



Community Infrastructure Levy - Customer FAQs

Question

Response

What happens once I've made an appeal?

We will send you an acknowledgement to let you know that we have received your appeal.

We will contact other interested parties and notify them of the appeal and also send them copies of the appeal form and other supporting information that you have supplied.

All interested parties will have an opportunity to submit their written representations on your appeal and supporting information.

Any representations made by interested parties will be copied to you and any other interested parties concerned. You will then have an opportunity to submit any comments on the representations, which will also be copied to other interested parties.

How long will it be before I know the outcome of my appeal?

The CIL appeals process is designed so that all interested parties have time and opportunity to respond to all documentation and submissions. The time required to resolve each appeal will depend on the parties' submissions and responses.

A regulation 114 appeal for example may take a minimum of 30 days but in some complex cases much longer. This is because all parties must be given time and opportunity to comment on the appeal and any supporting information. (See FAQ 1)

In some cases, further exchanges of information may be required to clarify the facts and ensure that all parties are aware of all the information related to the appeal.

What happens if I don't send all the required information with my appeal?

We will contact you to explain what information we consider is missing, or essential, before we can accept your appeal.

Some of the information I am providing is commercially sensitive – will it be shared with anyone else?

All of the papers submitted as part of an appeal will be copied to all of the interested parties - this is necessary because this is required by the CIL regulations. The regulations require that all interested parties are able to consider all the available information, and comment on that information, as part of the appeals process. (See FAQ 1)

Who will determine my appeal?

The Valuation Office Agency (VOA) which is an Executive Agency of Her Majesty's Revenue and Customs (HMRC)

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Who can I contact in the VOA to discuss my appeal?

Please contact our CIL Team at cil.appeals@voa.gov.uk

What if I don't agree with the outcome of my appeal?

If you consider the decision has not been made in accordance with the law, you can apply for a Judicial Review.

Can you assure me that any data that I send to you will be kept safe?

The VOA takes data protection extremely seriously and, as an Executive Agency of HM Revenue and Customs, is subject to taxpayer confidentiality laws.

Copies of decision notices are made available to the public because they can include useful lessons about how the CIL regulations should be applied in practice and publication allows any precedents to be understood more widely. However, any personal information such as the name of the appellant, the collecting authority, the address of the property and the amount of CIL payable is always redacted before publication.

I understand that someone has made an appeal against the levy on a property that I have an interest in. Can I see any information relating to that appeal?

Information submitted as part of the CIL appeals process can only be given to someone who is an 'interested party', as defined in the regulations.

If you are not an 'interested party' then there is no right to be a part of the process, or to be able to access information that is part of the CIL process, relating to a particular property.

However, as explained at FAQ 8, copies of redacted decision notices are published to help potential appellants and collecting authorities understand how the CIL regulations should be applied in practice and to allow any precedents to be understood more widely. You can find copies of the redacted decisions [here](#).

Why has the VOA been made responsible for handling appeals under regulations 114, 115, 116, 116A, 116B and Schedule 1, paragraph 9?

The VOA already has the property valuation skills required, together with the geographical coverage needed to fulfil the role of the appointed person for these appeals.

The VOA has a reputation for impartiality, objectivity, professional expertise and independence. The VOA has therefore been identified as a suitable partner to MHCLG, for the purpose of fulfilling the statutory role of the appointed person in relation to disputes over the CIL charge in these cases.

The VOA is the only body with statutory powers to deal with CIL appeals under regulations 114, 115, 116, 116A, 116B and Schedule 1 (paragraph 9).

What qualifications does the caseworker dealing with my appeal have?

The VOA caseworker acting in the capacity of appointed person for CIL will also be a qualified Chartered Surveyor and subject to the requirements of the Royal Institution of Chartered Surveyors.

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Will there have to be a Court hearing to decide my appeal?

No. Following receipt of the representations and comments referred to in FAQ 1 the VOA considers all of the information submitted and then issues a written decision on the appeal. The whole process is done using postal or e-mail information exchange so there is no convened court hearing, or meeting.

Will I need to be interviewed during the appeal process?

No.

Will the caseworker handling my appeal need to visit the property?

A visit to the property will not normally be necessary but, if one is needed, the caseworker will advise you and make an appointment.

I have asked an agent to act on my behalf – how do I notify the Valuation Office?

If you have asked an agent to act on your behalf we need you to tell us in writing using form VO 4001. The CIL Authorising Your Agent Form (VO4001) is available [here](#).

Can I see the VOA CIL guidance manual for caseworkers?

Yes – see the link here '[Community Infrastructure Levy Appeals](#)'.

I'd like to see the outcomes of previous CIL appeals – is this possible?

Yes – copies of VOA CIL appeal decisions can be viewed [here](#) [community-infrastructure-levy-appeal-decisions](#) however, some of the information has been redacted to protect the confidential information of the appellant.