

Abbington Blake Associates Ltd

Introduction

This document sets out our aims and the terms under which Abbington Blake Associates Ltd will carry out a claim for council tax charges on your behalf.

Confidentiality and Data Protection

All information about you of a sensitive or personal nature will be treated as private and confidential. Our procedures may necessitate that we ask other companies to carry out administration work such as typing or photocopying to ensure that we maintain our services. Where we need such support, a confidentiality agreement will be obtained.

Services

Abbington Blake Associates Ltd will;

- ✓ Assess the potential of a claim for a refund of Council Tax charges and/or re-banding
- ✓ Represent the clients claim for compensation where Abbington Blake Associates Ltd considers there to be a potential claim
- ✓ Negotiate and obtain a re-banding of the property if the claim is deemed valid
- ✓ Appeal any case with the Valuation Office Agency in writing where Abbington Blake Associates Ltd deem it appropriate and necessary
- ✓ The outcome of any appeal will be deemed to be the final decision

Your Obligations

Please pass to us any correspondence that you receive from the council once we have started to act for you.

In the rare circumstances that the local authority wishes to inspect your property, you must make your property available.

Abbington Blake Associates Ltd fee of 35% to be paid in full within 5 working days upon receipt of payment to you, the customer, from the council.

Complaints and Dispute Resolution

It is our intention to provide you with the highest possible levels of customer service at all times. However, we recognise that things can go wrong occasionally and if this occurs, we are committed to resolving the matters promptly and fairly.

Should you wish to complain, you may do so in writing to:

The Customer Relations Manager

Abbington Blake Associates Ltd

2 The Maltings, Ure Bank Top, Ripon, North Yorkshire, HG4 1AE

Abbington Blake Associates Ltd

Documentation

All documents provided by the claimant which are used in submission of the claim will be photocopied and the originals returned to the claimant.

Costs and Fees

Work and services are provided on a **NO WIN NO FEE** basis.

No initial payment is made and we cover all administration costs incurred up front.

Abbington Blake Associates Ltd receives 35% of any refund obtained on your behalf. Should your claim be unsuccessful, Abbington Blake Associates Ltd will not seek any costs incurred.

Abbington Blake Associates Ltd cannot be held responsible for the amount of time that the relevant local authority takes to release payment in the event of a refund being obtained.

Your Right To Terminate Your Instructions

By signing and returning the authority to the Valuation Office Agency, you are agreeing that (to avoid any delay), we may start to work on your claim straight away.

You can cancel your agreement with us within 14 days of written instruction being received by us.

Complete, detach and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT**.

To: Abbington Blake Associates Ltd, 2 The Maltings, Ure Bank Top, Ripon, North Yorkshire HG4 1AE

I / We (delete as appropriate) hereby give notice that I / We (delete as appropriate) wish to cancel my / our (delete as appropriate) contract

Name:

Address:

Signed:

Date: