

REGISTRATION PRACTICE (July 2007)

INTRODUCTION

The following is an update of the original Registration Practice Guidance document, first issued in July 1992.

The update takes account of changing circumstances in the way that the Agency receives case requests and manages the casework on the new computer system Assessment Office (AO) in line with Agency objectives and targets.

OBJECTIVES

The objectives of Registration Practice Guidance remain as stated in the original guidance document:

- To provide all staff with clear guidance on case registration and case management procedure.
- To ensure consistency of practice across the Agency.
- To maintain continuity and accuracy for workload management, performance tracking and key target management.
- To provide agreed written standards against which quality assurance can be carried out.

Whilst this paper relates primarily to the registration of new cases, there are sections which address arrangements during the stages when the cases are in progress and due for closure.

Change of Practice

A fundamental change in practice is that Building Control Listings are registered on receipt and not after the deferment period (see page 3).

REGISTRATION OF NEW CASES

Building Control (Single Property Listing)

For registration purposes the following is recommended.

Listings should be identified by District/Ward and Lists or spreadsheets circulated to P&T staff when first received by the district office. This will facilitate improved local knowledge of proposed developments and increased involvement of P&T staff in the sifting and registration process.

Following the sift process the identified relevant listings should be registered in the Case Viewer with particular importance given to the following fields:

Application Date: The first of the month to which the Building Control List relates.

Receipt Date: As above (NB there is a functionality link between this date and Projected Start date).

Registration Date: The date of registration.

Projected Start Date: The first of the month which reflects the agreed deferment from the Receipt Date (calculated by the system ie Receipt Date plus x days but can be edited).

Allocated To: The member of staff who will take ownership at that time – this must be updated if the case is re-allocated.

Allocated Office: The Office that takes ownership of the case.

Note: For Cases other than those created from Building Control Start Lists, the Receipt Date will be the Office's Stamped Date.

The period for deferment before the Projected Start Date may vary depending on the nature of the building work. It is important that there is consistent deferment of the BC List within a District, however there can be variations between Districts to reflect local building climate.

Following P&T sift the relevant properties within the BC Start List will be registered and Projected Start Dates entered within the following agreed deferment periods from the Application Date:

District Office	Deferment period (months)	
	New	Alterations
Bangor	9	9
Lisburn	12	12
Ballymena	15	15
Derry	15	15
Craigavon	15	9
Omagh	15	12
Belfast	Not Applicable*	

* Belfast no longer uses BC Start Lists – Survey and data provided by BC.

Note: The above procedure is a change to current registration practice in that BC lists are registered **on receipt** rather than **after** the deferment period.

CASE DETAILS TAB

Building Control reference numbers should be included in the **Client Reference** field of the **Case Viewer** and **must be the full number including prefixes to help distinguish them from other reference numbers eg Billing Section.**

Building Control reference numbers in the **Client Reference field** should have all spaces suppressed. This makes it much easier when searching on this field.

Eg FA/2000/1263/ instead of FA / 2000 / 1263 /

This will assist monitoring and responses to follow up queries from Building Control.

It is important that the **description of works** is clearly stated. This should only be entered in the **Instructions field** of the **Case Viewer**.

(Definitely **NOT** in the **Comments** field or **Stages**).

When a 'new property' is to be registered, Admin staff should enter the **location address details**. This is entered within the **Location field, Details Tab** in **Case Viewer**. Ideally Council, Ward, Street and Building Number should all be entered.

The above detail may not always be available from BC Lists but as much as possible should be entered.

Effective Date (Case Viewer, Details Tab):

The Relevant Date Types for Rating are:

Estimated Date of Rating Alteration - to be entered when notifying Billing Section of specific date ie 1st April 2007.

Estimated Date of Rating Description – for use only if deemed necessary to date the change of a List description other than CV/NAV.

BUILDING CONTROL (MULTIPLE PROPERTY LISTING)

In the past there may have been instances where Building Control listed the start of a development of more than one property eg 'development 20 units'. In those circumstances it would have been left to districts to monitor the progress of the development and register cases accordingly. This could have resulted in duplicate registrations, or delayed or missed registrations.

Discussions are ongoing with Councils to agree the best approach to listing such developments and individual properties. However in the meantime the following is recommended:

If a bulk listing is received, a **single case** should be registered for one property.

Following inspection of the subject property, if other properties are completed, they should be registered (as A2, New Hereditament-Domestic/Non Domestic) with similar dates to the subject. At that stage, the date of completion of the **next** hereditament to be completed should be estimated (discussions with BC, developer etc) and **1 New Domestic/Non Domestic case** registered with appropriate Projected Start Dates. This process of inspection and register may be spread over a number of development phases and site visits.

All other details should be completed as for Building Control (Single Property Listing).

BILLING SECTION REVISION REQUESTS

Unlike Building Control Lists, these Lists are based on circumstances where Billing staff have requested revision of the Valuation List based on known changes. The following is recommended:

Billing Section reference numbers should be included in the **Client Reference** field of the **Case Viewer**. This will improve the audit trail and assist in follow up queries from/to Billing Section.

CASE TYPE – EXTERNAL APPLICATION FOR LIST REVISION (A3)

From 1st April 2007 all challenges must be referred to the Central Registration Team in HQ for registration.

(CRT under review therefore A3 registration practice will be reviewed August 2007).

For applications by members of the public, agents etc it is important that:

Where the application is challenging the valuation of a domestic property, the sub types will depend on the nature of the application ie:

Data Incorrect (DI) (eg 'incorrect area', 'house not Detached').

External Factors (EF) (eg 'landfill next to property', 'busy street').

Change Sought in Capital Value (CS) (eg 'value too high').

For non-domestic properties the sub type will be:

Change Sought in NAV – Non Domestic (CN).

APPLICATIONS OR LISTINGS FOR EXEMPTION (EX) OR DERATING INDUSTRIAL (DE)

It is recommended that in all these cases, registration details should be entered as follows:

Case Type: Request for List Revision (Billing Section/BC), (NIHE) - (A1,A2)

Sub Type: Alterations – Domestic/Non Domestic

Case Type: External Application for List Revision - (A3).

Sub Type: Change Sought in Capital Value (CS) Change Sought in NAV – Non Domestic.

A **Sub Type** change to **EXEMPTION** or **DERATING** is only warranted in cases where there has been a serious investigation and consideration of the Exempt or Industrial treatment. For example, extensions to properties which have already been granted Exempt or Industrial treatment should not normally warrant EXEMPTION or DERATING sub types. Although the valuer must collect the information to confirm whether or not the treatment is still appropriate, it is agreed that the work falls well short of valuing EXEMPTION or DERATING properties from first principles.

It should be the valuer's responsibility to amend the sub type as appropriate and the line manager to approve the case.

Case Sub Type – Similarly Circumstanced (SC)

An A3 application may necessitate a change to rateable value (CV/NAV) to other properties as well as the subject hereditament.

If so the other similarly affected properties should be registered as:

Case Type: District Valuer Alteration
Case Sub Type: Similarly Circumstanced

A3 APPLICATIONS & TONE

Within the current Rating year, 2007, the original application may have involved a challenge on 'tone'. The subject property of the original **A3** application, and subsequent 'similarly circumstanced' properties, may also have a material change ie extension etc. In this instance refer to Guidance Note 6:



Adjusting Capital
Value for Tone & Phy:

CASE TYPE – EXTERNAL APPLICATION FOR LIST REVISION (A3) – (BY TELEPHONE)

It is recommended that all districts adopt the standard **A3** form (Domestic/Non-Domestic) for telephone calls where the caller advises of new or altered property (Appendix 1 & 2).

The A3 form should be completed by Admin or P&T staff and the applicant advised that the call will be treated as a formal application. Staff should seek the applicants' express permission to inspect, and where given, note this clearly on the form within the '**Reasons for contacting us**' section. The A3 form should be marked as '**Telephone Application**' (above the LPS logo, see Appendix 1 & 2) and should be forwarded to the Central Registry Team for registration. Central Registry should include the terms '**Telephone Application**' and '**Permission to inspect**' (if appropriate) within the Instructions field, Case Viewer, at the very beginning.

The telephone application must be treated in the same way as other applications and the property record updated following inspection.

CASE TYPE – EXTERNAL APPLICATION FOR LIST REVISION (A3) – NON DOMESTIC REGISTERED PRIOR TO 1ST APRIL 2007

If **non-domestic A3** cases were registered during the 5th List Period, it is important that before closing the case, the case type/sub type should be changed to **A2 CN**. Otherwise the closing of the A3 would update the List Entry in the 5th Period and a subsequent case would be required to update the 6th Period List Entry.

CASE TYPE – EXTERNAL APPLICATION FOR LIST REVISION (A3) – CONVERTED INFORMAL REVIEWS

Informal Reviews (A5, A6, A7 – DI, EF, CS) were registered arising from ratepayer requests following the phased publication of the Schedule of Capital Values over July and August 2006. Those IRs that were not completed before 31st March 2007 were converted to A3s – DI, EF, CS and should now be actioned as normal applications. As the Informal Review period ended on 31st March, Informal Review cases or DVV Arising out of an Informal Review should not now be registered.

CASE TYPE – APPEAL

These are currently registered by the Central Registration Team as follows:

The case to which the Appeal relates to should be **cloned** and registered as:

Case Type: Appeal to COV or
Appeal - NI Valuation Tribunal (NIVT) (Domestic and Mixed hereditaments with NAV element less than £12,500)
Appeal – Lands Tribunal (Non Domestic property)

Sub Type: Change Sought in Capital Value (CS)
Change Sought in NAV – Non Domestic (CN)

On registration:

Appeal to COV – Acknowledgement letter issued to Appellant
Appeal to NI Valuation Tribunal – Acknowledgement letter issued to Valuation Tribunal and Notification letter to Rating Services Section.

Case Type – Request for List Revision (Billing Section/BC), (NIHE), (A2)

or

District Valuer Alteration (DVV)

To avoid confusion when considering registration as (A2) or (DVV) it is recommended:

New Build – all new domestic and non-domestic properties **just built** should be registered as A2s. This is on the assumption that they are presently or will be at some time in the future on a Building Control list. This will not overcome the problem of timeliness for long standing “new” properties in urban developments and rural areas that have been overlooked. In those circumstances cases should be registered as DVVs.

NEW BUILD – REPLACEMENT DWELLING

The original property should be registered with Sub Type 'Hereditament Demolished'. The instructions should state 'Replacement Dwelling'. This case should be completed and **closed before** the New Hereditament is registered and actioned.

NOTE: When a 'new property' is to be registered Admin staff should enter the location address details. This is entered within the Location field, Details Tab in Case Viewer.

Alterations – only 'alteration listings' coming from Building Control, RCA, DARD should be registered as A2s and in all such cases the source reference number (including prefix) should be included in the **Client Reference** field of Case Viewer. In all other cases where alterations are picked up by proactive VLA work, the event type should be DVV.

CASE TYPE – SURVEY PROVIDED

Case type should be registered as **Survey Provided** when survey information has been directly supplied by Building Control (Belfast Project) or changed to such if accessed at Building Control. (New case type 'accessed BC' – for discussion).

The main **Sub Types** associated (currently) will be:

**New Hereditament – Domestic/Non Domestic
Alterations – Domestic/Non Domestic**

The Building Control reference number should be entered in the Client Reference field of **Case Viewer**.

EVENT SUB TYPE - COMPLEX COMMERCIAL – NEW OR ALTERATIONS

It is difficult to provide definitive guidelines for these types but in all cases there must be significantly more time and effort involved than in normal commercial cases, which equate to approximately 2.5 and 3.5 hours. It should be the valuer's responsibility to amend the sub type from:

**Alterations – Non Domestic or New Hereditament – Non Domestic
To
Complex Commercial – Alteration or Complex Commercial – New**

Valuer to seek approval from management.

PROPERTIES 'NOT READY'

Case Sub Type 'Not Ready'

This Sub Type should no longer be used.

It is recommended therefore that the case record is updated to note that property is **not ready** to value and the **Projected Start Date** is deferred by an agreed number of days. The following actions are recommended:

- Event Sub Type:** (as registered – do not change)
- Case Viewer, Stages Tab:** Enter inspected stage and comments 'not ready' and 'PSD deferred x days' (x = multiples of 30 days ie 30, 60, 90 etc).
- Case Viewer, PSD:** Approved by line manager and deferred by x days. (Edited dates should be realistic depending on the nature of the change and should be limited to a maximum of 12 months from the date of completion of the original case).
- Case Viewer, Instructions field:** Insert text 'Trigger date day/month/year'

This will be the new PSD. Inserting this text will allow identification of such properties within future MIDAS reports.

PROPERTIES 'ALREADY VALUED'

In circumstances where the property is **already valued** and the only change in the property record is an occupier or description change, the sub type is:

- Event Sub Type:** **Already Valued**
Conclusion Code: **List Alteration – Other Than NAV/
Distinguishment**

In all these cases the valuer must ensure that the property record is correct and the inspection date and the event **Comments** are noted accordingly.

WITHDRAWN CASES (WITHDRAWN A3S – INCLUDING FORMER INFORMAL REVIEWS)

1. If an applicant wishes that their application should be withdrawn, it should be documented by the applicant.
2. Check if any other rating cases registered against the property - if there is another rating case, then delete the A3 case. No further action is necessary on the A3 case as any changes will be picked up when the other registered case is actioned.
3. If there is no other rating case against the property then check the issue(s) raised by the applicant on the A3 case - if there are no data issues raised then delete the A3 case. No further action is necessary.
4. If there are data issues raised then delete the A3 case but also register a new **District Valuer Alteration/Alterations Domestic** case. For this new DVA/AD case the instructions in the Case Viewer should be entered as "Check data - ARO withdrawn A3 Case". Also, note particular reason for registration.
5. The documentation (letter/e-mail) should be attached to the original inspection sheet and filed by district order.

NOTE: CASES WITHDRAWN DO NOT INVOLVE CASE CLOSURE. ALL CASES INVOLVING A WITHDRAWAL MUST BE UNLINKED FROM THE PROPERTY BEFORE D'CASing.

DELETE CASE (DCAS)

Deletion of a case should only be necessary when it can be clearly identified that the registered case is in fact a **duplicate**.

Amendment of the '**Projected Start Date**' or the sub type to '**Already Valued**' will in many instances reduce the need for deleting cases and should be used when appropriate.

It is essential that the deleting of a case is approved by line management. The Inspection sheet should be signed by both Case Worker and Team Leader/Senior Valuer and details retained for audit purposes.

EVENT SUB TYPE – SPLIT/MERGE PROPERTIES

The emerging arrangements in regard to the uniqueness of Prop ID and Pointer Address UPRN have resulted in the need for a new approach to split/merge properties.

SPLIT PROPERTIES

The subject property of a split case should be registered as a **'New Hereditament-Domestic/Non-Domestic'** as appropriate. Following inspection, if confirmed that the subject property has been demolished or substantially split into a number of properties, the case sub type should be amended to **'Hereditament Demolished'** and the property **'Expired'**.

Following closure of the original case a new case(s) should be registered as:

Event Type: District Valuer Alteration
Event Sub Type: New Hereditament – Domestic/Non-Domestic

This will result in a new Prop ID and UPRN.

The other property(ies) arising out of the split should be registered with the same registration dates as the subject property.

Examples:

Domestic property is split into 2 self-contained flats.

1. Change Sub Type to Hereditament Demolished, expire original property and close case.
2. Register 2 new cases as District Valuer Alteration/New Hereditament – Domestic.

Commercial property, 5 floors, 1 floor becomes separately let.

1. Maintain original registration as A2, A3/New Hereditament – Non-Domestic.

(New List Entry created).
2. Register a new case as District Valuer Alteration/Alterations – Non-Domestic

(Revision of original List Entry).

MERGE PROPERTIES

A listing for a merge of properties may contain detail relating to one or more of those properties. All properties of a merge case should be registered as **'New Hereditament-Domestic/Non-Domestic'** as appropriate.

Following inspection, if confirmed that the properties listed have been demolished or substantially merged, the case sub type should be amended to 'Hereditament Demolished'. The properties should be 'Expired' and cases closed. A new case should then be registered, with the same registration date as those expired, as:

Event Type: District Valuer Alteration
Event Sub Type: New Hereditament - Domestic/Non-Domestic

This will result in a new Prop ID and UPRN for the merge.

If a property has not substantially changed as a result of a merge then the original property registration details should be changed to:

Event Type: A2, A3
Event Sub Type: Alterations – Domestic/Non-Domestic

DATA CLEANSING

Properties undergoing changes for data only (but not data which is value significant, ie that which won't affect the Capital Value/NAV), should be registered as:

Event Type: Clerical Error
Event Sub Type: QA Data Cleansing

It is permissible to link more than one property to a case for data cleansing but there will be no List Entry changes, no certificates produced and the changes will not be referred to Billing Section from these cases. It is important therefore that any changes which impact on value or List Entry should not be actioned using this case type/sub type.

RENUMBERING

Properties undergoing changes for address data only should be registered as:

Event Type: Renumbering
Event Sub Type: Not applicable
Conclusion Code: List Alteration – Other than NAV/Distinguishment

It is possible to link more than one property to a case for renumbering. The List Entry and Web detail will be updated and a renumbering schedule issued to Billing section. No certificates will be produced.

POINTS TO NOTE

AO guidance notes relating to Registration Practice can be located within:

**TRIM – Rating & Valuation Services, Valuation Services,
Improvement and Modernisation of Valuation
Data Improvement**

**Section 2 – Admin Casework
Section 9 – Capital Value List Maintenance**

BEFORE CLOSURE OF CASE

Ensure:

A property actually has been linked to the case.

Only one property per case should be linked. The only exceptions to this rule are Renumbering or Data Cleansing case types.

If there are 2 cases requiring closure to 1 property ensure they are closed in the right order. Best practice is not to close 2 cases relating to 1 property on the same day.

All Key Pane (case viewer) registration fields have been entered (Allocated Office etc).

A relevant Case Type/Sub Type combination has been used.

All relevant fields within Details tab (case viewer) have been entered.

The Relevant Date Type and Relevant Date (if appropriate) have been entered.

The correct Conclusion Type is entered.

Key Pane (property viewer) details ie Address, NAV, CV are correct.


All domestic properties have a rate per square metre within the House Val Line.

If a case is found to be a duplicate it should be D’CASd, not used for another listing.

If necessary to issue a certificate involving a ‘demolished’ or ‘merged’ property ensure the correct name and address of the Interested Party is entered within the Interested Party Tab of the Property Viewer.

APPENDIX 1 - A3 DOMESTIC

TELEPHONE APPLICATION



Application for Revision of the Valuation List Domestic Properties

Please complete in CAPITAL letters using blue or black ink

Details of the property

Property ID (if known):

Property address _____

 _____ Postcode _____

Capital value

If part of this property is used for non domestic purposes please state NAV

Your details

Title (Mr/Mrs/Ms etc.) _____ Name _____

Address if different from above _____
 _____ Postcode _____

Phone Number (daytime) _____ FAX _____

Mobile _____ Email address _____

Are you the owner tenant agent other? (Please tick box)

If 'other', please give more details _____

Signature _____ Date _____

Reasons for contacting us

Is the information we hold on your property wrong? Yes No
 If 'yes', please say why _____

Is there something adversely affecting your property, which you think we should take into account, (for example, a landfill site)? Yes No
 If 'yes' please tell us what this is _____

Do you disagree with the capital value for some other reason? Yes No
 If 'yes', please tell us why _____

Please tell us the best time to telephone you between 9am and 5pm Monday to Friday and on which of the numbers you have provided.

PERMISSION TO INSPECT

Office use only

Date received _____

Registration no. _____

Please return to:

Land and Property Services,
 Central Registration Team,
 Queens Court, 56-66 Upper Queen Street,
 Belfast BT1 6FD

CR3 Revised by Central Registration Team

