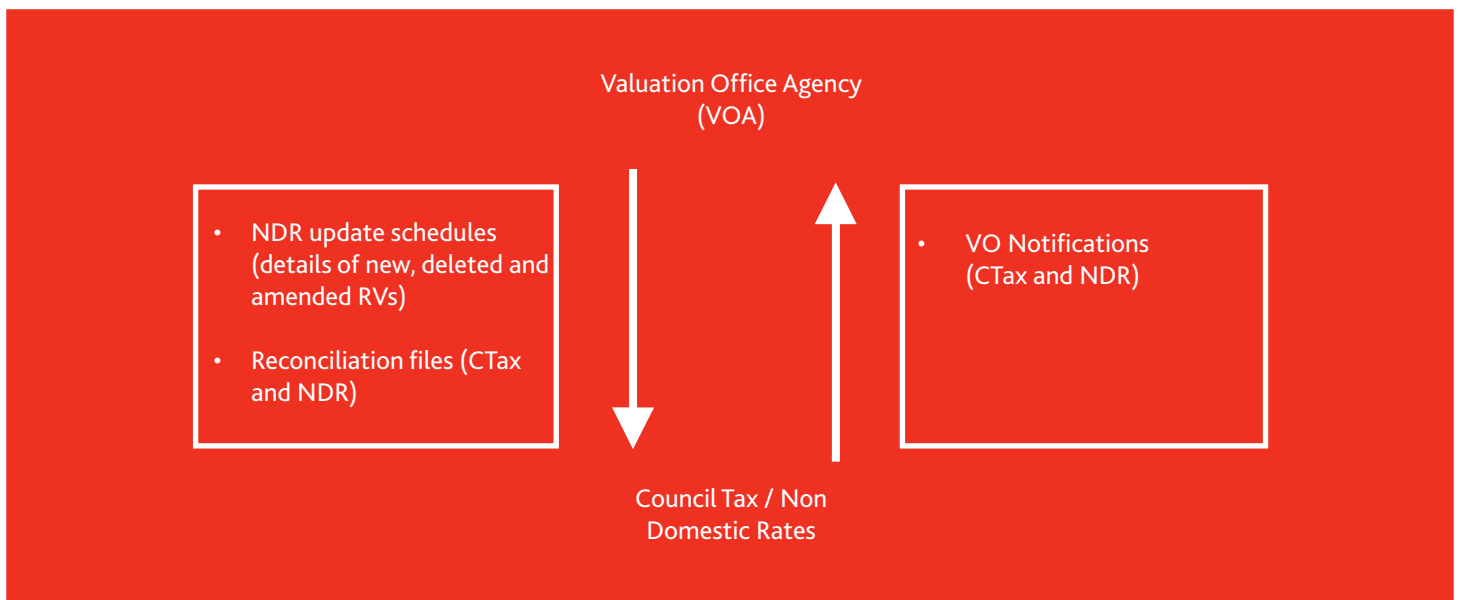




Valuation Office Agency Integration

Valuation Office Agency (VOA) integration enables local authorities to communicate with the VOA in a more efficient way, reducing costs and improving the quality and accuracy of communications.



VOA integration provides a mechanism for your authority and the valuation office to communicate electronically using industry standard XML files defined as part of the Valuebill national project.

Academy is able to consume an XML file from the VOA containing a full valuation list of all properties in the area. The Academy system can then perform a reconciliation exercise to ensure that properties are being billed according to the correct rateable value or band and highlight wherever discrepancies are found.

Using VOA integration enables you to notify the VOA electronically of properties that require valuation/revaluation by producing an XML file. This file can be consumed by the Valuation Office Systems electronically without the time delay and inaccuracies associated with manually entering data. This improves the speed with which the VOA is able to turn around valuations and visits and hence speed up billing/re-billing.

For NDR, valuation decisions are returned by the VOA electronically using update schedules. These can be uploaded into Academy and you are able to choose which resulting actions should be processed automatically and which manually (giving you control and flexibility over what to automate and what types of update you may chose to manually process).

Benefits

- Automatic Rateable Value changes - schedules received from the VOA can be uploaded straight into Academy. The schedule can be viewed online in full. Certain amendments can be processed automatically without any manual intervention (e.g. deletions, new RVs, RV amendments etc). Changes in charges are applied instantly without time delay, expense and possible inaccuracy associated with manual processing.
- Better workflow/system driven updates - those RV changes left for manual processing (e.g. splits and mergers etc) are still 'semi-automated' in terms of workflow driving the user through the appropriate steps to complete the update, with data from the schedule being pre-populated wherever possible.
- Quicker valuations - notification of properties requiring valuation or revaluation are uploaded directly into the VOA system, reducing the time taken to turn decisions around.
- Prompt issuing of bills - the issuing of bills is faster and fewer backdated bills that customers may have difficulty paying are issued.
- Reduction in resource time required - with much of the update schedules being processed automatically staff time is freed up to focus on other key activities.
- Accurate information - reconciliation ensures that properties are billed correctly, leading to fewer appeals and enquiries which cause a significant overhead.
- Reduced costs - fewer hours are spent on administration. Communication is more effective and data does not need to be manually entered into or extracted from Academy, reducing the cost of the process.
- Fairer collection of taxes - reconciliation and update schedules ensure that the correct valuations are applied to all properties.
- Improved customer service - a faster valuation service is provided to customers resulting in improved customer satisfaction.

The VOA Integration module makes use of the Valuebill XML schemas, a nationally defined standard for communicating with the VOA.

“Academy integration with the VOA has proved invaluable in managing the NDR update schedules. The average time taken to process the schedules has halved, the management of the outstanding workload had improved, clerical errors have been eliminated and full reconciliations to the rating list achieved within ten working days, as opposed to 20 previously”

Mark Amson, Business Rate Manager, Leeds City Council.

Further benefits can be achieved through integrating Academy with your Local Land and Property Gazetteer (LLPG) System. For information about LLPG integration, please contact your Account Manager.