

About Us

- Est. 1820
- Chartered Surveyors / Property Valuers / Town Planners
- Primarily (approx. 90%) Public Sector client base
- Constantly evolving to meet the needs of clients
- Rates retention resulted in clients asking for solutions
- Wilks Head & Eve Revenues Assurance developed 7 years ago



Valuation Services

- Portfolio / Asset Valuations
- One-Off Best Value Valuations (Acquisitions and Disposals)
- Ransom / Covenant Valuation Advice
- 'Right to Buy' Valuations
- Insurance Appraisals
- Lease Testing
- Rent Reviews & Third Party Referrals
- Lease Renewals
- Rent Budgeting & Forecasting Consultancy
- Agency – Acquisitions and Disposals

Building Surveying

- Building Surveys
- Defect Diagnosis
- Schedules of Condition
- Planned Preventative Maintenance Schedules (PPMs)
- Contract Administration
- Building Reinstatement Valuations
- RICS Home-Buyers Surveys
- Expert Witness
- Dilapidations

Landlord & Tenant Issues

- Rent review negotiations
- Rent changes and lease renewals/termination negotiations
- Rent budgeting and forecasting

REVENUES ASSURANCE

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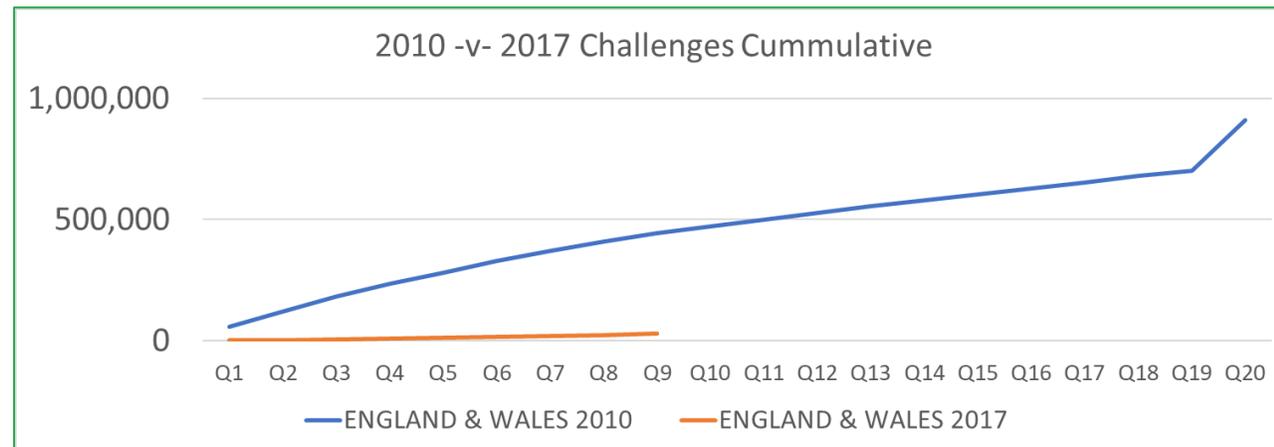
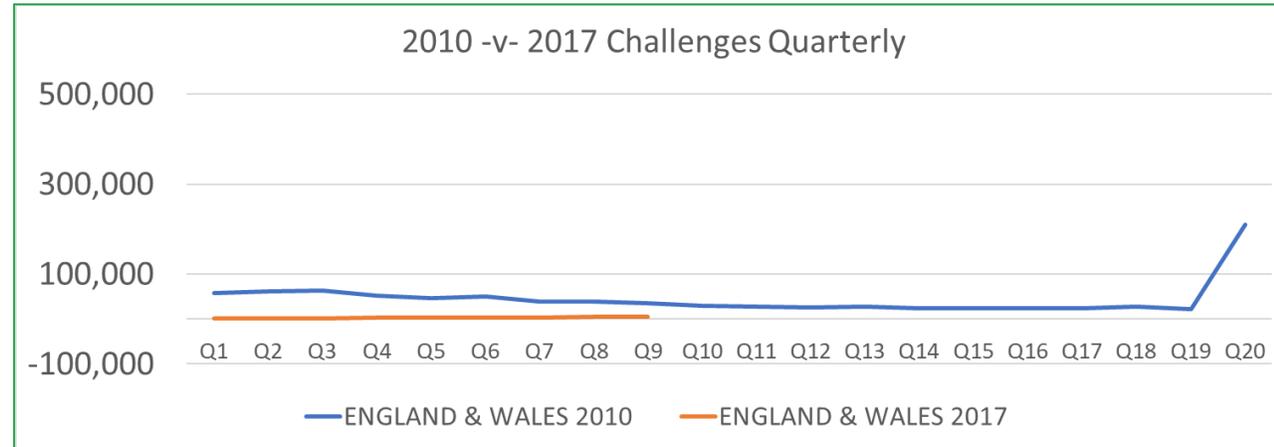
Challenges and Appeals – The risks

- 2010 List (7 years)

- Over 1 million challenges made
- Over 60,000 still outstanding
- More complex cases remaining

- 2017 List (4 years)

- CCA system
- Comparatively few challenges
- Flood gates at end of list?



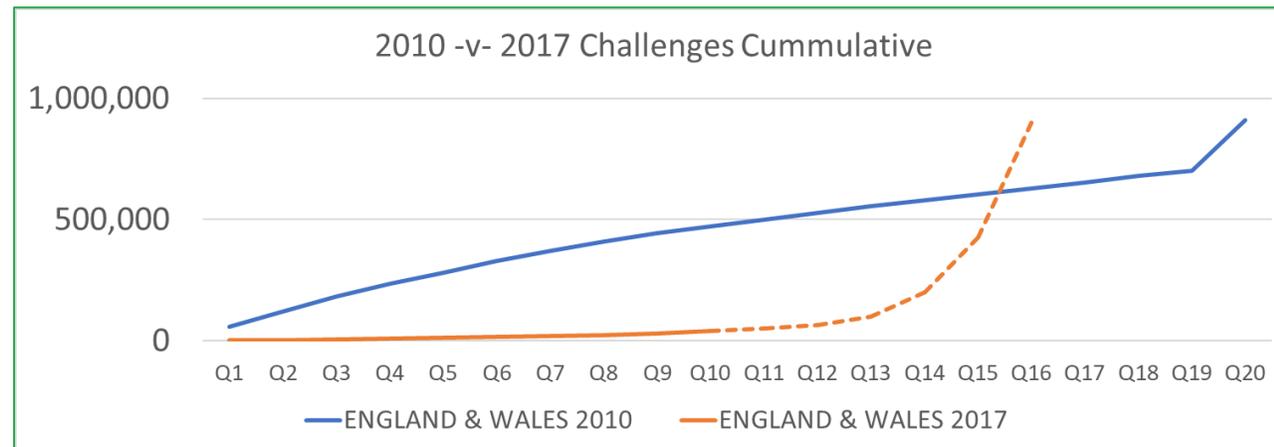
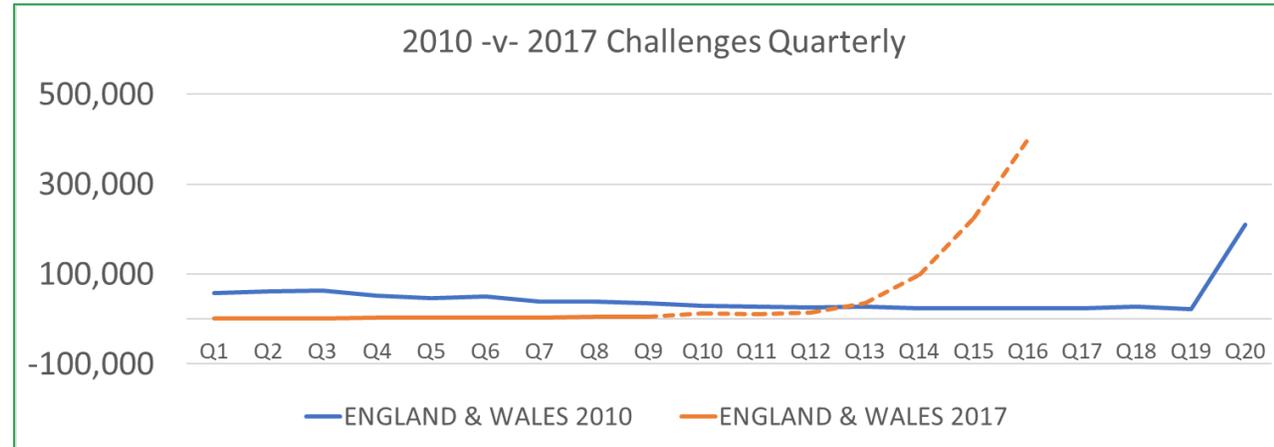
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Forecasting – The Goldilocks Principle



Algorithms

- National data
- Become more accurate over time, but not locally
- Don't take account of unknown appeals
- Tend to overestimate



% based figures

- National data
- Start off inaccurate and stay that way
- Don't take account of unknown appeals
- Tend to underestimate



Expert valuation approach

- Use local data
- Accurate from outset
- Include unknown appeals
- Proven to be most accurate methodology



Forecasting – What we do

- Losses on appeal (known knowns)
 - 2010 List
 - 2017 List (Check, Challenge, Appeal)
- Consequential amendments (known unknowns)
 - Classes subject to national litigation
- Properties likely to be appealed (unknown unknowns)
 - Forecasting appeals on properties that are no yet on the radar

Forecasting – How we do it

- **Unique Line by Line approach**
 - Line by line analysis of rating list
 - Expert valuation assessment
 - Combine individual materiality with volume
- **Fully detailed reports**
 - Fully audit tested
 - showing RV loss and cash loss using the relevant multiplier and backdated liability
- **Accessible through our Client Portal**
 - Fully audit tested
 - showing RV loss and cash loss using the relevant multiplier and backdated liability



REVENUES ASSURANCE

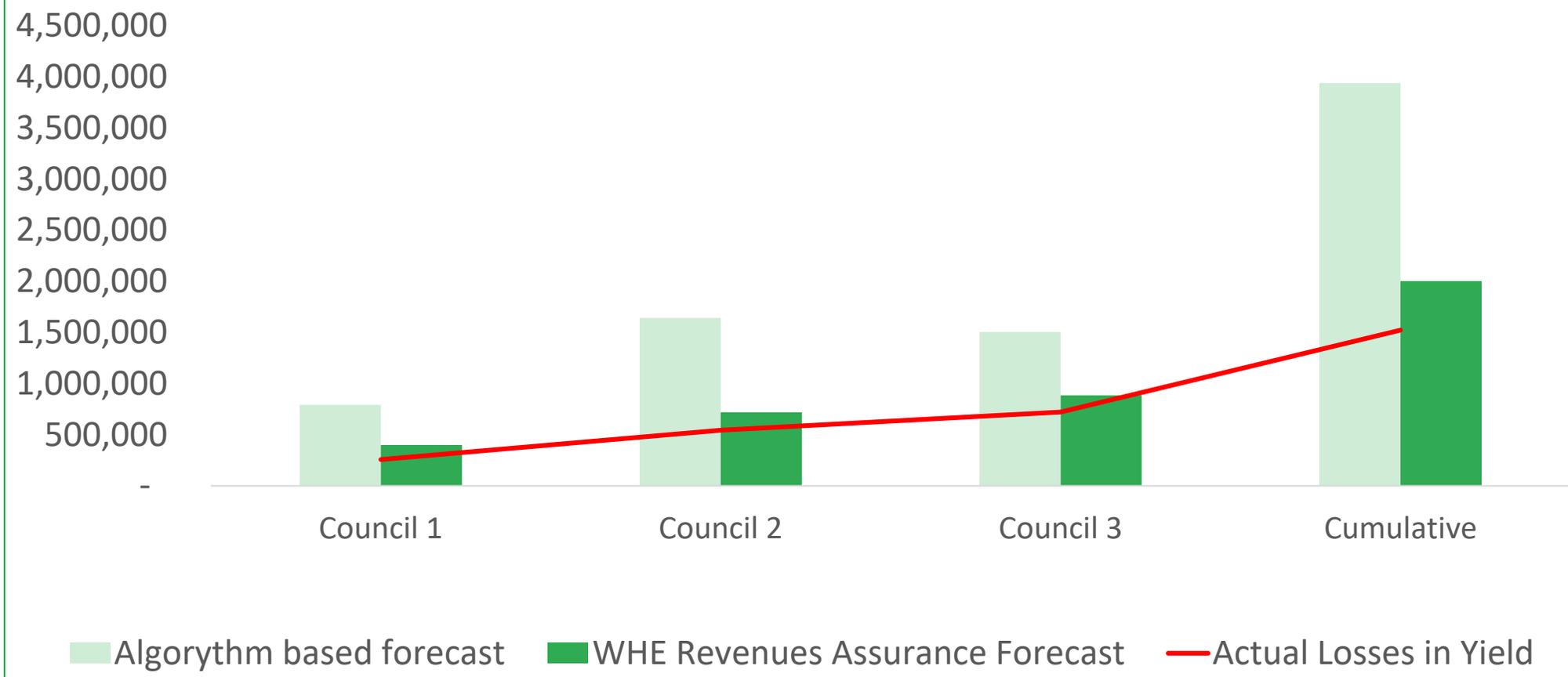
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Forecasting – What we include

- Completion of NNDR1 and NNDR3 forms
 - free advice to support completion and submission as a fully managed service option
- Management of live challenges
 - Providing local information to VOA on behalf of clients
 - Ensuring VOA has all the facts
 - Protecting the interests of billing authorities
- Growth forecasting
 - Known significant growth
 - ‘Blue sky’ valuations
 - New / Incomplete / Planning enquiries & applications

Forecasting – The evidence

Case Study - Doctors Surgeries



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Increasing yield – What we do

- Missing assessments
- Undervalued assessments
- Renewable energy
- Relief & Exemption reviews
- Central list reviews

“

Derby City Council recently entered into its second contract with Wilks, Head & Eve to provide rate finder and appeals forecasting services. Procuring these services has provided DCC with the re-assurance it needs to ensure that both its business rates base and appeals provision are accurate and complete.

Head of Revenues,
Benefits & Exchequer Services,
Derby City Council

”



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Increasing yield – How we do it

- Our data sets
 - Combination of bespoke data sets
 - Commercial letting database
 - List information back to 1990
 - Aerial oblique photography
 - Development data
 - Inspections
- What we look for
 - Incorrect allowances
 - End / Temporary / Quantum
 - Valuation errors
 - Floor area / Plant & Machinery
 - Scheme and programme changes & errors
 - Redevelopments
 - Description changes
 - MCC Improvements



REVENUES ASSURANCE

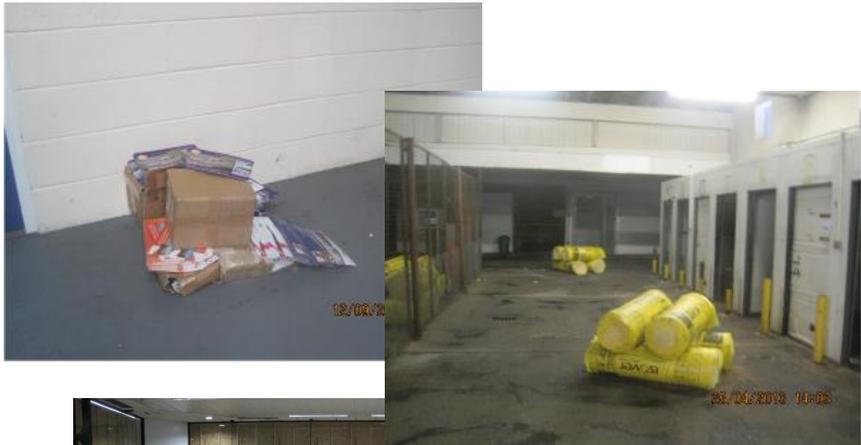
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Increasing yield – What we do

- Renewable energy
 - Identify
 - Manage VOA process
 - Ensure maximum retention



- Relief & Exemption reviews
 - All material reliefs – SBRR / MRR / RRR
 - Fully managed process
 - Third party data sets
 - All material exemptions – avoidance
 - Evidence gathering
 - Advice
 - Support
 - Correspondence



Increasing yield – What we include

- **Completion Notice support & case management**
 - Initial assessments and advice
 - Site inspections
 - Expert assessment of schedules of works
 - Discussions and negotiations with ratepayers and agents
 - Determination and advice in relation to proposed completion dates
 - Responding to initial appeals and where necessary negotiating agreed dates of completion
 - Advice and representation at Valuation Tribunals
- **End to end solution**
 - Evidence collection
 - Inspections / Plans / Maps / Photographs
 - Fully e-BAR complaint reports produced
 - Lift and drop to supply to VOA



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Increasing yield – What we include

- Client portal
 - Reporting
 - Access to downloadable forecasting reports
 - Monitor and analyse the numbers, progress and potential value of newly identified and undervalued hereditaments.
 - View and download case details for new or undervalued hereditaments, including fully e-BAR compliant supporting information.
 - Report to Wilks Head and Eve on properties to be excluded from yield increase activities
 - Bespoke reports as required
 - Online WHE Rating helpdesk / technical queries – rating & liability
 - Library of links to legislation and case law
 - Access to newsletter

Supplied and managed by



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Increasing yield – What we include

“Alistair was extremely knowledgeable and presented the tailored course in a professional but relaxed manner, putting everyone at ease so that they could interact, getting the most out of the afternoon. He welcomed questions and comments throughout the course, which made for some interesting stories (scenarios) to back up the theory in a practical manner to ensure our understanding.

Just wanted to pass on my thanks as we couldn't be happier with how yesterday's training went.

Many thanks,”

*Senior Service Development Officer
Cheshire East Council*

- **Bespoke Training**
 - Various aspects of Rating and Council Tax.
- **Quarterly WH&E Newsletter**
 - Including latest case law, legislation and articles.
- **Helpdesk/ Advice Service**
 - Providing full advice and support on all aspects of rating, including general valuation matters, specialist rating advice on matters such as liability, disputes, rates avoidance cases and collection and enforcement queries
- **Seminars**
 - Regional events covering the latest changes in rating.



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Any questions