

RATES MANAGEMENT AND 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 and bills can get misplaced, leading to overpayments or late payment penalties.

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.

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 surveyor, Councils and the Valuation Office Agency
- Revised demand calculation from increases and reductions in rateable values
- Impact of transitional relief
- Demand value challenges with local authorities
- Transitional certificate calculations and applications
- Splits and Merger calculations
- Application of reliefs
- Advice on empty properties
- Disposal and acquisition impacts on the portfolio
- Business improvement districts requests
- Payment of business rates liabilities
- Accurate budgetary forecast
- One stop shop for business rates co-ordination and advice

£515M
OF MANAGED
RATEABLE VALUE

72,000
PAYMENTS
PROCESSED
ANNUALLY

OVER
£250M
OF RATES
LIABILITIES UNDER
MANAGEMENT

OUR OTHER SERVICES

- Acquisitions, disposals and lettings
- Asset and debt advisory
- Auctions
- Building consultancy
- Business rates
- Capital markets
- Lease advisory
- Machinery and business assets
- Planning and development consultancy
- Property and facilities management
- Real estate advisory

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.

WHAT OUR CLIENTS SAY

“Having Lambert Smith Hampton managing the administrative burden of business rates allows us to focus on core business with the advantage of additional savings being delivered.”

Martin Draper
European Transaction Manager
Zurich Financial Services

“Over the first 6 months of the contract Lambert Smith Hampton identified and captured savings of c.£500,000 from its proactive response to rates management. Their response is both organised and strategic and we are delighted with these savings, which are far higher than we have ever experienced before or anticipated.”

Mark Sayers
Head of Real Estate
Nationwide Building Society

“Adopting rates management has brought clarity to the rating property portfolio allowing us to manage our true liability and reduce ongoing costs. The additional £300,000 additional savings from portfolio changes and empty rates mitigation is a welcome addition.”

Paul Dempsey
Head of UK Estate
Kwik-Fit

£16M
OF SAVINGS
RECOVERED

£753k
LARGEST SINGLE
RECOVERY

£2.3M
SAVED ON A SINGLE
CLIENTS PROPERTY
PORTFOLIO

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RatePal
AUDIT. IDENTIFY. RECOVER

Alternatively, email ratesmanagement@lsh.co.uk, RatePal@lsh.co.uk or visit www.lsh.co.uk.