



Altus Edwin Hill

Active Rate Management Service

- ▶ Rate Demand Auditing & Correction
- ▶ Reliefs & Exemptions
- ▶ Budgets & Forecasting
- ▶ Managing Payments & Refund Recovery
- ▶ Forensic Rate Account Audits
- ▶ Appeals Service Integration



Active Rate Management Service

The time and knowledge required to administer the payment of Business Rates properly, even for relatively small property portfolios, should not be underestimated. The default position of many companies is to assume that statutory rate demands are correct and then set up direct debits to make payments. Our experience demonstrates that this approach is fundamentally flawed as we regularly uncover significant billing errors.

“The outsourcing of this process does not simply replace an internal function; it introduces a level of scrutiny and expertise that rarely exists in-house”. The administrative burden is reduced to the extent that the client receives a single schedule for approval each month and a request for funds. We do the rest.

Key elements of the service:

▶ Auditing Rate Demands

Rate demands often receive less scrutiny than other invoices as they are seen as formal documents from a Local Authority. The complicated nature of calculations involving transitional arrangements, supplements, reliefs and liability dates provide numerous chances for a Local Authority to make errors. Our rate payment team subjects every demand to over 25 individual checks, including compliance with statutory requirements.

▶ Historic Rate Account Auditing

All of our rate payment clients' properties are subject to a forensic review of historic liability which can yield significant results. We can currently audit as far back as 1995 and this process requires only minimal client input.

▶ Refund Recovery

There are numerous examples where refunds sit unclaimed on accounts or do not tie in with projected savings. All refunds are scrutinized to the same degree as your rate demands; if they are incorrect then this is rectified before claiming the credit. Any refunds that are due to be claimed are done so in a timely manner.

▶ Reliefs & Exemptions

We have achieved substantial savings for all of our clients by fully exploiting all relevant legislation and case law, and ensuring that all reliefs are applied correctly.

▶ Budgets and Forecasting

The April-March rate year may not coincide with a company's financial year and we can therefore provide accurate liability estimates for any period you request.

▶ Active Rate Management

Whilst many of our competitors offer a rate demand checking and payment service we have created a service which ensures that we identify all potential opportunities to reduce our client's overall liability.

With larger portfolios, even the most hands on property manager is unlikely to be aware of every possible change or opportunity across the portfolio. Many issues go unreported because local contacts are unaware that they may present an opportunity for rate savings. The problem is often compounded in smaller property portfolios where there is no dedicated property manager.

At the core of this 'active' service is a sophisticated program that uses email to monitor and collect responses from local site contacts. We clearly set out the issues that should be reported and record positive, negative and missing responses to ensure that we have a full picture of all events within your portfolio. All responses are collated and an appropriate strategy agreed to maximise the potential for rate savings.

Our rate payment management team manages in excess of 10,000 properties with Rateable Values totalling over £100million. This service is generally self financing – the costs are more than offset by the additional savings that the service produces. It ultimately provides peace of mind that you are paying the absolute minimum while maximising all potential opportunities for rate savings.

For more information, contact our team on **020 7636 7347**:

Katie Peto

E: katie.peto@altusgroup.com

Allan Phillips

E: allan.phillips@altusgroup.com