



# Business Rates 2024/25

This leaflet is about your 2024/25 business rates. It provides general information on business rates and how to pay. Broxbourne Borough Council 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 2024/25 at 54.6 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 team at [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk).

### Supporting small businesses

In the 2022 autumn statement, the Chancellor announced the new 2023 supporting small business scheme. The scheme was introduced to support small businesses that lost their small business rates relief due to the 2023 revaluation. This relief applies to the financial years 2023/24, 2024/25 & 2025/26. Awards reduce over the years so bills may increase. You do not need to apply for this relief, it will be applied automatically to qualifying

accounts. If you think that you qualify but it is not reflected on your bill, please contact the business rates team at [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk).

### Retail relief

In the autumn statement on 22 November 2023, the Chancellor announced the extension of the business rates relief scheme for retail, hospitality and leisure properties. The scheme will provide eligible, occupied retail, hospitality and leisure properties with a 75% relief up to a cash cap limit of £110,000 per business. The relief will automatically be applied to those properties that are eligible to receive it. If you feel you qualify but it is not reflected on your bill, please contact the Business Rates team at [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk).

### Transitional relief

Transitional relief limits how much the business rates bill can change each year as a result of revaluation. This means changes to your bill are phased in gradually if you are eligible. The Government announced in the 2022 autumn statement that a transitional relief scheme will be introduced in April 2023. The relief will automatically be applied to those businesses who are eligible to receive it.

## 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 ([www.rics.org](http://www.rics.org)) and the Institute and Revenues, Rating and Valuation ([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 can be paid annually, half yearly, quarterly or monthly on the 1st, 15th or 25th of each month. If you have not expressed a preference, instalments will be scheduled for the 1st of each month over 10 months. If you want to spread your payments over 12 months you need to let the Council know by emailing [nndr@broxbourne.gov.uk](mailto:nndr@broxbourne.gov.uk).

## 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/directdebitmandate](http://www.broxbourne.gov.uk/directdebitmandate)
- By completing the form attached to your bill and returning by post or in person to the Borough Offices
- Over the telephone.

### Telephone/internet

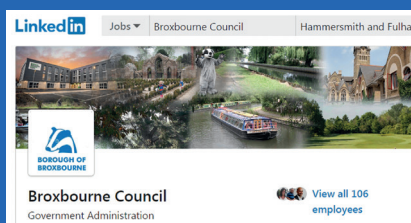
- A 24 hour automated payment line is available on 0808 108 0016
- You may also pay using the Council's website [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) via the 'Pay for it' link
- You can pay via your bank's telephone or internet banking service. The Council's bank details are: sort code **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 0203 832 6044 to order a card
- Cash must not be sent in the post.



For the latest business information follow the Council on [LinkedIn](#):



 **Broxbourne Council**

## Problems with paying?

If you experience issues with paying your business rates the council may be able to agree a special arrangement for payment. You can request an arrangement online but you will first need to create a self-service portal account at [www.broxbourne.gov.uk/selfservice](http://www.broxbourne.gov.uk/selfservice). Do not wait for recovery notices to be issued before making contact.

## 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](#)  
Helpline: 0203 832 6044

### Borough Offices

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

For Council Offices opening hours visit [www.broxbourne.gov.uk/contact-us](http://www.broxbourne.gov.uk/contact-us)  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

### Quick link

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