

# RATES MANAGEMENT & AUDIT

Business rates are a significant burden for occupiers of commercial property, both financially and administratively. The billing process itself can be extremely complicated, particularly where ratepayers occupy more than one property and are in receipt of multiple bills from different Billing Authorities.

As a result, mistakes can go unnoticed leading to non-payment with applied late payment penalties as well as unrecovered overpayments.

## HOW CAN WE HELP?

Lambert Smith Hampton (LSH) is one of the leading providers of rates management and audit advice within the United Kingdom. Established in 2005, the team is expertly qualified to provide a valuable service to businesses large and small.

Using a combination of expert knowledge, efficient processes and market leading information systems, our fully comprehensive service removes the administrative burden associated with business rates, ensuring your bills are accurate and paid in a timely manner.

Above all, our service gives you peace of mind that your business rates obligations have been met and liabilities have been minimized wherever possible, leaving you free to focus on your core business.

**£350M**  
MANAGED  
RATEABLE VALUE

**100k**  
ANNUAL PAYMENTS  
PROCESSED

**£250M**  
MANAGED RATES  
LIABILITIES

**2005**  
FIRST  
ESTABLISHED

## RATES MANAGEMENT

Our Rates Management service calculates your business rates liability and manages the processing and payment of your business rates demands.

Our demand validation and verification service covers the following:

- Compliance with UK legal requirements
- Year-on-year changes in UK legislation
- Monitoring rateable value alterations by Valuation Office Agency, Billing Authority and Surveyors
- Revised demand calculation from increases and reductions in rateable values
- Impact of transitional relief
- Demand value challenges with Billing Authorities
- Transitional certificate calculations and applications
- Splits and Merger calculations
- Application for relief and exemptions
- Advice on empty properties
- Disposal and acquisition impacts on the portfolio
- Payment of business rates liabilities
- Accurate budgetary forecasts
- BIDs and Enterprise Zones review and application
- One stop shop for business rates co-ordination and advice

## RATEPAL

RatePal is our dedicated business rates audit solution, which maps individual property details against market leading audit software, external data sources and in-house systems.

Applying specific algorithms, we are able to:

- Conduct a forensic audit of historical business rates payments to identify inaccuracies and potential opportunities for savings.
- Challenge and process the correction of errors across multiple rating lists and Billing Authority records.
- Negotiate refunds and recover overpayments in a timely and cost effective manner.
- Using this process reduces the need for you to supply large volumes of data as we don't audit what you paid but how changes to liability are applied and are calculated.

**£75M**  
SAVINGS  
RECOVERED

**753k**  
LARGEST SINGLE  
AUDIT RECOVERY

**£14.5M**  
SAVED ON A  
CLIENT'S PORTFOLIO

*"After a strong mobilisation period in which LSH identified and delivered £0.5m initial savings, they have consistently outperformed our expectations delivering £9m in savings over a 9 year period. Not only are they easy to deal with and generate extra value in the interpretation of rating related procedural changes, most importantly for us they have not lost focus and continue to hunt for opportunities that reduce our run rate costs"*

**Susie McGlynn**

Property Consultant – Real Estate  
Nationwide Building Society

*"Adopting rates management across all brands has brought clarity to the rating property portfolio allowing us to manage our true liability and reduce ongoing costs. The extraordinary level savings received from portfolio changes, empty rates advice and applied reliefs is a welcome addition"*

**Paul Dempsey**

Group Property Director  
European Tyre Enterprise Ltd (Kwik – Fit)

*"Engaging Lambert Smith Hampton's expertise and skill in managing our business rates administrative burden has generated over £1m of savings across the portfolio and allows us to focus on core business activities without distraction"*

**Edmond Leahy**

Head of Estates  
EVRI

## OUR OTHER SERVICES

- Acquisitions, Disposals & Lettings
- Asset Advisory
- Auctions
- Building Consultancy
- Business Rates
- Capital Markets
- ESG & Sustainability
- Lease Advisory
- Major Projects & Cost Consultancy
- Property Management
- Planning, Regeneration + Infrastructure
- Valuation

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