

COVID-19 FAQs FROM BUSINESSES

	QUESTION	ANSWER
1	How will I know if I'm eligible for Small Business Rate Relief (SBRR)?	Existing customers should know as it will be on their bill. For new applications information is available at: https://www.sunderland.gov.uk/article/12895/Can-I-qualify-for-small-business-rate-relief-
2	Do charities and voluntary organisations qualify for any of the grant support?	Guidance is currently being sought from Government on this is expected on Monday 30 March.
3	If I'm a home-based business do I qualify for any of the grant support?	This particular scheme is based around the non-domestic rating list. If you are not presently assessed for rates, then you will not receive assistance under this scheme.
4	If my business is based within another company's building, will I still be eligible for grant support?	This particular scheme is based around the non-domestic rating list. If you are not presently assessed for rates (in your own right) then you will not receive assistance under this scheme.
5	How will I know if the Business Rates Team are aware of my business?	If you are registered correctly with business rates and currently receive a bill with small business rates relief and/or retail relief the team will be aware of you.
6	What is the timescale for receipt of funding?	Sunderland City Council recognises the importance of providing the funding to eligible businesses as quickly as possible. Funding is anticipated to start to be paid from 1 April 2020 (see 7 below).
7	If I am eligible for the schemes how do I apply?	<p>There is no application process. You need to complete the online form if you think you are eligible so we can validate your business information and verify your business bank details. Some information on the online form is mandatory, and grants will not be able to be processed without this information. Wherever possible, please provide all of the information requested on the online form (even if it is not marked as mandatory) as it will help the Council to make payments to eligible businesses as quickly as possible.</p> <p>If you occupy and pay business rates for more than one property, please complete a separate form per property as the grants are paid on an individual property basis.</p>

		We will arrange for payment to be made to the business automatically by bank transfer wherever possible or by cheque.
8	Where will the Business Rates Team send my government grant letter?	Government are not issuing grant letters to individual businesses. If the Council needs to contact you, we will try to communicate by email and phone wherever possible.
9	If I can't access my business, how will I receive my letter?	If you normally receive your correspondence to your business address, you will need to email from your own business email account to business.rates@sunderland.gov.uk to advise them of an alternative postal address. Please ensure you include your business rates account number in any correspondence as well as a telephone number on which you can be contacted if needed.
10	How long will it take to receive my government grant letter?	Government are not issuing grant letters to individual businesses. If the council needs to contact you, we will try to communicate by email and phone wherever possible.