

Overview

This standard is about maintaining the local authority's records in the local taxation property database. This includes council tax, domestic rates in Northern Ireland and non-domestic rates. The standard is about creating records of new properties; amending records when properties change; maintaining effective relationships with other the Valuation Office Agency (England and Wales), the Assessor (Scotland) and the Land and Property Services (Northern Ireland).

Maintain records of properties for local taxation purposes

Performance criteria

You must be able to:

1. maintain the records of properties for local taxation purposes
2. establish the correct address, configuration and use of all new properties
3. establish completion dates for new properties and add new properties onto the local taxation records system
4. analyse and evaluate all information received from internal and external sources to identify changes to properties
5. liaise with the Valuation Office Agency (England and Wales), Assessor (Scotland) and Land and Property Services (Northern Ireland) / to maintain information that complies with relevant regulations and resolve discrepancies
6. arrange the inspection of new or altered properties
7. amend property records based on the information received, to meet the local authority requirements

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Knowledge and understanding

You need to know and understand:

1. the relevant codes of practice, legislation and regulations
2. the social and ethnic diversity and the needs of the communities which your organisation serves
3. how to maintain the records of properties for local taxation purposes
4. the differences, for local taxation purposes, between new, altered and existing properties
5. the role of the Valuation Office Agency (England and Wales) or the Assessor (Scotland) or the Land and Property Services (Northern Ireland)
6. the relevant local authority regulations relating to the administration and alteration of valuation and local taxation lists
7. the form, function and service of completion notices for your organisation
8. the relevant regulations relating to valuation tribunals and appeals
9. how to keep up to date with the impact of changes to legislation and the required transitional arrangements
10. the principles of how a property is valued
11. the relationship between the local authority and the Valuation Office Agency (England and Wales) or Assessor (Scotland) or the Land and Property Services (Northern Ireland)
12. the local authority process for arranging property inspections where required
13. the local authority procedure for maintaining records of a property
14. the local authority procedure for complying with relevant data protection legislation

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Developed by Instructus

Version Number 1

Date Approved March 2019

Indicative Review Date January 2024

Validity Current

Status Original

Originating Organisation Instructus

Original URN ASTLT1

Relevant Occupations Assistant Housing Administrator; Assistant Property Officer/Manager; Benefits Officer; Customer Service Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Lettings Negotiator; Revenue Officer/Assistant; Taxation and Benefits Officer/Assistant

Suite Administration of Local Revenues and Benefits

Keywords customers; support; services; agreements; legislation; documentation; social inclusion; process; resolve disputes; compliance
