

Completing a NEW application for Small Business Rates Relief

Please Read before starting

Reminder – You will need the following to complete a NEW Application form,

- Your Business Rates Account number (located on your bill)
- Your Business Property Reference number starting NNR (located on your bill)
- An internal and external photo of your premises (to upload)
- One proof of occupancy (to upload)

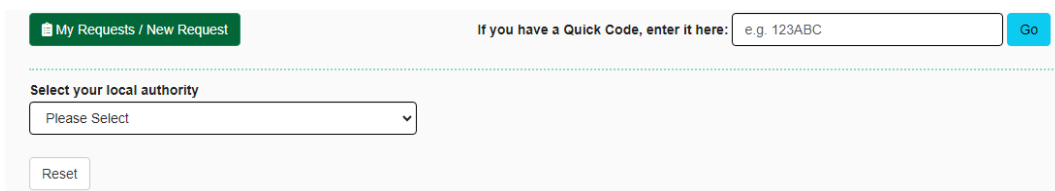
This guide will show you the information and options you may see on the application form to aid completion.

If you get an ERROR CODE whilst completing your form, there is a list of some of the popular codes at the end of this guide which will help you identify what may be the problem.

You will need to create an account log in if you have not used Apply4Online before.

Completing An Application

1. Once you have logged in you will be able to enter a Quick Code if you have one, otherwise you will need to select 'Sandwell' in the 'Select your Local Authority' drop box

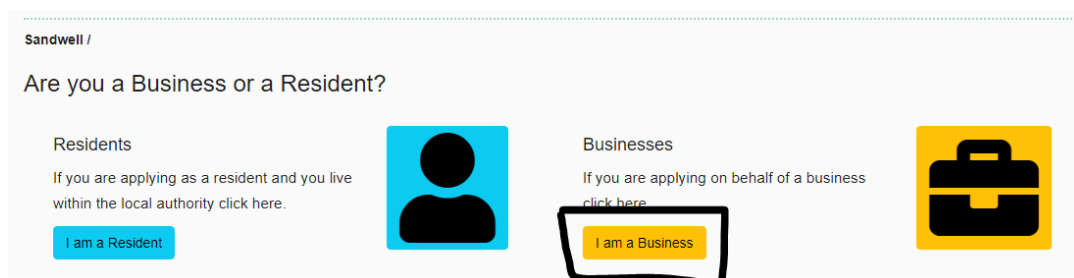


My Requests / New Request

If you have a Quick Code, enter it here:

Select your local authority

2. Click on the option 'I am a Business'



Sandwell /

Are you a Business or a Resident?

Residents

If you are applying as a resident and you live within the local authority click here.

Businesses

If you are applying on behalf of a business click here.

3. Click on 'Rates Discount Form'

Sandwell / Business /

Not here for business?

What are you applying for?

Grant Application Rates Discount Form

4. Enter your Property Ref (starts with NNR) and click 'Find Schemes',

Sandwell / Business / Rates Discount Form

Property Reference (also known as Local Authority Reference Number)

Check your property tax bill

NNR

[Find a Business Property from the Valuations Office Agency \(VOA\)](#)

Find Schemes I'm not applying for a property

5. Scroll through available schemes to the one called 'Small Business Rates Relief NEW Application' and click 'Start an application'.

Small Business Rates Relief NEW Application

[More information](#)

Sandwell businesses who occupy properties where the Rateable Value is under £15,000

Start an application

This scheme is **NOT** open to Council Tax properties.
This scheme is open to Business Rates properties.
You MUST be named on the Council Tax / Business Rates bill (Even if the amount on the bill is zero)

6. You will see the application rules and links to Sandwell's Privacy Notice. Click 'Agree and Continue'

Start Request

Please complete all required sections of this page to continue.
The application progress can be saved by selecting the save & continue button at the end of each page. You can resume an application at any time by selecting My Requests / New Request and selecting continue on the correct application.

Local Authority: Sandwell Metropolitan Borough Council

Small Business Rates Relief NEW Application

[More information](#)

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Compliance Declaration

<https://www.sandwell.gov.uk/MySandwell/PrivacyNotice>

Agree and Continue

7. You will then need to enter your property ref (starting NNR) and account number (starting 5) and read and tick the declaration boxes, then click 'Save and Continue'.

Your reference numbers

[Find a Business Property from the Valuations Office Agency \(VOA\)](#)

Your Property Reference Number
Please provide your Property Reference Number.

Your Account Number
Please provide your Business Rates Account Number.

Declarations

- I have no other properties with a rateable value above £2,899.
- I will inform the council within 14 days of any changes in circumstances that may affect my entitlement to small business rate relief.
- The property is currently being used to run a business and is not empty.
- The total rateable value of all the properties the business occupies is less than £20,000.

Categories of documents we may require for this request:

Documents that will be required:

- Evidence of occupation
- Premises Photo

Error 98 – if this error shows (as below), our records suggest that your rateable value is over 15,000 and you are not eligible for Small Business Rates Relief. If you believe this to be incorrect you will need to contact the Business Rates Team.

Start Request

Please complete all required sections of this page to continue.

The application progress can be saved by selecting the save & continue button at the end of each page. You can resume an application at any time by selecting My Requests / New Request and selecting continue on the correct application.

- Error 98: The Rateable Value for the Property Reference Number provided doesn't match the criteria for the scheme selected.

8. You can check your property details and click 'Continue' if correct or go back to correct any details.

Is this correct?

Please confirm the information is correct before continuing.

Your Property Reference Number
[REDACTED]

Your Account Number
[REDACTED]

Your Property Address
[REDACTED]

9. Details of the business should be entered, there are 3 mandatory fields (please note if there are no address details in 'Street 1' just replicate what reads in 'Street 2

New Request

The Basics

Information about the claimant, provide as much as possible.

What is your relationship to the business/organisation?
--Select--

Account Number
51234562

Property Reference Number
NNR1537000010001

What type of business/organisation are you?
e.g. Restaurant, Bar, B&B, Market Trader

What is the businesses/organisation Trading Name
e.g. The Red Lion

Property Information

Where the business/organisation trades from and or where you can be contacted.

Building Name
e.g. St Catherines Hospital

Building Number
e.g. 2

Street 1
e.g. Weston Road

Street 2
e.g. Tickhill Road

Locality
e.g. Balby

Town/City
e.g. Doncaster

Postcode
e.g. DN4 8QP

Other Questions

The business/organisation is: (Click the applicable option)

An Incorporated Body e.g. Limited (Ltd)

An Individual

A Non Incorporated Body (e.g. voluntary group, sports club)

- The What is your relationship to the business/organisation? field is required.
- The What type of business/organisation are you? field is required.
- The Street 1 field is required.

10. Click the type of business / organisation you are,

The business/organisation is: (Click the applicable option)

An Incorporated Body e.g. Limited (Ltd)

An Individual

A Non Incorporated Body (e.g. voluntary group, sports club)

11. Clicking 'An Incorporated Limited company', you will need to enter your company name or company number to identify and select your business. Clicking 'name Search' will give options to select.

Company Details

Enter a Company Name or Company Number to search

Please provide at least 4 characters to search with

Name Search

Possible Results found

active Incorporated 04/08/2021

Continue

12. You will then be able to check these are your business details and click 'continue to scheme questions'.

Company Check

Check Status: **Successful**

Company Name

████████████████████

Company Number

██████████

Company Sic Code

██████████

04/08/2021

Use the button below to continue with your application.

[Continue To > Scheme Questions](#)

13. Clicking 'An Individual' will need to input your details or you can click 'prefill from my account information' to populate the information you submitted when creating an account. Then click 'Save and Continue', check your details and click 'Continue to Scheme Questions'

Applicant Details

If you are completing this form on behalf of someone else, please enter their details below. Otherwise if you are completing the form for yourself use the Prefill button below.

[Prefill from my Account Information](#)

Personal Information

Title
e.g. Mr, Ms, Mrs, Miss

Forename
e.g. David

Middle Name(s)
e.g. James

Surname
e.g. Smith

Date Of Birth
Day: DD, Month: MM, Year: YYYY

Employment Type
Please Select...

Home Address

Building Name
e.g. St Catherines Hospital

Building Number
e.g. 2

Street 1
e.g. Weston Road

Street 2
e.g. Tickhill Road

Locality
e.g. Balby

Town/City
e.g. Doncaster

Postcode
e.g. DN4 8QP

Email Address

Email Address
e.g. david@example.com

Phone Number

Phone Number
e.g. 01234567891

[Save and Continue](#)

14. Clicking 'A Non Incorporated body' you will have to add the information requested, then click 'Save and Continue'.

Non Incorporated Body

Please enter your organisation's details, ensure that you have saved all responses before continuing.

Organisation Details

Legal Organisation Name (Registered Organisation or Sole Trader)

████████████████████

Who is Your Regulator

e.g. Financial Conduct Authority

Registered Organisation Number

████████████████████

Please provide your Registered Office Address

Building Number
e.g. 2

Building Name
e.g. St Catherines Hospital

Street 1
e.g. Weston Road

Street 2
e.g. Tickhill Road

Locality
e.g. Balby

Town/City
e.g. Doncaster

Postcode
e.g. DN4 8QP

[Save and Continue](#)

15. Scheme Questions Need to be answered.

The questions are intelligent and so an answer to one question may require an answer to another question.

At the side of the question will be one of the following

- A drop down for 'Yes or 'No'
- A date box
- A free text box to enter your answer

Once all questions have been answered click 'Save and Continue'

16. You will then see confirmation of the answers you have given. If you wish to correct any answers click on 'Edit Answers', otherwise click on 'Continue to Upload documents'.

Confirm Your Answers

Please ensure all the answers you have provided are correct before continuing

Answers

Do you still occupy this property?	Yes
Do you currently have a lease agreement for this property?	No
Do you own this property?	Yes
Does your business occupy any other properties in Sandwell, or anywhere else in England?	No
Do you currently receive your business rates bill by post or by email (e-billing)?	Email
Can you confirm the current email address your e-bills should be sent to so we can ensure our records are reading correct.	vvvvv

Edit **Continue**

17. You will then have to upload 3 documents,

- An external photo of your premises.
- An internal photo of your premises.
- Evidence of occupation.

Document Upload

Please help us to process your request as quickly as possible by providing proof of eligibility.

We are taking these precautions to reduce the risk of anyone fraudulently completing your request.

You must only upload one document at a time.

All documents should have a recent date, please **do not** upload information which is over 3 months old, **unless specified to do so**.

You have not uploaded any documents

More document(s) are required to continue.

We are requesting at least 3 forms of evidence to prevent fraud and assist Local Authorities to process applications as quickly as possible.

Mandatory Document Required

Minimum Documents Required: 2	Document Upload
Please upload a photo of your property in occupation. Internal and external.	<input type="text" value="Choose file"/> No file chosen
<i>You have uploaded: 0/2 of this document request.</i>	Document Type
	Property - Premises Photo
	<input type="button" value="Upload"/>

Mandatory Document Required

Minimum Documents Required: 1	Document Upload
Please upload evidence of occupation of the property. Please note a business rates bill is not acceptable.	<input type="text" value="Choose file"/> No file chosen
<i>You have uploaded: 0/1 of this document request.</i>	Document Type
	Please Select...

18. Once the 3 required documents show as uploaded click on 'Continue to sign declaration'

Saved Documents:

Date Uploaded	File Name	Category	Type	
21/03/2024	sandwell.png	Property	Rent Statement	
21/03/2024	sandwell.jpeg	Property	Rent Statement	
21/03/2024	sandwell.png	Insurance	Contents	

19. The declaration will show which you need to read to confirm you agree, then at the bottom you will need to enter the reference number you can see to confirm acceptance.

Declaration

Please read the following Declaration, you must NOT continue with this application unless you agree to this Declaration.

Small business rate relief can only be claimed for one property. It should be noted that, for any particular day, the council will disregard the ratepayer's occupation of an additional property in England where—

(a) Its rateable value shown in the local non-domestic rating list for that day is not more than £2,899, and

(b) The total rateable value on that day of all the properties the ratepayer occupies in England is not more than £19,999 (where the property for which relief is sought is situated outside Greater London) or £27,999 (where the property for which relief is sought is situated in Greater London)

If the ratepayer occupies more than one property, their entitlement to relief is dependent on the rateable values of the other properties they occupy. Where the ratepayer occupies properties in more than one billing area, the ratepayer must notify the council which is granting relief of any increase in the rateable value of a property outside of that council's area.

If the ratepayer is uncertain about which council area their properties are in, they should contact the council that grants the relief.

You must notify us in writing of any changes in the rateable value of any property that you occupy elsewhere in England or if you take on a further property after making your initial application.

This information will be used in connection with the billing, collection and recovery of local taxes and revenues, including the calculation of any associated discounts and reliefs. The data may be disclosed to the council's auditors, and to other council's for local taxation purposes only.

Local Authorities are under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form within this council for the prevention and detection of fraud. It may also share this information with other bodies administering public funds solely for these purposes.

Declaration Reference Number

14972

Please enter the number shown above to confirm you accept this declaration.

14. You will then get an application number and receive an email

Your Request Is Complete

Thank you for completing this request online.

Your Reference Number is: 967899

If the Local Authority requires any further information they will contact you using the details you provided.

If the Authority has all information required, you will be notified by email once the application has been processed.

We have sent an email receipt to you for this claim.

Please ensure you check your spam and junk inboxes regularly to avoid any delays in responding to further information required or notification of decisions.

To view your request or to submit more requests follow the link to [My Requests](#)

Popular Error Codes

Error	Resolution
ERROR 14 – The property reference number was not found or may not be eligible for this application	Check you have entered the correct property reference number and that it starts NNR. Contact the business Rates team if the above resolution does not work for advice
ERROR 36 – The property reference number provided was found on the Local Authorities Database however they have not indicated that the property may be eligible for the selected scheme. Please check which scheme you are eligible for then try again. Please only contact the Local Authority if you believe this is not correct.	If you feel you are eligible for the discount you are trying to apply for, please contact the Business Rates team.
ERROR 47 – There is a problem with the property reference number provided as it has already been used for this type of application.	This error can occur where 2 applications are being made, perhaps due to a change of business. Please contact the Business Rates team.
ERROR 98 – The Rateable Value for the property reference number provided doesn't match the criteria for the scheme selected.	Check the scheme criteria to make sure your rateable value meets the required criteria, i.e. for Small Business Rates Relief the rateable value must be under 15000. If you believe you meet the criteria please contact the Business Rates team.