

Completing a Business Use Confirmation for RHL Multipliers

Please Read before starting

Reminder – You will need the following to complete the Application form,

- Your Business Rates Account number (located on your bill/letter)
- Your Business Property Reference number starting NNR (located on your bill/letter)
- An internal and external photo of your premises (to upload)
- One proof of occupancy (to upload)

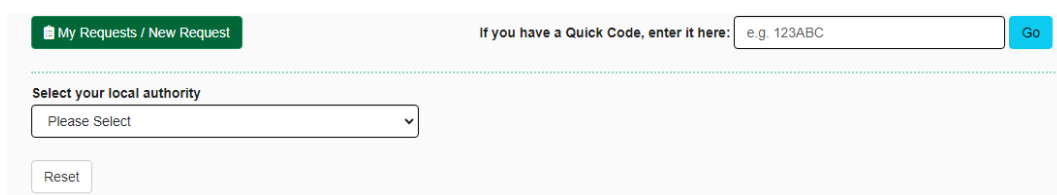
This guide will show you the information and options you may see on the application form to aid completion.

If you get an ERROR CODE whilst completing your form, there is a list of some of the popular codes at the end of this guide which will help you identify what may be the problem.

You will need to create an account log in if you have not used Apply4Online before.

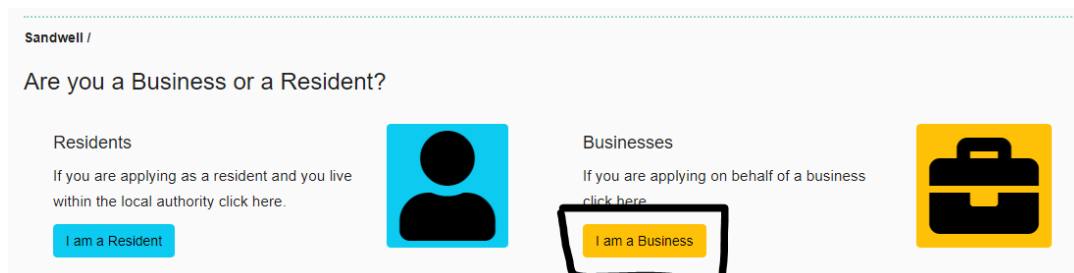
Completing An Application

1. Once you have logged in you will be able to enter a Quick Code if you have one, otherwise you will need to select 'Sandwell' in the 'Select your Local Authority' drop box



The screenshot shows the top section of the application form. At the top left is a green button labeled 'My Requests / New Request'. To its right is a text input field for a Quick Code with the placeholder 'e.g. 123ABC' and a 'Go' button. Below this is a section titled 'Select your local authority' with a dropdown menu currently showing 'Please Select'. A 'Reset' button is located below the dropdown.

2. Click on the option 'I am a Business'



The screenshot shows a selection screen titled 'Are you a Business or a Resident?'. It has two main options: 'Residents' and 'Businesses'. The 'Residents' option includes the text 'If you are applying as a resident and you live within the local authority click here.' and a blue button labeled 'I am a Resident'. The 'Businesses' option includes the text 'If you are applying on behalf of a business click here.' and a yellow button labeled 'I am a Business'. The 'I am a Business' button is highlighted with a black hand-drawn rectangle. To the right of the text is a yellow briefcase icon.

3. Click on 'Business Use Confirmation'

Sandwell / Business /

[Not here for business?](#)

What are you applying for?

[Grant Application](#) [Rates Discount Form](#) [Business Use Confirmation](#)

4. Enter your Property Ref (starts with NNR) and click 'Find Schemes',

Sandwell / Business / Business Use Confirmation

Property Reference (also known as Local Authority Reference Number)

Check your property tax bill

[Find a Business Property from the Valuations Office Agency \(VOA\)](#)

[Find Schemes](#)

5. Scroll through available schemes to the one called 'Business Use Confirmation Form' and click 'Start this form'.

Business Use Confirmation Form

Use this form to help us determine whether your business qualifies for the Retail, Hospitality and Leisure (RHL) multiplier, which may reduce your business rates.

Evidence of business use will be required.

[Start this form](#)

6. You will see the application rules and links to Sandwell's Privacy Notice. Click 'Agree and Continue'

Start Request

Please complete all required sections of this page to continue.

The application progress can be saved by selecting the save & continue button at the end of each page. You can resume an application at any time by selecting My Requests / New Request and selecting continue on the correct application.

Local Authority: **Sandwell Metropolitan Borough Council**

Business Use Confirmation Form

Use this form to help us determine whether your business qualifies for the Retail, Hospitality and Leisure (RHL) multiplier, which may reduce your business rates.

Evidence of business use will be required.

Compliance Declaration

[Agree and Continue](#)

7. You will then need to enter your property ref (starting NNR) and account number (starting 5) and read and tick the declaration boxes, then click 'Continue'

Your reference numbers

[Find a Business Property from the Valuations Office Agency \(VOA\)](#)

Your Property Reference Number
Please provide your Property Reference Number.

Your Account Number*
Please provide your Business Rates Account Number.

Declarations

- ☒ I agree to provide supporting evidence of business use, such as photographs of the premises, trading licenses, or other relevant documentation if requested.
- ☒ I confirm that the information provided is accurate and understand that false declarations may result in incorrect multiplier application or further investigation.
- ☒ I confirm that the property is currently occupied and actively trading.
- ☒ I understand that the local authority may use external data sources (e.g. Royal Mail, SCAT codes) to verify business use.
- ☒ I understand that this form is not an application for relief or discount, but a confirmation of business use to assist the local authority in applying the correct business rate multiplier.

[Continue](#)

8. You can check your property details and click 'Continue' if correct or go back to correct any details

Is this correct?

Please confirm the information is correct before continuing.

Your Property Reference Number
[REDACTED]

Your Account Number
[REDACTED]

Your Property Address
[REDACTED]

[Go Back](#) [Continue](#)

9. Details of the business should be entered, there are 4 mandatory fields (please note if there are no address details in 'Street 1' just replicate what reads in 'Street 2

New Request

The Basics

Information about the claimant, provide as much as possible.

What is your relationship to the business/organisation?
[--Select--](#)

Account Number

Property Reference Number

Premises Licence Number
Please provide your Premises Licence Number.

What type of business/organisation are you?*
e.g. Restaurant, Bar, B&B, Market Trader
[e.g. Restaurant, Bar, B&B, Market Trader](#)

What is the businesses/organisation trading sector?
[Please select...](#)

What is the businesses/organisation Trading Name
e.g. The Red Lion

Property Information

Where the business/organisation trades from and or where you can be contacted.

Building Name
e.g. St Catherines Hospital

Building Number
e.g. 2

Street 1*
e.g. Weston Road

Street 2
e.g. Tickhill Road

Locality
e.g. Balby

Town/City*
e.g. Doncaster

Postcode*
e.g. DN4 8QP

Other Questions

The business/organisation is: (Click the applicable option)

[An Incorporated Body e.g. Limited \(Ltd\)](#)

[An Individual](#)

[A Registered Charity](#)

[A Non Incorporated Body \(e.g. voluntary group, sports club\)](#)

- The What is your relationship to the business/organisation? field is required.
- The What type of business/organisation are you? field is required.
- The Trading Sector field is required.
- The Street 1 field is required.

10. Click the type of business / organisation you are,

The business/organisation is: (Click the applicable option)

☒ An Incorporated Body e.g. Limited (Ltd)

☐ An Individual

☐ A Non Incorporated Body (e.g. voluntary group, sports club)

11. Clicking 'An Incorporated Limited company', you will need to enter your company name or company number to identify and select your business. Clicking 'name Search' will give options to select.

Company Details

Enter a Company Name or Company Number to search

Please provide at least 4 characters to search with

Name Search

Possible Results found ☒

active
Incorporated
04/08/2021

Continue

12. You will then be able to check these are your business details and click 'continue to scheme questions'.

Company Check

Check Status: **Successful**

Company Name

Company Number

Company Sic Code

04/08/2021
Use the button below to continue with your application.

Continue To > Scheme Questions

13. Clicking 'An Individual' will need to input your details or you can click 'prefill from my account information' to populate the information you submitted when creating an account. Then click 'Save and Continue', check your details and click 'Continue to Scheme Questions'

Applicant Details

If you are completing this form on behalf of someone else, please enter their details below. Otherwise if you are completing the form for yourself use the Prefill button below.

Prefill from my Account Information

Personal Information	Home Address	Email Address	Phone Number
Title e.g. Mr, Mrs, Miss	Building Name e.g. St Catherine's Hospital	Email Address e.g. david@example.com	Phone Number e.g. 01234567891
Forename e.g. David	Building Number e.g. 2		
Middle Name(s) e.g. James	Street 1 e.g. Weston Road		
Surname e.g. Smith	Street 2 e.g. Tickhill Road		
Date Of Birth Day Month Year DD MM YYYY	Locality e.g. Balby		
Employment Type Please Select...	Town/City e.g. Doncaster		
	Postcode e.g. DN4 8QP		

Save and Continue

14. Clicking 'A Non Incorporated body' you will have to add the information requested, then click 'Save and Continue'.

Non Incorporated Body

Please enter your organisation's details, ensure that you have saved all responses before continuing.

Organisation Details

Legal Organisation Name (Registered Organisation or Sole Trader)

Who Is Your Regulator

Registered Organisation Number

Please provide your Registered Office Address

Building Number

Building Name

Street 1

Street 2

Locality

Town/City

Postcode

Save and Continue

15. Scheme Questions Need to be answered.

The questions are intelligent and so an answer to one question may require an answer to another question.

At the side of the question will be one of the following

- A drop down for 'Yes or 'No'
- A date box
- A free text box to enter your answer

Once all questions have been answered click 'Save and Continue'

16. You will then see confirmation of the answers you have given. If you wish to correct any answers click on 'Edit Answers', otherwise click on 'Continue to Upload documents'.

Confirm Your Answers

Please ensure all the answers you have provided are correct before continuing

Answers

What is the primary use of the property?	Retail	Edit Answers
What type of retail business is operated at the property?	Shop (e.g. clothing, electronics, groceries)	
Please describe the nature of your business.	shop	
Is the property open to visiting customers during normal business hours?	Yes	
When did the business begin trading at this property?	29/10/2025	
Who do you provide good / services from the property to? i.e. trade and companies only or also includes members of the public.	public	
Is over 50% of the whole of the property floor space accessible to visiting members of the public?	No	
Confirm what the non-accessible areas are used for within your business.	storage space	

E-Bill

Edit Answers

Do you currently receive your business rates bill by post or by email (e-billing)?	Email
Can you confirm the current email address your e-bills should be sent to so we can ensure our records are reading correct.	email@gmail.com

Continue

Continue To » Upload Documents

17. You will then have to upload 3 documents,

- A photo of the inside of your premise.
- A photo of the outside of your premise.
- Evidence of occupation.

Document Upload

Please help us to process your request as quickly as possible by providing proof of eligibility.

We are taking these precautions to reduce the risk of anyone fraudulently completing your request.

You must only upload one document at a time.

All documents should have a recent date, please do not upload information which is over 3 months old, unless specified to do so

More document(s) are required to continue.

We are requesting at least 3 forms of evidence to prevent fraud and assist Local Authorities to process applications as quickly as possible.

Mandatory Document Required

Minimum Documents Required: 1	Document Upload
Please upload a photo of the inside of your premise.	Choose file No file chosen
You have uploaded: 0/1 of this document request.	Document Type
	Property - Premises Photo
	Upload

Mandatory Document Required

Minimum Documents Required: 1	Document Upload
Please upload a photo of the outside of your premise.	Choose file No file chosen
You have uploaded: 0/1 of this document request.	Document Type
	Property - Premises Photo
	Upload

Mandatory Document Required

Minimum Documents Required: 1	Document Upload
Please upload proof of occupation.	Choose file No file chosen
You have uploaded: 0/1 of this document request.	Document Type
	Please Select...
	Upload

18. Once the 3 required documents show as uploaded click on 'Continue to sign declaration'

Mandatory Document Required

Minimum Documents Required: 1
Please upload a photo of the inside of your premise.
You have uploaded: 1/1 of this document request.

sandwell 2.png - Property - Premises Photo - 29/10/2025

Document Upload
Choose file | No file chosen
Document Type
Property - Premises Photo
Upload

Mandatory Document Required

Minimum Documents Required: 1
Please upload a photo of the outside of your premise.
You have uploaded: 1/1 of this document request.

sandwell 3.png - Property - Premises Photo - 29/10/2025

Document Upload
Choose file | No file chosen
Document Type
Property - Premises Photo
Upload

Mandatory Document Required

Minimum Documents Required: 1
Please upload proof of occupation.
You have uploaded: 1/1 of this document request.

sandwell 4.png - Utility - Electric Bill - 29/10/2025

Document Upload
Choose file | No file chosen
Document Type
Please Select...
Upload

Continue To » Sign Declaration

19. The declaration will show which you need to read to confirm you agree, then at the bottom you will need to enter the reference number you can see to confirm acceptance.

Declaration

Please read the following Declaration, you must NOT continue with this application unless you agree to this Declaration.

I confirm that the information provided in this form is true and accurate to the best of my knowledge. I understand that this form is used to help determine whether the correct business rate multiplier applies to my property, and does not constitute an application for relief or discount. I acknowledge that the local authority may request supporting evidence and may verify the details provided using external data sources. I accept that providing false or misleading information may result in incorrect rate charges or further investigation.

Declaration Reference Number
14972

Please enter the number shown above to confirm you accept this declaration.*

Complete your Request

14. You will then get an application number and receive an email

Your Request Is Complete

Your Reference Number is: 979843

We have sent an email receipt to you for this claim.

Please ensure you check your spam and junk inboxes regularly to avoid any delays in responding to further information required or notification of decisions.

What happens next:

- If the Local Authority requires any further information they will contact you using the details you provided.
- If the Authority has all information required, you will be notified by email once the application has been processed.

To view your request or to submit more requests follow the link to [My Requests](#)

Popular Error Codes

Error	Resolution
ERROR 14 – The property reference number was not found or may not be eligible for this application	Check you have entered the correct property reference number and that it starts NNR. Contact the business Rates team if the above resolution does not work for advice
ERROR 36 – The property reference number provided was found on the Local Authorities Database however they have not indicated that the property may be eligible for the selected scheme. Please check which scheme you are eligible for then try again. Please only contact the Local Authority if you believe this is not correct.	If you feel you are eligible for the discount you are trying to apply for, please contact the Business Rates team.
ERROR 47 – There is a problem with the property reference number provided as it has already been used for this type of application.	This error can occur where 2 applications are being made, perhaps due to a change of business. Please contact the Business Rates team.
ERROR 98 – The Rateable Value for the property reference number provided doesn't match the criteria for the scheme selected.	Check the scheme criteria to make sure your rateable value meets the required criteria, i.e. for Small Business Rates Relief the rateable value must be under 15000. If you believe you meet the criteria please contact the Business Rates team.