



Business Rates 2020/21

This leaflet forms part of your business rates bill for 2020/21

This leaflet is about your 2020/21 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 2020/21 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 won't 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

The Government announced in the October 2018 Budget that it will provide a business rates Retail Discount scheme for a period of two years for all occupied retail properties with a rateable value of less than £51,000. From 1 April 2020 the Government will

increase the retail discount from one third to 50% and must be applied after any mandatory relief has been funded. The relief has automatically been applied to those properties that are eligible to receive it. Please contact the business rates team on 01992 785504 if you feel you qualify but it is not shown on the bill.

Support for pubs

The Government announced as a measure for 2020/21 only that occupied public houses with a rateable value of less than £100,000 will receive a £1,000 discount. The relief has been applied to those pubs eligible to receive it. Please contact the business rates team on 01992 785504 if you feel you qualify but it is not showing on your bill.

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.



Revenues, Rating and Valuation (IRRV) – website 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.

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.

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

Email: 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 and the Institute and

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 2020, half yearly on 1 April 2020 and 1 October 2020, quarterly on 1 April, 1 July, 1 October 2020 and 1 January 2021 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
- 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 via the 'Pay for it' link
- You can pay via your bank's telephone or internet banking service. The Council's bank details

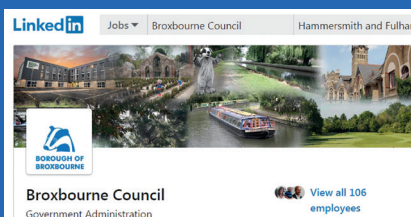


are: sort code **30-99-86**, account number **78412168**. Please ensure you quote your business rates account number



- 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
Website: www.broxbourne.gov.uk
LinkedIn: [Broxbourne Council](#)
Helpline: **01992 785577**
Fax: **01992 350099**

Borough Offices

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

Council One Stop Shops

- Hoddesdon Library, 98a High Street, Hoddesdon EN11 8HD
 - Waltham Cross Library, 123 High Street, Waltham Cross EN8 7AN
- Opening hours are available on the Council's website.

Quick links

<https://ex.broxbourne.gov.uk/business-business-rates/paying-business-rates>
<https://ex.broxbourne.gov.uk/business-business-rates/empty-property-rates>
<https://ex.broxbourne.gov.uk/business-business-rates/rural-rate-relief>
<https://ex.broxbourne.gov.uk/business-business-rates/small-business-rate-relief>
<https://ex.broxbourne.gov.uk/business-business-rates/hardship-relief>