year and your instalments are collected regularly each month
- There is a choice of three payment dates - 1st, 15th or 25th of the month
- You have the protection offered by the Direct Debit Guarantee.

### You can set up a Direct Debit

- By downloading a form from the Council's website [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)
- By completing the form attached to your bill and returning by post or in person to the Borough Offices
- Over the telephone.

### Telephone/internet

- A 24 hour automated payment line is available on 0845 601 7620
- You may also pay using the Council's website [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) via the 'Pay for it' link
- You can pay via your bank's telephone or internet banking service. The Council's bank details are: sort code **30-99-86**, account number **78412168**. Please ensure you quote your business rates account number

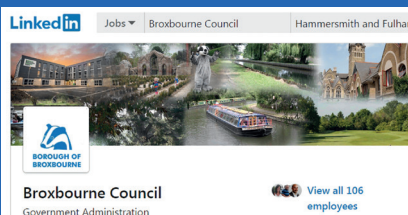


- At any Post Office or any Paypoint outlet with a payment card which contains your business rates reference number for identification. Please call the Helpline on 01992 785577 to order a card



- Cheques, payable to Broxbourne Borough Council, can be posted to the address at the top of the bill. Please write your business rates account number clearly on the back
- Cash must not be sent in the post.

For the latest business information visit the Council's LinkedIn page at:



**Broxbourne Council**

## Problems with paying?

If you experience problems in paying your business rates, please contact the Council immediately. Do not wait for recovery notices to be issued before making contact. The Council may be able to offer an arrangement for payment of outstanding business rates.

## What will happen if I do not pay?

The Council will issue a reminder notice asking for payment of the outstanding instalment. Failure to pay on a reminder will result in the loss of the right to pay your business rates in instalments.

In these circumstances, if the full balance is not paid within the specified time, the Council will issue a summons for attendance at the North and East Hertfordshire Magistrates' Court; this will incur court costs. If the amount specified on the summons is not settled by the court date set, the Council will apply for a liability order, which will incur further court costs. Should a liability order be awarded by the court, the Council will be able to take further recovery enforcement action such as:

- referral of the debt to an enforcement agent
- insolvency
- committal to prison proceedings
- bankruptcy proceedings.

## Contacting the Borough of Broxbourne

Email: [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk)  
Website: [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)  
LinkedIn: [in Broxbourne Council](https://www.linkedin.com/company/broxbourne-council)  
Helpline: 01992 785577  
Fax: 01992 350099

### Borough Offices

Bishops' College,  
Churchgate,  
Cheshunt,  
Herts EN8 9XG

At the time of printing, the Council's offices are closed to the public.

[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

### Quick link

[www.broxbourne.gov.uk/businessrates](http://www.broxbourne.gov.uk/businessrates)