



## CCA - The Process

**"Little by little, a little becomes a lot"**  
Anonymous

### Unless you are talking about Check, Challenge Appeal

A recent Freedom of Information request revealed that 85% of respondents between March to August 2018 said they were dissatisfied or very dissatisfied with their experience of the Valuation Office CCA portal. It is very clear that despite the changes that have been made since its introduction the digital system is still far from fit for purpose. There has been little improvement in satisfaction since a similar request revealed that 88% of respondents had similar experiences in the first year of revaluation.

There have been some improvements to the system recently following help from HMRC but not nearly sufficient -

- Tabs to help customers navigate their dashboard and ability to update their details.
- "Save" option to allow customers to complete a

check at a pace that suits them with the ability to view saved cases.

- Clarification around the reasons for submitting a check and "eligibility" advice for customers wanting to see if they are able to submit a "challenge".
- Customers and agents automatically sent check confirmation email containing key case identifiers.
- Customers provided with a downloadable summary of their check case.
- Online valuations for properties valued using "fair maintainable turnover" e.g. pubs and hotels.

From the ratepayers (customer!) perspective one of the most useful upgrades will be the ability to add agents as assistants and for the agent to claim properties on their behalf. We believe this is one of the biggest contributors to the low challenge rate to date. It is a laborious process for an individual ratepayer - never mind the multiple occupier with thousands of properties.

*(continued)*

Further “improvements” include

- The Group Pre- Challenge review allowing groups of ratepayers to have their evidence to support a challenge reviewed collectively.
- More online valuations for more classes of property.
- Increase in automated correspondence service - **actually all we want is to talk to someone!!!**
- Application Programming Interfaces (API's) - whilst agents are investing monetary and staff resource on bespoke software applications which assist progress and reporting of checks and challenges there is still no ability for these systems to communicate with the VOA system more than 18 months into the Revaluation. It is currently at trial stage but no definite date for full launch.

Far too little far too late. There is a dam of discontent on values that needs to burst in the next few months. It is inconceivable that 98.1% of valuations are correct!!!

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