

# How to choose the right agent to challenge your business rates

Selecting the right agent to represent you can make all the difference between not saving anything and saving thousands of pounds every year. Whilst many chartered surveyors will offer a business rates service most are general practitioners rather than business rates experts.

The legal and valuation framework for business rates is constantly in flux and you should only use an expert who is dealing exclusively with business rates appeals.

Here are some tips to help you choose the right agent for you:

## 1. Professional Qualifications.

The starting point is that your agent must be a Chartered Surveyor. This means the letters MRICS after their name and they should display the RICS logo on their website. Preferably they should also be members of the Institute of Revenues & Rating Valuation (IRRV) as well as the Rating Surveyors Association (RSA). If they don't tick these three boxes, ignore them.

## 2. What experience do they have?

Business rates appeals involve a valuation of your property so your agent must have experience of dealing with appeals on your property type and in your location. Valuing a high street shop will be very different to a distribution warehouse, school or an oil refinery. If the agent cannot demonstrate experience relevant to your particular property, don't instruct them to represent you.

### 3. Who is actually dealing with your appeal?

So you've found the agent that fits the above criteria. The next question you need to ask is who in that company will actually deal with your appeal. You may well have spoken to a director or partner who has all the experience but will he be the person who will negotiate your appeal for you? In large companies quite often the appeals are dealt with by junior staff or even trainees.

### 4. Obtain references

Ask your agent to provide references from other clients and check them out. Doing this will enable you to check not only their experience and performance but also the quality of their service.

If you want the best chance of reducing your business rates then call RatesRecovery on 01865 594070 or email us at [enquires@ratesrecovery.com](mailto:enquires@ratesrecovery.com). RatesRecovery are Chartered Surveyors and members of the RICS.

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