

| Para | Recommendation | Action Plan | Action Plan Timeline | Status |
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| Rec 12 | Assessors should provide more transparency and consistency of approach. If this is not achieved voluntarily, a new Scotland wide Statutory Body should be created which would be accountable to Ministers | Detail provided for 4.63(a)-(j) below | Immediate | Ongoing. The SAA has developed a comprehensive consultation framework to engage with ratepayers’ representative bodies and rating agents through the Scottish Ratepayer’s Forum, the Scottish Rating Surveyors’ Forum and the Scottish Business Ratepayers’ Group. Minutes of meetings of these groups are published online. An issues log has also been developed to address any consistency matters raised with the association. The log is also published online. |
| 4.63(a) | All ratepayers should have access to consistent levels of service and advice, regardless of where they are located in Scotland | SAA will undertake an audit to identify variations in current service standards. Where significant differences are identified an issues log shall be created, maintained and action taken to provide mitigation and remedy. In addition, the SAA shall undertake consultation with key stakeholders with a view to identifying perceived service standard inconsistencies with a view to establishing a suite of national service standards. | Issues log established 1 October 2017. Initial consultation with stakeholders 1 November 2017 to 31 December 2017. Progress to be reported to the Scottish Ratepayers Forum and Scottish Rating Surveyors Forum. Outcome to be reported in SAA Annual Report. | Implemented Issues log published online December 2017 |
| 4.63(b) | Assessors should consider an account manager based approach with named individuals in an Assessor’s office given the role of key contact for individual sectors or property types within an individual area | At the national level a system of property category coordinators who could be considered “national account managers” is already in place through the SAA committee structure, working groups and practice note authors. SAA will publish on the SAA website the contact details for each national property category coordinator. At the local level Assessors shall provide contact names for each locality. | National property category coordinators list updated and checked for publication by 1 November 2017. Local contact names for each locality to be published online by 1 November 2017. Online publication may involve website development costs. | Implemented National property category coordinators and local contacts published online 1 November 2017. |

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| 4.63(c) | Where local practice notes are used for valuation of any property, these must be made available online to all ratepayers | Currently where they exist Local Practice Notes are in the main made available on individual Assessor websites. In order to improve the stakeholder journey the SAA shall conduct an audit of all existing Local Practice Notes with a view to making these accessible on the SAA website as an overall suite of national and local Practice Notes. | Audit completed by 1 November 2017. Publication by 1 January 2018. Online publication may involve website development costs. | Implemented Audit completed and links to local practice notes published online for 1 January 2018. |
| 4.63(d) | Where the Assessors propose to change valuation practice notes this must be done in consultation with relevant external bodies and draft notes must be published online for comment for an appropriate period before they are finalised | In advance of revaluations the SAA commits to undertake consultation, within the limitations which the revaluation timetable imposes, on proposed SAA Valuation Practice Notes, drawing particular attention to instance of significant change. Where published Practice Notes are subject to change following representation, appeal activity, or harmonisation requirements the SAA shall give notification of these changes through the SAA website. | Notification of changes will be made from 1 October 2017. Consultation will precede the 2022 revaluation and will be timetabled as part of the R2022 plan. | Implemented Ratepayer and rating surveyor forums established. Consultation procedure and log published online. |
| 4.63(e) | The point at which new build property is added onto the valuation roll should be consistent | The SAA has provided its support to the policy to see new build properties enter the Valuation Roll on occupancy and action on this matter has already been taken. The SAA would welcome the opportunity for discussions with the Government in order to establish clarity and examine the practical implications of this policy. | Immediate hold on new entries for unoccupied properties. Clarity on policy proposals required for 1 October 2017 with the practical implications closely examined in the short term. Legislative measures are likely to be required in the medium of long term | Implemented Hold removed prior to 31 March 2018. Regulations in place for 1 April 2018. |

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| 4.63(f) | The Scottish Assessors Association (SAA) should produce and publish an annual report on valuation practice and outcomes. This is particularly important in a revaluation year where the report should be substantive and highlight the average and range of movements in rateable value across council areas and sectors, any changes to valuation methodologies and summarise engagement with national and local trade bodies | The SAA shall publish its first annual report during June 2018. In addition, a report specifically reflecting on revaluations and their implications shall also be published at the appropriate time. | 30 June 2018. | Implemented First annual report published 30 June 2018 |
| 4.63(g) | Assessors should work through the SAA to standardise the level of service they provide, in particular to assist those ratepayers looking to build new or improve existing property to help them determine the potential estimated rateable value that will result | While the provision of estimated values is a non-statutory activity, the SAA recognises the significance and potential benefits to both small and large non-domestic property occupiers. Assessors shall seek to provide this service where the capacity to meet this requirement is available. | As required. | Ongoing |
| 4.63(h) | The Assessors should provide more information on the evidence used at each revaluation to support valuations. While we appreciate that this will require detailed consideration in terms of what can be made available within the boundaries of data protection and commercial sensitivity, at the minimum ratepayers should be informed which comparator rental properties were used to inform their valuation | Following discussion with stakeholders and the Scottish Government, arrangements are being made to publish additional information to support valuations at the next revaluation, which is expected to come into force 1 April 2023. This shall include details of the addresses of all let properties used to inform the basic rent rates used to value standard shops, offices and industrial premises. | December 2022 | Project requirements specified and Portal software development at an advanced stage. Project ongoing. |
| 4.63(i) | Appointments to the SAA should be more transparent | The current Constitution of the SAA that provides for the appointment of office-bearers shall be made available on the SAA website along with the names and contact details of the present office-holders. | 1 October 2017 | Implemented Constitution published online 1 October 2017 |

| Para | Recommendation | Action Plan 19 August 2021 | Action Plan Timeline | Status (19 August 2021) |
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| 4.63(j) | Minutes of meetings with sector representatives should be published (with any commercially sensitive data redacted as necessary). | Minutes of meetings held between the SAA and the Scottish Ratepayers Forum are already published on the SAA website. The SAA intends to overhaul its consultation framework to increase accessibility and widen reach. SAA shall review the current position with the intention of publishing minutes of all meetings with external bodies, organisations and stakeholders, subject to the approval of parties present. | Complete review of consultation framework by 1 December 2017. Publication of minutes of all meetings held after 1 October 2017. Online publication may involve website development costs. | Implemented Consultation framework review completed 1 December 2017 and forums established for ratepayers and rating surveyors. Minutes of meetings published online. Consultation procedure and log published online. |

Key

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| Action implemented |
| Maximum work has been undertaken to date and will remain ongoing |
| Work is underway to implement this action |
| Work has not started to implement this action |