

# Grant Application Guide

## Frequently Asked Questions

### Where can I find my Property Reference Number?

Your Property Reference Number can be found on your business rates bill, or if you do not have a copy available, you can visit the Valuation Office Agency website and search for it using the postcode of your business property - <https://www.gov.uk/correct-your-business-rates>

You will need to check the property's rateable value and latest valuation to find the number.

The Valuation Office Agency refer to this number as the "Local Authority Reference".

### How do I know which grant scheme I can apply for?

We have given our service providers a list of Property Reference Numbers that we think are eligible for each scheme. If you enter your Property Reference Number in the "Grant Finder" section of the portal, you will be shown the grants that you can claim. If your Property Reference Number has not been preloaded, then the scheme will not be shown.

If you believe that you are entitled to claim for a scheme that does not appear, then please contact us on the telephone number at the bottom of this document.

**You will need to submit a separate application for each scheme you are entitled to claim.**

### My Property Reference Number is not working?

There could be a number of reasons for this –

1. Business Rates Account Number – we do not require your business rates account number for these claims, you will need your Property Reference Number in order to proceed.
2. The Property Reference Number has been entered incorrectly – you will receive an error message confirming this is the case (Error 14).
3. Your device cache settings – Log out of the portal and then log back in; this has worked for a lot of customers.
4. The Property Reference Number has not been assigned to a grant scheme – you will receive an error message confirming this is the case (Error 25). If you believe this is incorrect and you are entitled to claim a grant, please contact us on the telephone number at the bottom of this document.
5. Grants for residents – the portal is used for other Local Authority services; this function will not return any results. Always use the "Grants for Businesses" search function.

### My account is locked

Please do not contact us if your account is locked, we are not able to resolve this issue for you.

To unlock your account you must use the "reset password" function.

### None of the above has helped me to complete the application process

Please contact us on the telephone number below. Our Customer Service advisors will try to assist you-



020 8891 7725