



### Expert Advisory, Training And Support Service



For a number of years, WHE Revenues Assurance clients have benefited from a variety of added value services, including bespoke advice, training and guidance on complex and resource-intensive business rates and valuation issues. As these services continue to develop and expand and are increasingly requested, we have consolidated the different elements of the service, now calling it RatesBase ensuring Local Authorities can request it as a stand-alone service if required.

RatesBase complements our existing RV finder and Rate Retention Forecasting services ensuring we can provide an end-to-end support service designed to assist Councils dealing with complex rating and valuation cases and provides specialist training and representation on Council Tax, Business Rates and valuation matters, including;

- General valuation matters
- Specialist local taxation rating advice on matters such as;
  - completion notices
  - liability disputes
  - rates avoidance cases
  - collection and enforcement queries

RatesBase captures all the knowledge and intellect of our rating and valuation professionals and using the latest technology consolidates all of that data in a secure portal ensuring it is easily accessible to clients.

#### The RatesBase solution provides Local Authorities with access to;

- Professional rating and valuation experts for advice whenever it is needed
- Training sessions and materials on emerging issues and hot topics
- Bespoke training where knowledge gaps are identified
- Representing Councils in negotiations and at Valuation Tribunal hearings
- Where necessary, arranging for Counsel's Opinion on complex legal matters through direct instruction
- The RatesBase portal incorporating a wealth of rates related information
- Seminars, webinars and regular newsletter updates



#### Bespoke training sessions

The RatesBase solution is unique in that it also includes the development and delivery of bespoke training sessions where knowledge gaps are identified within your business rates and revenues teams. These sessions are delivered by rating and valuation specialists with decades worth of experience who regularly present on a pan-european basis and provide input and advice at the highest government levels to shape future valuation and rating policy.

#### Most recently we have completed training and advisory work on;

- Council Tax deceased training
- In-depth training on new properties and completion notices
- Advice on expanded retail relief and grants
- Advice on liability for empty property rates
- Advice on liability where ratepayers are in administration

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*Alistair was extremely knowledgeable and presented the tailored course in a professional but relaxed manner, putting everyone at ease so that they could interact, getting the most out of the afternoon. He welcomed questions and comments throughout the course, which made for some interesting stories (scenarios) to back up the theory in a practical manner to ensure our understanding.*

**Natalie Richards, Senior Service Development Officer, Cheshire East Council**

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*Alistair and Roger created a great bespoke training package that was delivered over Teams, that was both very informative and interesting to a multi-disciplined audience. The training has given us renewed confidence in what questions to ask to accurately and timely serve completion notices and dealing with agents, this will help to increase our property base and guarantee income for the local authority. Knowing that we can call on their advice and assistance at any time really gives us assurance when dealing with complex cases.*

**Andy Taplin (IRRV Hons), Operations Manager (Income), Exchequer Services, London Borough of Southwark**

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### RatesBase Portal

Training materials can be accessed on the RatesBase portal which serves as a central point of intelligence on all aspects of valuations and business rates and provides clients with the ability to;

- Receive notifications of current issues, new reports available to download, changes to legislation, new case law
- View a library of links to information on rating matters, such as legislation and case law
- Access to ongoing general and bespoke training materials, slides and related papers
- Contact and seek advice from WHE regarding specialist rating matters and submit technical queries to the WHE expert panel

### Representation

Another invaluable element of the service includes representation, where the team will get involved with complex cases, advising Local Authorities, representing them at Valuation Tribunals and obtaining Counsel's Opinion where necessary. This is in addition to negotiating directly on behalf of the Council with the agent to try and achieve the best possible outcome.

Where appropriate, our expert valuers will act as Expert Witnesses in proceedings and we also provide detailed Building Surveyors reports used, for example, to clarify the time taken to complete building work.

RatesBase can be purchased as a stand-alone solution or for those clients contracting the RV finder service or Rates Forecasting service it will be included at no extra charge. Clients will then benefit from additional RatesBase Portal features including the ability to;

- Monitor potential losses on appeal, with access to downloadable forecasting reports for relevant periods, including the provision of sufficient information for any audit requirements
- Run reports to monitor and analyse the numbers, progress and potential value of newly identified and undervalued hereditaments
- Access reports to monitor and analyse the numbers of Rates Finder cases that have been referred, their progress and the amount of rateable value identified
- View and download case details for new or undervalued hereditaments, including fully e-BAR compliant supporting information
- Report to Wilks Head & Eve on properties to be excluded from yield increase activities

RatesBase is more than just a library of information, it offers access to some of the sharpest minds in the rating and valuation sector. Content is continually updated to reflect the ongoing changes affecting Local Government and the training element has already proven invaluable to those who have undertaken it.

**If you are an existing client, please contact us to discuss your needs or submit any technical queries and they will be addressed accordingly and if you are a non-client, please contact us for a no obligation quote.**