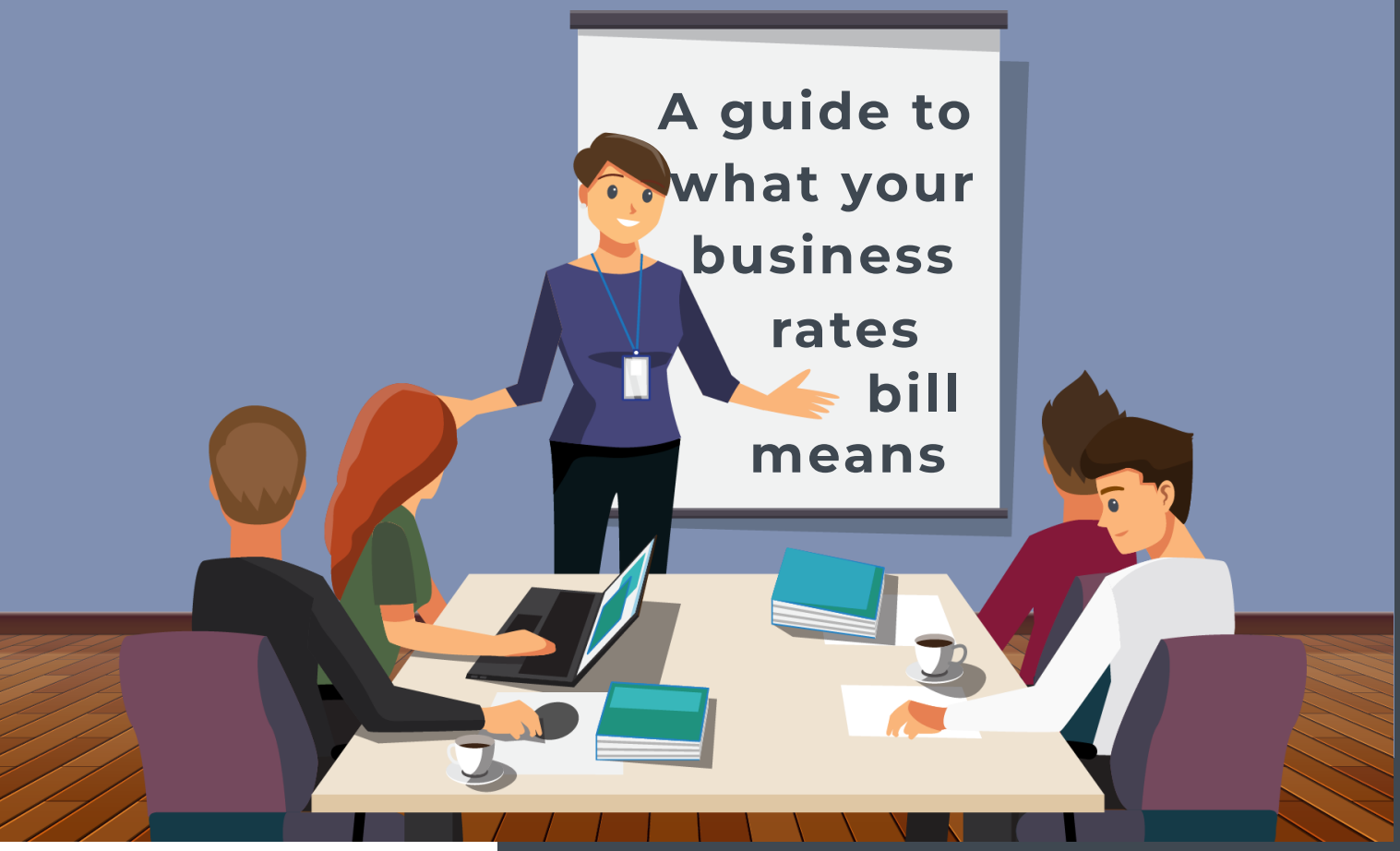
CONWY
CYNGOR BWRDEISTREF SIROL
COUNTY BOROUGH COUNCIL

www.conwy.gov.uk

YOUR GUIDE
To National Non-Domestic Rates 2024/25

Explanatory Leaflet



Conwy

A Progressive County Creating Opportunity

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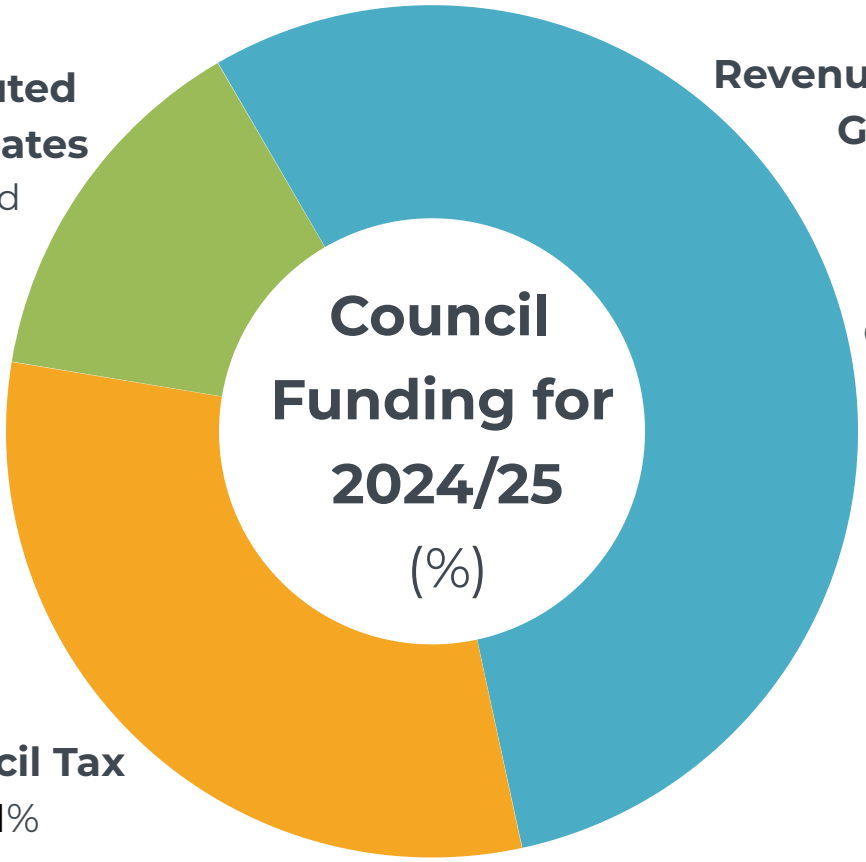
We are happy to provide this document in large print, audio, braille and British Sign Language.

How we are funded

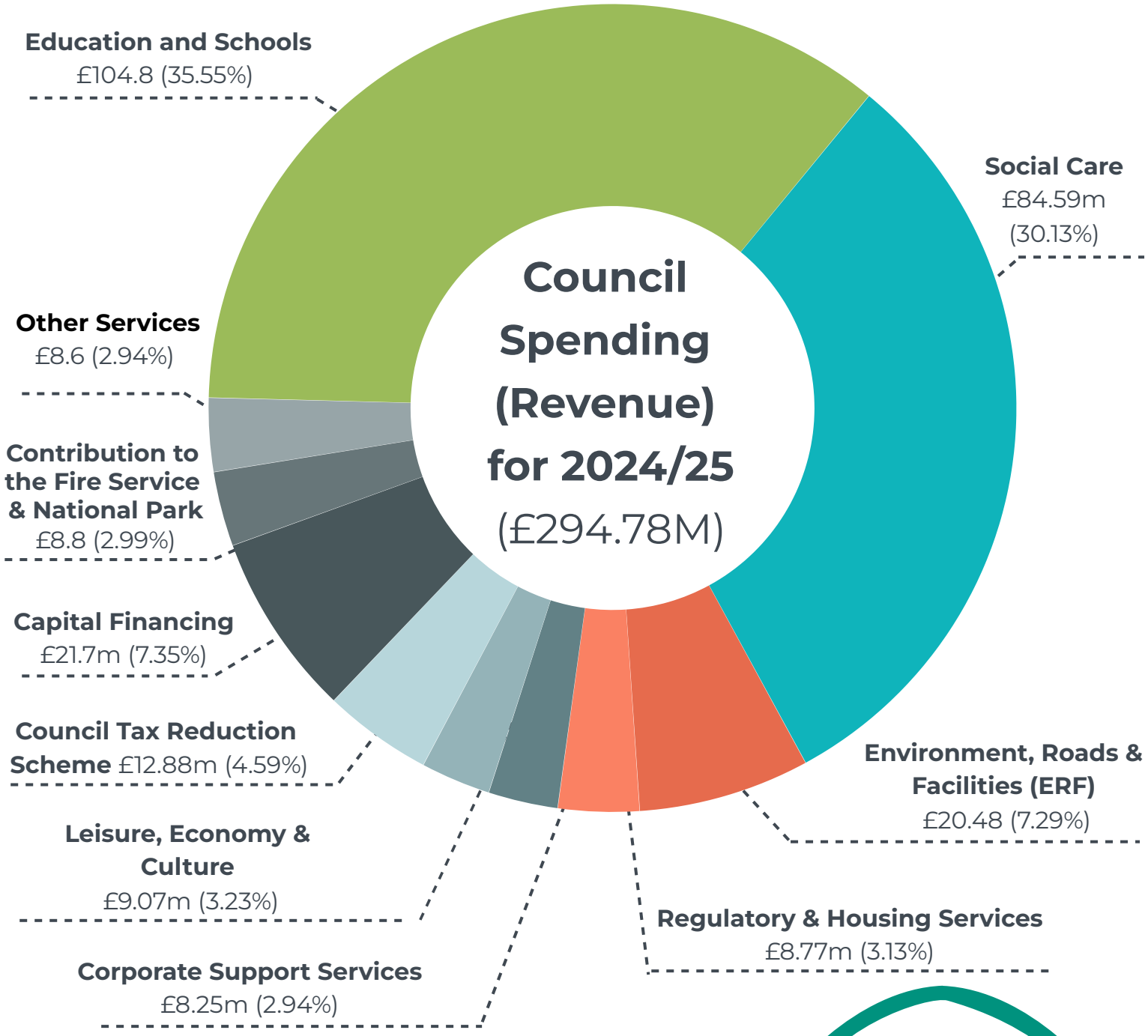
Did you know only **31%** of our funding comes from Council Tax?



Revenue Support Grant	**£160.7m**
Amount raised from Council Tax Payers	**£90.9m**
Re-distributed Business Rates	**£42.4m**
Other Amount	**£0.6m**
Total	**£294.7m**

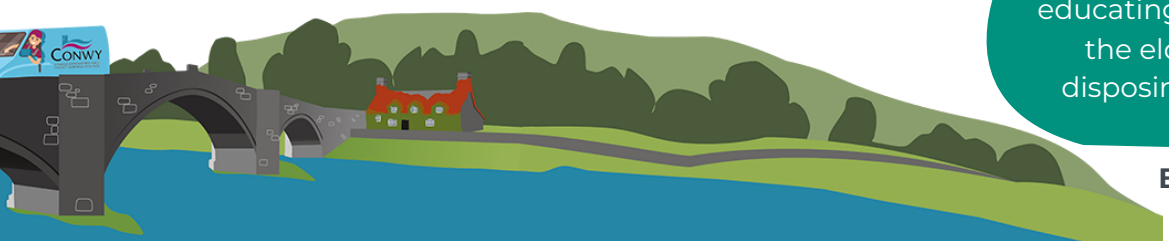
How we spend the revenue funding

For the financial year April 2024 to March 2025 the Council has a **revenue budget** of **£294.78m** to invest in the community -



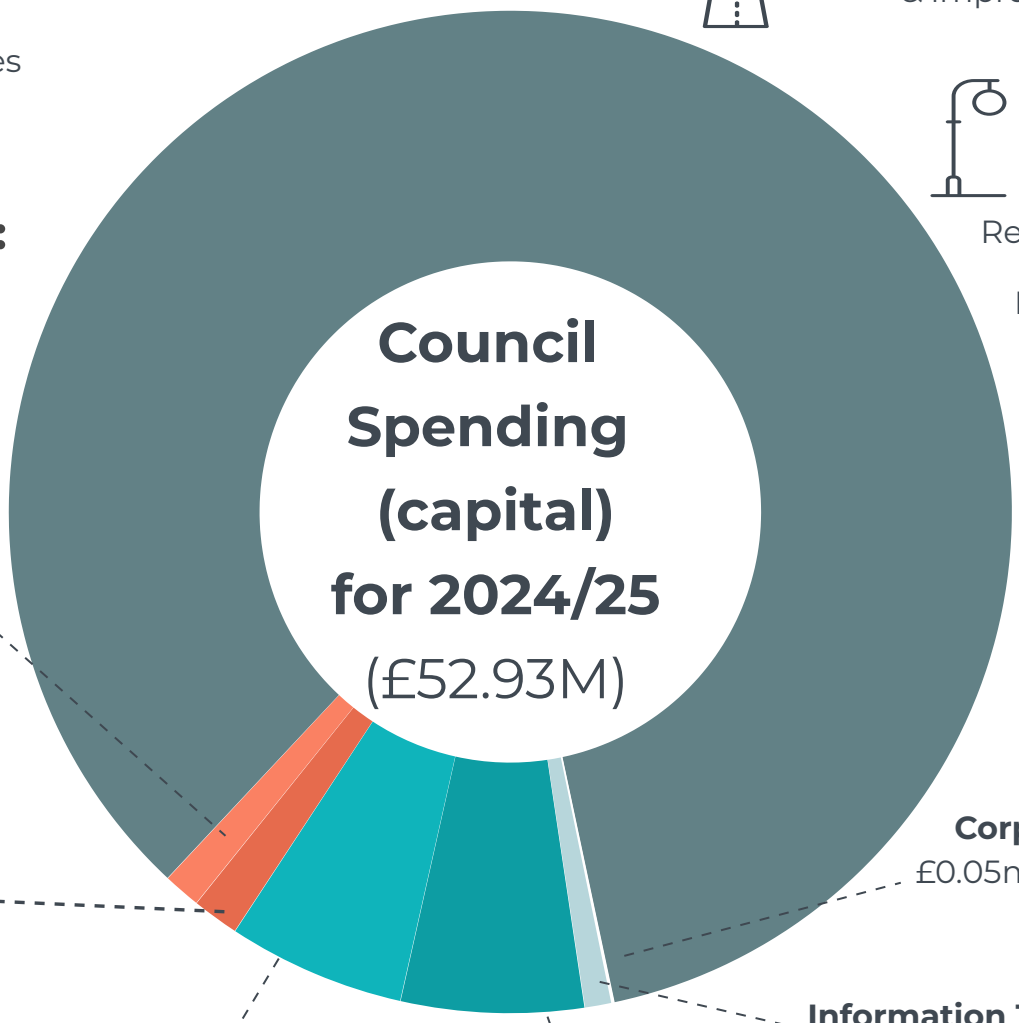
Revenue

This is the money we use to pay for your day to day services - such as educating your children, caring for the elderly and collecting & disposing of your recycling and waste.



How we spend the capital funding

For the financial year April 2024 to March 2025 the Council has a **capital budget** of **£52.93 million** to invest in the community. Here are some examples -



Environment, Roads & Facilities
£44.84m (84.71%)

Bridge & road maintenance & improvements

Street lighting

Recycling

Flood Defences

Playgrounds

Promenade improvements

Libraries

Leisure Facilities

Economy and Culture
£0.64m (1.21%)

Regulatory & Housing Services
£0.8m (1.51%)

Disabled facilities Grants

Housing Development

Corporate
£0.05m (0.10%)

Information Technology
£0.45m (0.85%)

IT equipment

Social Care
£3.03m (5.73%)

Long term residential home for children

Education and Schools
£3.12m (5.89%)

school building improvement works

Capital

This is the money we use on big investments - such as roads, buildings, schools, re-cycling wagons and leisure centres etc.

How business rates are calculated

Rateable Values are based upon the open market annual rental value of the property as at the valuation date.

Business Rates are a tax based upon the 'Rateable Value' of a non-domestic property.

For example

Rateable Value		Business Rates multiplier		**Business Rates Liability**
7,000	×	0.562	=	**£3,934**

A rate liability is calculated by multiplying the Non-Domestic Rating Multiplier (formerly known as a rate in the pound or the Rate Poundage) by the Rateable Value of a property.

For the year commencing 1 April, 2024 the value has been set at 0.562, which means that for every £1 of Rateable Value, you will pay 56.2p in rates. This value is adjusted every year to allow for the effects of inflation.

Your Guide to business rates 2024/25

The information given below explains some of the terms which may be used on a non-domestic rate demand and in the supporting information. Further information about liability to non-domestic rates may be obtained from the Council.

Non-domestic rates

The non-domestic rates collected by billing authorities are paid into a central pool and redistributed to county and county borough councils and police and crime commissioners. Your council and police and crime commissioner use their shares of redistributed rate income, together with income from their council tax payers, revenue support grant provided by the Welsh Ministers and certain other sums, to pay for the services they provide. Further information about the non-domestic rates system, including what reliefs are available may be obtained via www.businesswales.gov.wales

Rateable Value

The rateable value of non-domestic property is fixed in most cases by an independent valuation officer of the Valuation Office Agency which is an Executive Agency of Her Majesty's Revenue and Customs (HMRC). They compile and maintain a full list of the rateable values of all non-domestic properties in Wales, available on their website www.voa.gov.uk.

All non-domestic property is normally revalued every 5 years. From 1 April 2023 the rateable value of a property represents its annual open market rental value as at 1 April 2021. For composite properties which are partly domestic and partly non-domestic the rateable value relates to the non-domestic part only. The values of all property in respect of which rates are payable to your authority are shown in the local rating list, a copy of which may be inspected at The Valuation Office Agency, or at the Coed Pella office of Conwy County Borough Council, Conway Road, Colwyn Bay, LL29 7AY.

Revaluation

All rateable values are reassessed at a general revaluation to ensure rates paid by any one ratepayer reflect changes over time in the value of their property relative to others. This helps maintain fairness in the rating system by updating valuations in line with changes in the market. The new rating list came into effect on 1 April 2023 and is based on values as at 1 April 2021. In the year a revaluation takes effect, the multiplier is rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money.

Transitional rate relief

The Non-Domestic Rating (Chargeable Amounts) (Wales) Regulations 2022 (2) make provision for transitional relief for small businesses adversely impacted by the revaluation of non-domestic hereditaments taking effect from 1 April 2023. Full details including the eligibility criteria, the exceptions, the procedural requirements and the relevant rates reliefs are available on Conwy's website.

Alteration of rateable value

To find out how your Business Rates are calculated please visit Business Rates Wales
If you are concerned that your Business Rates may be incorrect you can check the information that the Valuation Office Agency has used and let them know if something is incorrect using this guide:- check-and-challenge-step-by-step
You may use the general enquiries form to contact the Valuation Office

Non-domestic rating multiplier

This is the rate in the pound by which the rateable value is multiplied to give the annual rate bill for a property. The multiplier set annually by the Welsh Ministers is the same for the whole of Wales and except in a revaluation year cannot rise by more than the rate of the increase in the retail prices index.

Proposals and appeals

Information about the circumstances in which a change in rateable value may be proposed and how such a proposal may be made is available from the local valuation office shown above. Further information about the appeal arrangements may be obtained from the Council or from the Valuation Office Agency. The Valuation Tribunal for Wales provides a free independent appeals service dealing with appeals about Non-Domestic Rates and Council Tax. Their contact details can be found here **www.valuation-tribunals-wales.org.uk**

Unoccupied property rating

Owners of unoccupied non-domestic properties may be liable to empty property rates which are charged at 100% of the normal liability. Liability begins after the property has been empty for 3 months or, in the case of certain industrial properties, after the property has been empty for 6 months. Certain types of property are exempt from empty property rates.

Charitable and discretionary relief

Charities and community amateur sports clubs are entitled to 80% relief from rates on any non-domestic property where -

(a) in the case of charities, the property is wholly or mainly used for charitable purposes; or

(b) in the case of a club, the club is registered with HM Revenue & Customs.

Billing authorities have discretion to remit all or part of the remaining 20% of the bill on such property and can also give relief in respect of property occupied by certain bodies not established or conducted for profit.

For more information regarding clubs you should contact HM Revenue & Customs address, (website is www.hmrc.gov.uk). Should you wish to apply for Charitable and Discretionary Rate Relief you can apply on Conwy's Website, these are also available for download here.

You must inform Conwy County Borough Council's Business Rate Section if you are in receipt of either Mandatory or Discretionary Rate Relief and your circumstances change. This Authority must also give you 12 months notification of any change to relief which has already been granted.

Retail, Leisure, & Hospitality Rates Relief in Wales 2024-25

The Welsh Government has published the guidance on Retail, Leisure and Hospitality Rates Relief in Wales for 2024-25.

Eligible occupied businesses will qualify for **40%** rates relief for the 2024-25 financial year but the amount of relief under the Welsh Government's Retail, Leisure and Hospitality Rates Relief scheme will be capped at £110,000 per business across the whole of Wales. In the past, this relief may have been granted automatically to your account and would have shown on your Annual Demand Notice. However, please note that the relief is now subject to an **application process.**

If you have received Retail Leisure & Hospitality Relief in the past and wish to make an application, please compete a form here**.** The copy of the guidance can be found here

Improvement Relief

Welsh Government has introduced a new Non-Domestic Improvement Relief Scheme from 1 April 2024.

The Welsh Government recognises that many businesses see the NDR system as a disincentive to investing in property improvements, as any resulting increase in a property's rateable value may lead to a higher bill. Improvement relief has been introduced to help address this potential barrier to growth and investment in the tax-base, from 1 April 2024.

The relief is intended to support ratepayers investing in improvements to their non-domestic properties which will support their business, by providing relief from the effect of a resulting rateable value increase on their NDR liability for a period of 12 months. Further information on how to apply can be found here.

UK Subsidy Control Regime

The UK subsidy control regime began on 4 January 2023. It enables public authorities, including devolved administrations and local authorities, to give subsidies that are tailored to their local needs, and that drive economic growth while minimising distortion to UK competition and protecting our international obligations. Further information can be found on www.gov.uk

Increases to Welsh Government Funded Rates Relief

Small business rate relief

"The Non-Domestic Rating (Small Business Relief) (Wales) Order 2017"(3) makes provision for rates relief for small businesses. Full details including the eligibility criteria, the exceptions, the procedural requirements and the relevant rates reliefs are available from the billing authority. If you believe that you may be eligible for this relief, or have any enquiries, please contact the Business Rates Unit on **01492 576609** or via email at **nndr.enquiries@conwy.gov.uk**, which is responsible for determining your eligibility for relief. Business premises with a rateable value up to £6,000 will receive 100% relief and those with a rateable value between £6,001 and £12,000 will receive relief that will be reduced on a tapered basis from 100% to zero.

	Rateable Value (£)	Relief (%)
Rateable Value	0 to 6,000	100
Rateable Value	6,001 to 12,000	Tapered from 100 to 0
Child Care	not applicable	100% relief for all registered child care properties
Post Office	0 to 9,000	100
Post Office	9,001 to 12,000	50

The Welsh Government made several changes to the Small Business Rate Relief Scheme on 1 April, 2018.

Retail Property

The specific SBRR category for retail properties was removed on 01.04.18.

Child Care

The Welsh Government has introduced a change to the permanent Small Business Rate Relief Scheme for Registered Childcare premises. From 1 April 2019, all Registered Childcare providers will receive 100% exemption on their Business Rates

Mandatory / Discretionary Reliefs

Properties where Mandatory and Discretionary Reliefs are awarded will not be entitled to Small Business Rate Relief from 1 April, 2018.

Two Property Limit

From 1 April, 2018, Ratepayers are only entitled to Small Business Rate Relief on a maximum of two properties (excluding Child Care and Post Offices). Where the ratepayer is liable for Business Rates for more than two properties, the award is based on the two that have the highest notional values, i.e. either the RV (if less than or equal to £6,001) or calculated by the appropriate formula. Please note that where a ratepayer is liable to pay non-domestic rates for more than two hereditaments shown on a local non-domestic rating list which satisfy only the conditions in article 7 (rateable value conditions), the ratepayer must give notice of those hereditaments to the billing authority for that list in accordance with article 13.

If any ratepayer has any enquiries regarding rates relief or future payments then these should be made to the local authority.

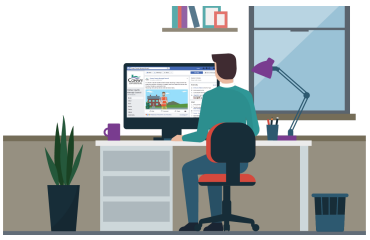
Notes

1. All business properties must be wholly occupied to qualify for relief.

2. Properties not eligible for relief include those occupied by a council, police authority or the Crown; those occupied by charities, registered clubs, or not-for-profit bodies whose main objectives are philanthropic, religious, concerned with education, social welfare, science, literature or the fine arts; beach huts; property which is used exclusively for the display of advertisements, parking of motor vehicles, sewage works or electronic communications apparatus.

Did you know the Council can also provide you with the following services at a competitive rate?

Rent of industrial & Business Units

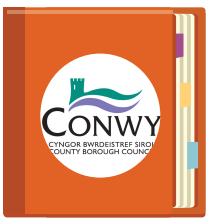


Trade Waste

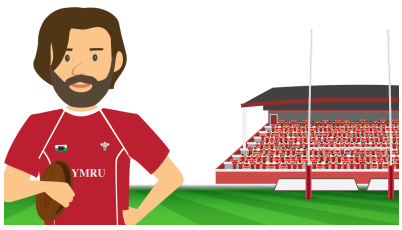
Hire of Meeting Rooms

Concessions, Leases & Licences

Conwy Business Directory



Sponsorship Opportunities



Conwy Business Support

Conwy Business Support Grant

First Aid Training Courses

Drainage Clearance

Highway Licenses

Parking Dispensations

BE DIGITAL

Conwy is modernising

Did you know Conwy offers the following services?

Direct Debit

Many Businesses in your area are signing up to pay by Direct Debit every day. It is one of the simplest, safest and most cost effective ways to pay your bill – So why not join them!

There are 2 dates available giving you the flexibility to choose a date that suits your business and your bill can either be paid over 10 or 12 months. Visit **www.conwy.gov.uk/business-rates** to sign up.

E-Billing

At Conwy County Borough Council we are constantly aiming to improve our service delivery, reduce costs and help the environment. One such way is by offering a service where customers can receive their correspondence by email, reducing printing and postage costs and customers also receive their bills more efficiently

A number of our Businesses have embraced the switch to using more digital services and have chosen to receive their Business Rate Bills by E-mail - to join the crowd visit **www.conwy.gov.uk/business-rates** to find out more!

www.conwy.gov.uk/business-rates

nndr.enquiries@conwy.gov.uk

01492 576609

Textphone: Dial 18001 + the number of the service you want to contact

Write to Us

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Conwy
LL30 9GN

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