

In accordance with the First Minister's guidance and in an effort to minimise the spread of Covid-19, Hillside House is now closed to the public. All staff are remote working and have access to email and internal systems. It is anticipated that there may be some delays which will impact on service delivery and our ability to respond to enquiries as quickly as our normal practice. Our valuation teams will be working from home throughout this period and will be unable to carry out property inspections for Non-Domestic rates or Council Tax purposes.

If you have a case cited for a Valuation Appeal Committee hearing, our surveyors will be in touch to attempt to progress your appeal. The Valuation Appeal Panel have advised that the remaining Valuation Appeal Committee hearings in 2020 will take place through video conference. Any requests for continuations should be directed on a case by case basis to the Secretary as normal.

If you have lodged a Non-Domestic rating appeal through the SAA portal www.saa.gov.uk, you will receive an automatic acknowledgement to indicate the appeal has been received. A formal acknowledgement will follow as soon as practicably possible.

If you have a new domestic property which requires to be added to the Council Tax List please contact valuation@centralscotland-vjb.gov.uk. We may be able add the property to the Council Tax list assuming we hold all relevant survey details. In the event we do not have all the required information to make an entry please make financial provision for the receipt of a backdated bill from your appropriate authority.

If you have lodged a proposal against your domestic property's Council Tax band through the SAA portal www.saa.gov.uk, you will receive an automatic acknowledgement to indicate the appeal has been received. A formal acknowledgement will be issued as soon as practicably possible.

If you have made an application to go on the Register of Electors or require to make an application you can do so on line at www.gov.uk/register-to-vote every attempt will be made to progress these and acknowledgements will be issued as soon as practicably possible.

You can continue to access our services using the contact information below-

Contact details are as follows:

For Valuation enquiries relating to Rateable Value or Council Tax:

Website: www.SAA.gov.uk/central/

Email: valuation@centralscotland-vjb.gov.uk

Tel: **01786-892237**

For Electoral matters:

Website: www.gov.uk/register-to-vote

Email: registration@centralscotland-vjb.gov.uk

Tel: **01786-892289**

For general enquiries:

Website: www.SAA.gov.uk/central/

Email: assessor@centralscotland-vjb.gov.uk

Tel: **01786 892200**

Thank you for your understanding and patience during this time.