

## COUNCIL RATES

# FREQUENTLY ASKED QUESTIONS

*Council helps our local communities to run smoothly, administering various laws and regulations to help maintain and improve services and facilities. These services include community services, sporting and recreation services, environmental planning, public health, environmental protection and waste collection, treatment and disposal. The rates that you pay allow the Council to fund these services.*

### Why is the due date different from last year?

The *Local Government Act, 1999* stipulates that the four quarterly rate payments be payable in the months of September, December, March and June. The day on which each instalment falls due will be determined by the Council, which has been set at the same date each month.

### How can rates be paid?

Rate payments can be made as follows:-

- ) Bpay – through your bank;
- ) In Person – at the Council office or the Penneshaw Community Business Centre during the applicable business hours;
- o 43 Dauncey Street, KINGSCOTE Or
  - o Middle Terrace, PENNESHAW
  - ) Internet – [www.kangarooisland.sa.gov.au](http://www.kangarooisland.sa.gov.au);
  - ) Mail (cheque/Money Order) – PO Box 121, KINGSCOTE 5223
  - ) Telephone – Customer Service 08 8553 4500 during applicable business hours using Credit Card

### I have made a payment on my rates, yet it does not appear on my rate notice.

If a ratepayer has made a payment on rates and it does not appear on the rate notice, the ratepayer will need to contact Council and provide the amount paid, date paid, reference details and receipt number of payment. This will then be reviewed and the rates notice amended if necessary.

Please note: if payment was made shortly before receiving a new rate notice, the payment may have been made in the period from when the rate notices were printed to being received.

### I am unable to pay my rates by the due date. Can I enter into a payment arrangement with Council to pay my arrears?

Payment extensions are available, where ratepayers need to provide all details to Council, who will then advise if the extension has been accepted. To apply to enter into a payment arrangement with Council, ratepayers will need to complete a Payment Arrangement Application Form, available from the Council office or alternatively, via our website at: [www.kangarooisland.sa.gov.au](http://www.kangarooisland.sa.gov.au) which will then need to be approved by Council.

### Will I be excluded from late fees/interest if I enter into a payment arrangement?

No – The balance of arrears will continue to accrue interest at the prescribed percentage as specified in the *Local Government Act 1999, Section 181 (17)*

### I have not received my rate notice yet. Have they been sent out?

Ratepayers should receive their rate notices 30 days prior to the due date for payment. If the mailing address on the property is incorrect, ratepayers will need to complete a Request to Change Contact Details form, available from the Council office or website: [www.kangarooisland.sa.gov.au](http://www.kangarooisland.sa.gov.au). The 1<sup>st</sup> quarter rate notices are sent for all property assessments (regardless of amount due for payment), while the 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> quarter rate notices are sent for property assessments with \$20 or more due for payment.

Please note: at all times the land owner is responsible for meeting payment of rates by the due date, even if property / rate notice details are incorrect.

### Can I have my rates sent electronically?

Ratepayers are able to elect to have their rate notices delivered in the post or electronically and the options are:-

- ) Bpay View - via internet banking;
- ) Email – application to Council;
- ) Post (default);

### **I am missing some of my rate notices.**

If the mailing address on the property is incorrect, ratepayers will need to submit a Request to Change Contact Details form to Council, available from the Council office or website: [www.kangarooisland.sa.gov.au](http://www.kangarooisland.sa.gov.au) and request Council to post another rate notice at the applicable cost – refer to Council's current Fees & Charges.

Please note: at all times the land owner is responsible for meeting payment of rates by the due date, even if property / rate notice details are incorrect.

### **The details on my rate notice are incorrect.**

The ratepayer will need to complete a Request to Change Contact Details form available from the Council office or alternatively, via Council's website at: [www.kangarooisland.sa.gov.au](http://www.kangarooisland.sa.gov.au).

Please note: at all times the land owner is responsible for meeting payment of rates by the due date, even if property / rate notices details are incorrect.

### **I have received a rate notice, but the property has been sold and I am no longer own it.**

Kangaroo Island Council are advised by the Land Titles Office of the change of ownership and our records are updated accordingly. Therefore, the change of ownership may be in the process of being changed – this can take up to a month and the issue is more common when the sale is finalized around the same time as the rates notices are being generated

### **My rate notice has only two names, when there are more than two owners.**

Council's computer system only shows the first two owners on rate notices. If the ratepayer specifically requests all owners to be on the rate notice (e.g. for taxation purposes), they need to collate all details and forward to Council so that a billing address may be recorded. This request can be submitted in writing at the Council Office or via email at:

[rates@kicouncil.sa.gov.au](mailto:rates@kicouncil.sa.gov.au).

### **My property has more than one allotment (e.g. Lot 1, Lot 2), but only one allotment number appears on my rate notice.**

Council's computer system only allows one allotment number to be recorded on the rate notice and only the first allotment number is listed. The rate notice still relates to all of the allotments under the assessment number. If confirmation of all land parcels covered under the assessment is required, the ratepayer will need to collate all details and request Council to provide a confirmation letter. This request can be submitted in writing at the Council Office or via email at:

[rates@kicouncil.sa.gov.au](mailto:rates@kicouncil.sa.gov.au).

### **My rates have increased, but the property valuation is the same or has decreased.**

Council review the rates budget annually as part of the Annual Business Plan and how much revenue will be raised from rates. The amount of rates raised is determined by the property capital value, cents in the dollar rate (based on rating category) and the service charges fixed amounts. Although the property capital value may not have changed, an increase in rates would be due to the change in the cents in the dollar rate and /or the service charges.

### **What can I do if I wish to object to the property valuation?**

Council obtains the valuations on properties from the State Valuation Office. A ratepayer may object to a valuation of the Valuer-General within sixty days after the date of service of the notice of valuation to which the objection relates in writing to the State Valuation Office (as per the back of the rate notice), at the following address:

**Postal:** Box 1354, ADELAIDE SA 5001

**Telephone:** 1300 653 345

**Email:** [lsgobjections@sa.gov.au](mailto:lsgobjections@sa.gov.au)

**Online:** <http://www.sa.gov.au/landservices> and enter "Objecting to a Valuation" in the search field

Please note: at all times the land owner is responsible for meeting payment of rates by the due date, even if property / rate notices details are incorrect.

### **Why am I being charged Waste Management fees on an unoccupied / undeveloped property?**

Waste Management is charged in two components:

- } Treatment and Disposal - Charged on all rateable properties (including vacant land); and
- } Waste Collection - Charged on all Residential, Commercial, Industrial and Primary Production properties in line with the Rating and Rebate policy

### **Why am I being charged Waste Management fees on my Primary Production property when I have no bins or residence on the property?**

Waste Management is charged in two components:

- } Treatment and Disposal - Charged on all rateable properties (including vacant land); and
- } Waste Collection - Charged on all Residential, Commercial, Industrial and Primary Production properties in line with the Rating and Rebate policy

**I have heard / read that the Waste Collection is charged at a tiered rate and I have to take my bins more than 500m to be emptied. Am I being charged a discounted rate?**

The tiered rate is on the Waste Collection component only, therefore the Treatment and Disposal fees are charged on all rateable properties at the full amount.

Waste Collection tiered rates are charged as follows:

)	Collection Charge Rate: Distance less than 500 metres	100%
)	Collection Charge Rate: Distance less than 2 kilometres	75%
)	Collection Charge Rate: Distance less than 5 kilometres	50%
)	Collection Charge Rate: Distance over 5 kilometres	0%

**How did Council determine which Waste Collection tiered rate my property is to be charged at?**

The distance to take your bin to be emptied is measured from the main access point of the property to the closest waste collection point. Council has calculated the distance based on the waste collection route provided by Council's waste collection contractor, Fleurieu Regional Waste Authority (FRWA), to the main access point of your property. Please note: it is not the actual distance that the ratepayer takes the bins, but the closest viable collection point. If the ratepayer disagrees with the distance, they need to provide Council details of where their main access point is and how far they are required to take their bins to be emptied. This information can be submitted in writing at the Council Office or via email at:

[rates@kicouncil.sa.gov.au](mailto:rates@kicouncil.sa.gov.au)

**I am currently being charged Community Wastewater Management Scheme (CWMS) fees on a vacant / un-occupied property.**

All properties which have access to be able to connect to the CWMS systems, whether they are connected or not, are charged the CWMS service charge - even on vacant land

**My property has been charged the CWMS service charge, yet there is no connection available.**

Ratepayers will need to contact Council, providing property details and the assessment number. This information can be submitted in writing at the Council Office or via email at: [rates@kicouncil.sa.gov.au](mailto:rates@kicouncil.sa.gov.au). Council will then review the property to assess whether a CWMS connection is available and amend the rate notice if necessary

**What is the Natural Resources Management (NRM) Levy?**

The Natural Resource Management (NRM) Levy, set by the NRM Board, is a State Government tax imposed under the *Natural Resources Management Act, 2004*. As such, Council is obliged to collect the levy on behalf of the State Government for no gain to Council. The levy is a fixed amount for each property and is shown as a separate charge on the rates notice

**I have previously completed a Single Farm Enterprise application form. Do I need to complete one each year?**

Ratepayers are not required to complete a Single Farm Enterprise application yearly; however they do need to notify Council if they have purchased more property, sold property, changed primary place of residence or the occupancy of a property has changed. This information can be submitted in writing at the Council Office or via email at: [rates@kicouncil.sa.gov.au](mailto:rates@kicouncil.sa.gov.au)

**The land use on my property is incorrect.**

The ratepayer is required to submit to Council what the land is currently being primarily used for. This information can be submitted in writing at the Council Office or via email at: [rates@kicouncil.sa.gov.au](mailto:rates@kicouncil.sa.gov.au). Council's Rates Officer will then complete a review and liaise with the State Valuation Officer for any changes to be updated

**I received a Rates Capping Rebate last year, but do not appear to have received one or it has reduced in value this year.**

Rates Capping is for properties which have a significant increase from one year to the next in the general rates (Rate Charges + Fixed Charge).

Rates Capping eligibility if ALL of the below criteria is met:

- ) Rates and fixed charges have increased by more than 20% from last year to this year (service charges not included);
- ) Property has exactly the same owner(s) from last year to this year;
- ) An increase in capital improvement is less than \$10,000.00; and
- ) Rate Code is the same last year to this year

**My rates have increased by more than 20%. Am I eligible for the Rates Capping Rebate?**

Rates Capping is for properties which have a significant increase from one year to the next in the general rates (Rate Charges + Fixed Charge).

Rates Capping eligibility if ALL of the below criteria is met:

- ) Rates and fixed charges have increased by more than 20% from last year to this year (service charges not included);
- ) Property has exactly the same owner(s) from last year to this year;
- ) An increase in capital improvement is less than \$10,000.00; and
- ) Rate Code is the same last year to this year

### Am I eligible to apply for a Pension Concession or Self-Funded Retiree Concession?

From 1<sup>st</sup> July 2015, the State Government elected to replace the concession on Council rates with the “*Cost of Living Payment*”

provided directly to those entitled. This payment may be used for any purpose, including offsetting Council rates. To check eligibility, contact the Department for Communities and Social Inclusion

(DCSI) Concessions:-

- ) Email – [Costoflivingconcession@sa.gov.au](mailto:Costoflivingconcession@sa.gov.au);
- ) Hotline – 1800 307 758;
- ) Website – [www.sa.gov.au](http://www.sa.gov.au)

The eligibility for a concession on charges for Council Community Wastewater Management Schemes (CWMS) or council provided water remains unchanged. Should you be eligible for a state government funded concession this will **be paid direct to you** by the DCSI and in no longer provided via your rates notice.

### Why am I being charged a fixed charge?

Council includes, in their general rate, a component called a “fixed charge”. The fixed charge is a set amount levied against all properties irrespective of their value.

For example:

Property Value = \$200,000

Rate in the dollar = 0.003448 (often expressed as 0.003448 cents in the dollar)

Property valuation component (\$200,000 x 0.003448) = \$689.60

Fixed charge = \$290.00

Total rates: \$689.60 + \$290.00 = \$979.60

A fixed charge, presently \$290.00, ensures all rateable properties pay a base amount to the cost of administering Council activities and maintaining the services and infrastructure that supports each property. Differential Rates based on values are then applied in addition to the fixed charge.

