

Housing, Communities and Local Government Committee

House of Commons, London SW1A 0AA

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Melissa Tatton, Chief Executive
Valuation Office Agency

31 October 2018

Dear Ms Tatton

BUSINESS RATES APPEALS

As you may be aware, the Housing, Communities and Local Government Committee has, as part of its wider work on 100% business rates retention, and based on the evidence it has received, raised concerns about the significant backlog of business rates appeals from the 2010 rating list, as well as the resourcing of the Valuation Office Agency (VOA) and the operation of Check Challenge Appeal (CCA). You may be interested to read the relevant conclusions and recommendations in our April 2018 report, [Business rates retention, Fifth Report of Session 2017–19](#).

In its August 2018 response to the above-mentioned report, the Government set out figures on the number of unresolved appeals and statistics for the first year of the CCA system. Further to this, we would be grateful if you could provide us with an update on the number of:

- Appeals from the 2010 rating list which have been cleared and the number which remain unresolved;
- Appeals that are stayed pending wider legal action, and the timeframe by which legal action is expected to be resolved;
- Users registered on the CCA system and properties 'claimed';
- 'Checks' made and resolved;
- 'Challenges' made and resolved;
- Appeals made to the Valuation Tribunal for England.

In addition, further to reports earlier this year that a Freedom of Information request by Colliers International to the VOA revealed that 71% of respondents to a VOA survey were 'very dissatisfied' with the new system, we would be grateful if you could provide us with information on the satisfaction levels of users, as well as the average time taken by the VOA to respond, at each stage.

We look forward to hearing from you.

Kind regards



Clive Betts MP
Chair, Housing, Communities and Local Government Committee