

Business rates reduction recoveries

Whether it's due to your Terms & Conditions being misinterpreted or clients simply not understanding the billing process, chartered surveyors and ratings reduction agencies can find credit control more difficult than most after helping companies to reduce their business rates liabilities.

Given the process of securing business rates reductions can be so unfamiliar to businesses, it's little surprise that many fail to grasp the way your services work – often to the detriment of your cash flow. At Hilton-Baird, we possess the experience and track record to bring a positive conclusion to often difficult situations.

The challenges

We've witnessed a whole array of reasons why clients choose to ignore or dispute invoices from chartered surveyors and ratings reduction agencies. While there are some who either can't afford to pay or choose to avoid your calls, it is often the case that they simply don't appreciate how your service works, having not fully read or understood the terms they've agreed to.

The most common reasons for non-payment include:

- Misinterpretation of the Terms & Conditions of the contract;
- Belief the contract ended after the first payment;
- Confusion over how the invoices are calculated;
- They can't afford to pay.

How we help

As an award-winning commercial debt collection agency with more than two decades' experience of collecting a range of unpaid invoices, we have an excellent understanding of how business rate liabilities work and have developed successful recovery strategies for your sector.

We will contact your clients to explain the terms of the contract they have entered into, how the billing is calculated and when future invoices will be received before working closely with them to secure payment. Often, the mere presence of a collections specialist can be enough to encourage them to pay but, if not, our professional and consultative approach is proven to maximise the recovery for our clients.

For more information about how we can assist, please contact our business rates specialist, John Hooper, on 0800 9774848 or email collections@hiltonbaird.co.uk.

Case study

"One of our clients was contesting an invoice for £17,000 having not fully understood the charging structure involved after we successfully secured a reduction to their business rate liabilities.

"What Hilton-Baird achieved was excellent, collecting the full invoice amount in quick fashion after eloquently explaining precisely how the process works.

"It's a great relief to have an agency as professional and skilful as Hilton-Baird to rely on when our own efforts are proving unsuccessful."

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