



## Rates - Frequently Asked Questions

### 2021/22 Rates

#### **What is Rates Revenue collected by the City used for?**

Rates revenue is used in the provision of services for residents of the City for various capital and or maintenance expenditure on roads, footpaths, drainage, parks, sporting grounds and community facilities. The City also provides services such as libraries, aged care, community support, ranger, environmental health, planning, building, sanitation etc. Please refer to details in 'your rates explained'. The City provides the required level of services for the ratepayers as agreed upon through numerous community engagements, approved by the Council and as legislated.

#### **How is the total Rates Revenue required by the City for 2021/22 computed?**

The 2021/22 capital and operating income and expenditure budget is prepared, excluding any rates income. The shortfall arising from this calculation is financed from Rates Revenue raised.

Due to the COVID-19 pandemic, the City has provided relief where possible for those affected and has impacted the City's other revenue streams. However, the City has undertaken a responsible fiscal planning and allowed for a zero increase in Residential and Non Residential and 10% increase rates revenue for 2021/22. This was to ensure that where possible the City maintains the same level of service as previous years.

#### **Why has my rates increased when the GRV of my property has decreased?**

Whilst your rates are computed by multiplying the rate in the dollar by the GRV, neither of them are constant nor compensating. In having to maintain the required and appropriate level of services the total expenditure of the City net of capital and operating income, is funded by the rates revenue. Therefore, a decrease in GRV does not translate to a decrease in rates nor would it automatically translate to an increase in rates. The rates are dependent on the rates revenue required and the GRV on a differential rating basis.

#### **Why has my rate in the dollar increased substantially?**

In trying to achieve the same rates revenue of the three categories of rates, ie residential, non-residential and vacant, the rates in the dollar has to be changed accordingly. Therefore, where the GRV has decreased the rate in the dollar had to be increased to maintain the rate revenue.



### **What steps has the City taken to ensure that only essential expenditure is undertaken?**

The budget was built to enable the City to continue delivering its services and maintaining its levels of service across the City. This has been achieved through a critical review of operational costs to continue delivering services and achieving a capital program that matches delivery capacity.

### **Why can't the City use its reserves instead of asking the Rate Payers to pay more?**

The City has limited reserves and the 2021/22 budget has utilised as much reserve as is financially responsible whilst ensuring that future planned expenses to be funded from reserves are covered.

### **What if I change address?**

It is the responsibility of the owner to advise Rating Services when a change of address takes place, which would prevent the effective service of the Rates Notice.

Please notify Council of your change of residential and/or mailing address by completing the form below.

- [Change of Address](#)

### **Rates Instalment Due Date**

<b>Notice</b>	<b>Instalment Schedule Issue Date</b>	<b>Due Date for payment</b>
Notice issued	Monday, 16 Aug 2021	Monday, 20 September 2021
2nd Instalment	Thursday, 21 October 2021	Monday, 22 November 2021
3rd Instalment	Thursday, 23 December 2021	Thursday, 27 January 2022
4th Instalment	Monday, 28 February 2022	Monday, 04 April 2022

### **How to pay your rates?**

The City offers a number of options for the payment of rates, including four instalment plans.

- Option 1: One Payment  
Up front payment of the total amount - there are no additional costs for this option. Full payment 35 days after the date of issue.
- Option 2: Four Instalments  
The City also offers a four-instalment plan. This option incurs a \$48 administration fee and a 5.5% per annum instalment interest charge.

All arrears, one quarter of the rates, waste management charges, administration fee and instalment interest charge is payable by the due date of the rate notice being issued. The balance will be payable in three equal instalments approximately two months apart, as indicated on the notice.



Late payment interest of 7% per annum is charged on all payments outstanding after their due date. This includes instalment payments that become overdue after each due date.

**Can I make a special payment arrangement with the City?**

If you are unable to pay your rates instalments due to financial hardship, you can apply for a payment arrangement.

**Rates payment methods**

- Pay over the phone with a credit card: Please call 1300 885 175
- Pay online by credit card: Please note that payment by credit card is limited to a maximum of \$100,000 per assessment per year. Visa and Mastercard payment – 0.5% surcharge applies.
- BPAY or BPAY View: Pay via internet banking. Biller code is 31435. Reference: This is found on your rate notice in the BPAY section of the payment methods.
- In person:  
At any Australia Post office. Note that payment is limited to a maximum of \$10,000.  
At Council Administration, 71 Stirling Highway, Nedlands. Payments can be made by cash, cheque, EFTPOS or by credit card. Cashier hours: Monday to Friday, 8.30am to 4.00pm
- By direct debit/payment arrangement through your financial institution: An initial set up fee of \$43.50 applies for the direct debit option. Please contact the City for more information. Complete the required form which is available on [here](#) and email to [rates@nedlands.wa.gov.au](mailto:rates@nedlands.wa.gov.au)

**Differential rates**

Differential rates adopted 30 June 2021 for the 2021/22 financial year.

Land Use	Rate in the Dollar	Minimum Payment
Residential	0.065578	\$1,484
Residential Vacant Land	0.090422	\$2,165
Commercial	0.073135	\$1,957

**What is a minimum payment?**

If the calculation of GRV x rate in dollar is less than the minimum payment, then the minimum payment will be applied which is set in recognition that every property receives some minimum level of benefit from works, services and facilities provided. A local government is able to set a minimum amount payable for properties in its district, and most local governments apply a minimum payment



### **How are my rates calculated?**

Rates are calculated by multiplying the Gross Rental Value (GRV) or Unimproved Value (UV) by the rate in the dollar.

For improved properties the GRV is an annual rental value determined by the Valuer General.

For vacant land, where no rental value can be determined, the GRV is calculated on the basis of 3% of its capital (or resale value), for residential properties and 5% for commercial and industrial properties.

### **What is a GRV?**

The Gross Rental Value (GRV) is an annual rental value determined by the Valuer General. It is calculated by analysing actual rental information assembled from statistics obtained from property managers, owners and other sources. This means that properties are rated on their income earning potential rather than their resale value. Every three years the Valuer General is required to reassess the Gross Rental Values (GRV's) within the metropolitan area. The 2020/21 year is a revaluation year and therefore the 2021/22 rates is based on the new Gross Rental Values (GRV's).

### **What factors affect my GRV?**

Many variables affect the GRV of a property such as location, the number of bedrooms and bathrooms a property has, if the property has a pool and the age of the house.

### **What can I do if I disagree with the GRV for my property?**

A property owner may lodge an objection against the valuation of a property within 60 days of the date of issue of a rates notice.

For information on how your values are calculated & how to lodge an objection, please visit [Landgate's website](#) or alternatively call Landgate Customer Service on 08 9273 7373.

Rates assessments are required to be paid by the due date, irrespective of whether an objection has been lodged. Any reduction in rates as a result of a successful objection will be allocated to any balance outstanding or refunded.

### **I have lodged an objection to my rates and have received final notice. Do I have to pay?**

Yes, rates must be paid as assessed by the due date irrespective of whether an objection has been lodged. Any reduction in rates as a result of a successful objection will be refunded. Interest shall begin to accrue on rates if they are not paid in full. The City will charge daily interest of 5% per annum on overdue amounts of general rates, service charges and legal fees outstanding, and daily interest of 7% per annum on overdue amounts of Emergency Services Levy (ESL)



- 1.1 **What happens to overdue rates and interest?**  
Rates are overdue where no election has been made to enter into an instalment option or a direct debit arrangement, and where rates and charges remain outstanding after the due date of issue. Overdue rates do not apply where a property is eligible for a full state government rebate or deferral.
- 1.2 **All arrears/overdue rating balances are subject to accrual of overdue interest and legal recovery proceedings. All property owners are jointly and severally liable for arrears/overdue rating balances and legal recovery costs.**
- 1.3 **All recovery costs will be charged to the property and along with the arrears/overdue rating balances, be payable in full before cessation of legal recovery proceedings.**
- 1.4 **Where clearance is not forthcoming as sought, then recovery proceedings via the courts and/or section 6.64 and/or section 6.60 of the [Local Government Act 1995](#) may be instigated.**

Court and/or *Local Government Act 1995* recovery proceedings  
All legal recovery proceeding costs, including collection agency and solicitors, will be charged to the property and will be due and payable in full, along with the debt sought, prior to ceasing the collection proceedings.

Proceedings via the courts may result in an irreversible detrimental notation being applied against each property owner's Australian credit rating record by the relevant reporting agencies. The credit rating organisations obtain details of legal recovery proceedings direct from the court.

The City is not obligated or responsible to remove any credit notation from a property owner's credit rating record where legal recovery proceedings are instigated.

Section 6.64 of the [Local Government Act 1995](#)

Where a property is in arrears for a period of 3 years or more may take possession of the property and (a) from time to time lease the land (b) sell the land (c) cause the land to be transferred to the Crown or (d) cause the land to be transferred to itself.

All costs associated with these proceedings, including advertisement and marketing, will be charged to the property and will be due and payable in full, along with the debt sought.

Section 6.60 of the [Local Government Act 1995](#)

The City may issue a Rental Garnishee Order on the lessee/tenant of a property. This order will require that lessee/tenant to pay to the City all rentals as they fall due in payment of any arrears and/or overdue rating balances.



All order service costs will be charged to the property and will be due and payable in full, along with the debt sought, prior withdrawing an order.

### **What is the Emergency Services Levy?**

All property owners in Western Australia contribute to the fire and emergency services through the Emergency Services Levy (ESL).

Local Governments collect the levy on behalf of the Department of Fire and Emergency Services (DFES). All funds collected are forwarded directly to DFES, who then redistribute the money to emergency services throughout the State. Enquiries regarding ESL may be directed to DFES by:

- Phoning 1300 139 099
- Visiting the [DFES website](#)

2021/22 rate for ESL is 1.5497 cents per dollar of valuation – in DFES's Category 1 Area. The minimum charge for ESL is \$88. The maximum charge for residential, multi residential and vacant properties is \$446. The maximum charge for commercial, industrial and miscellaneous is \$254,000.

### **What is a pool inspection fee?**

State Government legislation requires that all private swimming pool enclosures must be inspected at least every 4 years.

### **Pensioners and seniors:**

Eligible pensioners or seniors may qualify for a concession from Council rates and the Emergency Services Levy. For the 2021/22 financial year, the pensioner rates capped amount is remaining at \$750. Seniors will have their rebates capped at a maximum amount of \$100.

To register for a concession, please visit the [Water Corporation's rates concession page](#).

This application will register you with the Water Corporation and the City of Perth via the one form. Once it is approved by the Water Corporation it will be forwarded to the City of Perth to process on the rates account.

The City does not administer the laws in regards to pensioner concessions. If you wish to lodge a complaint regarding the capping amounts for concessions, please contact your local MP.



### **Register for eRates - it's easy!**

We encourage our ratepayers to receive their rates notices via email – it's much more efficient and convenient, plus we don't use paper which is better for the environment. Please use the link below to register for eRates and you'll receive your rate notices and instalment reminder notices via email. To register, you must have your Rates Assessment number. This can be found on your rate notice.

[Register for eRates.](#)

### **Need to unsubscribe from eRates?**

If your situation has changed and you wish to unsubscribe go on a previous email you have received and click on the **unsubscribe** link on the bottom.

### **What should I do if my contact details change?**

Please let us know promptly, in writing, of any changes to your contact details. Property owners must make sure that the City has the correct address and contact details for the service of notices.

### **Have you recently purchased a property in the City of Nedlands?**

Below is some information about the settlement process in relation to your rates:

- The owner or settlement agent must advise the City in writing of the sale of the property within 3 working days of settlement.
- The new owner is required to inform the City of the contact details immediately upon the settlement.
- The City sends a rates statement to both settlement agents advising of the rates raised and any outstanding balance.
- Settlement agents usually deal with all financial transactions, which include the payment of Local Government rates, water rates, land tax etc.
- Funds from both the vendor and purchaser are usually held at settlement for payment of these accounts
- The settlement agent will calculate, prior to settlement (on a daily basis), the portion of rates owed by both the vendor and the purchaser

### **What happens to my rates if I demolished my building or erect a new or additional building/pool?**

You still have to pay your rates (full payment or instalment) as per the rates notice. When there are changes to your property that affect its valuation, the City receives advice of the new valuation and an effective date for that valuation from Landgate. An interim rates notice will then be issued by the City with the new rates amount.

The City usually receives the interim valuations from Landgate within 3 to 5 months of the change.



In case of demolition please contact the City to have your bins collected and we will give you credit and let us know, in writing, your new contact details to avoid any problem in the future.

**Who do I email my rates queries to?**

[rates@nedlands.wa.gov.au](mailto:rates@nedlands.wa.gov.au)

legislated.