

Rates Frequently Asked Questions

Information Sheet



11/02/2021

Objective

The purpose of this information sheet is to provide ratepayers of the Shire of Augusta Margaret River (SAMR) with information and explanations regarding their annual Rate Notice.

Frequently Asked Questions

This Information Sheet provides detail on:

1. What are my property details?
2. How do I read my rate notice?
3. What are my rates made up of?
4. Rates are going up, what does this really mean?
5. Who can I discuss my rates with?
6. What do my rates pay for?
7. Who decided what the rates will be?
8. Who pays local government rates and the Emergency Services Levy (ESL)?
9. When can I expect to get my rates?
10. How are rates calculated?
11. How is my property valuation calculated?
12. When does my property valuation change?
13. What is differential rating?
14. My rating category is incorrect what do I do?
15. How do I appeal against the GRV or UV valuation of my property?
16. Can I object to paying my rates?
17. What happens if I don't pay my rates?
18. How can I pay my rates?
19. Why should I pay in full by the first due date?
20. What is the instalment option?
21. I am having trouble paying my rates. Can I enter into a payment plan?
22. Why do I have to pay penalty interest on overdue amounts?
23. Can I get a concession on my rates?
24. What are interim rates?
25. I jointly own a property. Who is responsible for the payment of rates?
26. How do I advise of my change of address?
27. How do I advise of my change of ownership?

RATES FREQUENTLY ASKED QUESTIONS

1. What are my property details?

The House Number, Street Name, Ward, Zoning, Land Use and Ve Number for your property are listed in the Details of Rated Property section of the rate notice.

In the below example the Street address for this property is Number 769 Low Rd. This address is recorded on the Certificate of Title for the property and the Shire's property database. If there is no number displayed this means that the Shire doesn't have a number in the database or a number is yet to be allocated. If you see a number of 00000 this means that the property has been assigned more than one number because it has more than one land parcels rated contiguously under the one notice or has more than one access point.

The Shire in conjunction with Landgate assigns both Urban (Townsite) and Rural Street Numbers to all properties across the Shire. More information (Street Number Information Sheet) is located on our website <https://www.amrshire.wa.gov.au/services/rating-information> The Zoning of the property under the Local Planning Scheme No.1 (LPS1) is Priority Agriculture and the Shire has applied the current land use for the property of House.

DETAILS OF RATED PROPERTY		769 Low Rd		WARD		None	
LOTS/LOCATIONS OR OTHER INFORMATION		3618 SUSSEX					
Zoning: Priority Agriculture		Use: House					
1060664		Valuation queries can be directed to Landgate by quoting the VE Number P: (08) 9273 7373 W: landgate.wa.gov.au					
VALUATION	\$483,000.00 - UV	RATING DETAIL		DUE DATE		24.09.2020	
MINIMUM RATE	\$1,498.00	RATE IN \$ OR CHARGE PER SERVICE		CURRENT	ARREARS	TOTAL	

2. How do I read my rate notices?

Below we have provided two examples of rates and charges levied on properties as per the annual Rate Notice.

Example 1: Gross Rental Valuation GRV

DETAILS OF RATED PROPERTY		17 Elizabeth St		WARD		None	
LOTS/LOCATIONS OR OTHER INFORMATION		80 SUSSEX					
Zoning: Composite Industry		Use: House					
658418		Valuation queries can be directed to Landgate by quoting the VE Number P: (08) 9273 7373 W: landgate.wa.gov.au					
VALUATION	\$16,640.00 - GRV	RATING DETAIL		DUE DATE		24.09.2020	
MINIMUM RATE	\$1,335.00	RATE IN \$ OR CHARGE PER SERVICE		CURRENT	ARREARS	TOTAL	
Residential	10.7581	\$1,790.15				\$1,790.15	
Emergency Services Levy	0.5194	\$86.43				\$1,876.58	
ESL Category 4, Property Use Residential, GRV	\$16,640						
Waste Facility Maintenance Rate GRV	0.0222	\$180.00				\$2,056.58	
Interest		\$0.64				\$2,057.22	
Instalment Administration Fee	\$0.00	\$24.00				\$2,081.22	
Instalment Interest	\$0.00	\$17.77				\$2,098.99	
Kerbside Collection Service	\$318.00	\$318.00				\$2,416.99	
ESL Penalty Interest	\$0.00	\$0.02				\$2,417.01	

Landgate valuation

Example 2: Unimproved Valuation UV Rural

Landgate valuation		RATING DETAIL		DUE DATE	
RATE		RATE IN \$ OR CHARGE PER SERVICE	CURRENT	ARREARS	TOTAL
\$315,000.00	- UV				09.09.2013
\$1,237.00					
UV Rural		0.3851	\$1,237.00		\$1,237.00
Waste Facilities Maintenance Rate UV		0.0002	\$200.00		\$1,437.00
Emergency Services Levy		0.0000	\$60.00		\$1,497.00
ESL Category 5					
Pre-payments			-\$68.00		\$1,429.00
GST is nil					

OPTION		PAYMENT OPTIONS				
1	PAYMENT IN FULL			DATE	09.09.2013	\$1,429.00
		Due date				
2	PAYMENT BY FOUR INSTALMENTS		*1ST INSTALMENT	DUE DATE	09.09.2013	\$316.92
	INSTALMENT CHARGE	\$42.32	2ND INSTALMENT	DUE DATE	11.11.2013	\$384.80
			3RD INSTALMENT	DUE DATE	13.01.2014	\$384.80
			4TH INSTALMENT	DUE DATE	17.03.2014	\$384.80
	TOTAL COST	\$1,471.32				

Instalment amounts and fees

3. What are my rates made up of?

Standard charges

- Property rates
- Emergency Services Levy
- Waste facilities maintenance rate
- Waste charges including Rubbish and/or recycling collection fees

Additional charges – if applicable

- Swimming pool fee
- Cost of recovery of rates
- Penalty interest
- Instalment fees

Property Rates

Under the Local Government Act 1995 (LG Act), all rateable properties within the shire are levied property rates.

Emergency Services Levy (ESL)

This is a State Government charge. All Local Governments are required to collect the 'Emergency Services Levy' (ESL) from every rateable property. 100% of the ESL revenue levied is paid to the Department of Fire and Emergency Services (DFES). DFES use the revenue for Fire and Rescue services, Bush Fire Brigade sheds and volunteers, State and Emergency Service units across Western Australia.

The SAMR has no control over the amount of the ESL levy. On an annual basis DFES will advise the SAMR of the intended minimum amounts and rate in the dollar figures to be charged on properties.

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For more information about this levy please call DFES on 1300 136 099 or visit their website at www.dfes.wa.gov.au

Waste Facilities Maintenance Rate

The maximum rate as adopted by Council is applied to all rateable properties within the shire irrespective of their land use and characteristics (i.e. vacant land, multiple owned properties by one person). The levy is a contribution towards waste management operations including the Davis Rd landfill facility and waste transfer stations provided to ratepayers across the shire.

Why do we pay it?

All revenue raised from the levy is used to fund upgrades and improvements to the Shire's main landfill site at Davis Rd, operations required to maintain the transfer stations located around the shire and improvements to ensure effective waste management operations for the future. The SAMR has a statutory requirement to utilise this revenue to fund waste management costs and ensure sustainable waste management operations now and into the future.

If ratepayers wish to object to the rate, they are requested to put their concerns in writing by email to amrshire@amrshire.wa.gov.au or letter addressed to the Chief Executive Officer, Shire of Augusta Margaret River, PO Box 61, Margaret River WA 6285.

Rubbish Collection Charge

The rubbish collection charge is levied against properties provided with kerbside collection of domestic rubbish. A collection charge will be applied to all properties in the designated collection areas regardless of the accommodation characteristics of the property (whether the property is occupied full-time or not). The SAMR has statutory requirements under the Waste and Recovery Resources Act 1997 (WARRS Act) to levy these charges.

Recycling Collection Charges

The recycling collection charges include the annual charge for the fortnightly collection of domestic recycling and the initial supply of the yellow recycling bin for new services. The recycling collection service is only provided to properties that are eligible to receive the kerbside rubbish collection. The collection charge will be applied to all properties in the designated collection areas regardless of the accommodation characteristics of the property (whether the property is occupied full-time or not). The Shire has statutory requirements under the (WARRS Act) to levy these services.

Generally, there is only one domestic rubbish and or recycling collection service provided to residential properties. Upon request, additional services may be provided and charged for. Examples of the type of properties who utilise additional services include commercial and industrial properties, and residences with additional free standing accommodation such as a studio.

If ratepayers wish to request a new service or change a service please go to <https://www.amrshire.wa.gov.au/services/waste-and-resource-recovery>

Objections must be lodged in writing to amrshire@amrshire.wa.gov.au or letter addressed to the Chief Executive Officer, Shire of Augusta Margaret, PO Box 61, Margaret River WA 6285.

Swimming Pool Inspection Fee

A swimming pool inspection fee may appear on your notice if you have a swimming pool or spa. The legislative requirement is that each pool is inspected every four years. The annual pool levy charge is a contribution towards this cost and the fee is listed in the SAMR Schedule of Fees and Charges. For more information, please refer to Building Services on 9780 5255.

Costs of Recovery of Rates

Under the LG Act, all costs associated with 'recovery of rates' are recoverable from the ratepayer. Recover costs will show on the Rate Notice as legal fees. These costs are the result of the SAMR following recovery processes which may require proceeding with legal action against owners of properties should they fail to pay the annual rates by the required due dates.

4. Rates are going up, what does this really mean?

'Rates' is a term commonly used when referring to all items appearing on the annual Rate Notice. As per point two, 'rates' are made up of property rates as well as other charges including the waste facility maintenance rate, rubbish and recycling collection charges and ESL.

As the notice includes these other charges, the end result of the total amount levied on a property may increase over and above the percentage increase that is advertised. This is because the overall calculation is not as simple as taking last year's rate notice and multiplying the total to get a percentage increase. The increase refers to the increase in the rate in the dollar and the minimum payments for property rates only and not the additional charges.

Each year the following charges may increase or decrease:

- Waste facility maintenance fee;
- Rubbish collection charges;
- Recycling collection charges; and
- State Emergency Services Levy.

5. Who can I discuss my rates with?

After reading through this document carefully, decide which aspect of your rate notice you wish to discuss.

The SAMR Revenue Team 9780 5234

The Revenue Team can assist you if you are seeking further explanation about:

- how your property rates are calculated;
- the fees and charges component of your rate notice;
- differential rate categories – GVR and UV codes (further information in point 11); and
- what to do if you feel any of the above are incorrect.

Landgate 08 9273 7373 www.landgate.wa.gov.au

On your annual rate notice is VE Number for your property. Landgate can assist you if you are seeking further information about:

- how property valuations are calculated; and
- what to do if you feel the valuation of your property is incorrect

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Councillors

Councillors adopted the annual rates at an Ordinary Council Meeting (see point 6 for further information about how this process works). Contact your local Councillor if you want to discuss or are seeking further information about:

- the amount rates have increased from the previous year;
 - how rates and the long term financial plan correlate;
 - how the money collected from rates is spent within the Shire and in the community; and
- Councillor contact details are on our website <https://www.amrshire.wa.gov.au/council>

6. What do my rates pay for?

Rates are a contribution each ratepayer makes towards the cost of providing quality facilities, community buildings, recreational areas and efficient administrative services to our entire community and its many visitors.

Services provided by the SAMR include upkeep of community facilities, parks, library services, roads, health, sanitation, building control and operation of recreational facilities (swimming pool, recreation centers, gyms and ovals).

7. Who decided what the rates will be?

Council ultimately decides what rates will be. SAMR senior finance employees assist by compiling rating information, sourcing property valuation changes from Landgate and preparing rate model options. The rate modelling processes commence around April each year.

There are many factors that senior finance employees and the Council take into consideration when setting the rate in the dollar or minimum payments for each differential rating category.

Factors include but are not limited to:

- Long Term Financial Plan;
- Growth of rateable properties in the Shire during the year;
- Landgate revaluation figures;
- Legislative requirements under the Local Government Act 1995;
- State Government changes and increases; and
- Policy FI.15 Shire Rating.

The SAMR must meet legislative requirements when setting a rate in the dollar (presented in cents) and minimum payment for each differential rating category. In determining these figures, all properties within a differential rating category are used to calculate the percentage increase. It is not possible to select a specific property when setting the rate in the dollar for a category. Once Council is satisfied, the rate model option is formally presented at an Ordinary Council Meeting. Councillors will then vote to approve the rate model for 'advertising'.

The rate model for the coming financial year is then made public and advertised in the local paper. Ratepayers are invited to comment on the proposed rate in the dollar and minimum payment by lodging a submission in writing prior to the closing date. Submissions are open for a minimum of 21 days.

Feedback from ratepayer submissions are then compiled and presented to Council to take into consideration before the final vote. The rate in the dollar and minimum payments together with

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intended waste facility maintenance rate, rubbish and recycling charges, instalment and administration fees and penalty interest rates are once again presented at an Ordinary Council Meeting. Council will discuss all aspects before taking a final vote to formally adopt the property rates and charges.

Property rates and other charges then become part of the annual financial budget which must also be adopted by Council prior to rates billing. The ESL is an exception as it is set and approved by the State Government.

8. Who pays Local Government rates and the ESL?

Anyone owning residential, rural residential, rural, industrial or commercial property in the Shire is a ratepayer. As a ratepayer you are required to pay property rates, waste charges and the State Government ESL.

Some government bodies, educational and registered charitable organisations are exempt from paying rates. Exemptions are only granted with the approval of Council and must be in accordance with s6.26 of the LG Act 1995.

9. When can I expect to get my rates?

The annual rate notice will be issued as soon as practicable after the financial budget is adopted by Council (see point 6 for more details).

The approval of the Minister of Department of Local Government may also be required. The SAMR aims to complete the rate billing process and post ratepayers their annual Rate Notice in early to mid-August each year with a due date of early September.

10. How are rates calculated?

Shire rates are calculated using two figures:

The valuation of the property, set by the State Government's Landgate Department (Valuer General).

The SAMR has no control or input into the property valuation set by Landgate. An information sheet is available directly from Landgate www.landgate.wa.gov.au or from our website <https://www.amrshire.wa.gov.au/services/rating-information>

The rate in the dollar is adopted by the Council

The rate in the dollar is expressed in cents, and is determined in the rates modelling process which commences in April each year. Council adopts the rate in the dollar for each differential rating category and the Objectives and Reasons document <https://www.amrshire.wa.gov.au/services/rating-information>.

Rate calculations

The valuation for the property is then multiplied by the rate in the dollar.

Example 1 Developed Land:

Landgate may determine that a brick and tile house with four bedrooms, lounge, kitchen, 1 x bathrooms, laundry, and double carport would attract a rent of \$350 per week. Rent of \$350 per week multiplied by 52 weeks per year gives a Gross Rental Value (GRV) of \$18,200.

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GRV = \$350 x 52 = \$18,200. This value is then multiplied by the applicable “rate in the dollar” for the differential category which is shown on your rate notice.

Example 2 Vacant Land:

Vacant land rates are calculated using a percentage of the capital site value of the land: 3% for residential or 5% for commercial.

GRV = Value of Land \$500,000. x 3% = \$15,000.

Example 3 Rural Land:

The Landgate may determine that a rural properties capital value is \$900,000.

UV = \$900,000 x rate in the dollar = dollar rates equivalent.

What is the minimum rate?

A minimum rate for each differential rating category is also set. A minimum payment is applied when the rates valuation multiplied by the rate in the dollar equates to a low figure, then the minimum rate will apply.

Example 3:

If the minimum payment for General GRV is \$1100.00 and the GRV x rate in the dollar calculation equates to \$1020, then the \$1100.00 will be applied.

11. How is my property valuation calculated?

GRV is primarily applied to properties in Gazetted Townsite and Rural Residential areas within the Shire. A GRV is also applied to some small rural land holdings of under 5ha in the Rural Zones.

Example:

Landgate may determine that a brick and tile house in Margaret River which contains four bedrooms, lounge, kitchen, bathrooms, laundry, and double carport could attract a rent of \$350 per week. Rent of \$350 per week multiplied by 52 weeks per year gives a Gross Rental Value of \$18,200.

The SAMR applies the GRV received from Landgate. Landgate provide the Shire with new GRV valuations every three years. In a revaluation year the Shire will advise ratepayers by advertising in the local newspapers.

What is Unimproved Value (UV)

UV is applied to properties in the Rural zones as listed under the Local Planning Scheme No 1 (LPS1).

A UV tiered differential rating system was introduced in July 2011. The system was introduced on a graduated scale or tiered approach as it provides the most equitable option for properties that have non rural uses such as commercial, industrial and tourism.

UV Rural - is the general rate that applies to properties with rural, residential and ancillary residential uses. It forms the base for all other UV rates in the dollar.

UV1 - applies where there is one non rural use and is 25% higher than UV Rural.

UV2 - applies where there are two non-rural uses and is 50% higher than UV Rural.

UV3 - applies where there are three or more non rural uses and is 75% higher than UV Rural.

UV Strata Vineyard - applies to a restricted land use and equates to the UV Rural rate in the dollar but has a lesser minimum rate.

UV Conservation - applies to properties zoned Bushland Protection, Leeuwin-Naturaliste Ridge Landscape Amenity, Leeuwin-Naturaliste Ridge Conservation and Southern Ocean Foreshore protection. These properties have some usage restrictions and their rating reflects this.

12. When does my property valuation changes?

Landgate regularly sends Interim Schedules notifying the Shire of a change to a properties GRV or UV for various reasons as listed below:

- New dwellings
- Additions or improvements
- Demolitions
- Sale of land
- Subdivisions of land
- Amalgamation of land

The Shire will process the Landgate Schedules and issue an interim rate notice with the changes to the rates levied on the property.

Revaluation of Gross Rental Valuation (GRV) - occurs every 3 years effective from 1 July.

Revaluation of Unimproved Valuation (UV) – occurs every year effective from 1 July.

13. What is differential rating?

Differential rating allows the Shire to rate properties on different rates in the dollar and minimum payments. The rate in the dollar and minimum payments are applied based on factors other than the property's valuation. The SAMR has different rate categories for property zoning and/or land uses.

There are differential rating categories for both GRV and UV properties. The 'Objectives and Reasons' document provides for further information on each of the rating categories.

The SAMR applies a UV tiered rating system for properties on an unimproved valuation. The UV categories are applied based on the number of non-rural uses a property has been granted approval for by the Shire (i.e. Chalet = 1 non-rural use; chalet and winery = 2 non-rural uses).

If a ratepayer believes that the incorrect UV tiered category has been applied to their property, they must lodge an objection in writing providing justification for their request to change the UV

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category. The objection can be lodged by email to amrshire@amrshire.wa.gov.au or letter addressed to the Chief Executive Officer, Shire of Augusta Margaret River, PO Box 61, Margaret River WA 6285.

14. My rating category is incorrect what do I do?

The Shire applies differential rating which is based on the zoning of the property and the land use of the property.

If you believe the differential rating category shown on your rate notice is incorrect, owners are required to lodge a written objection in writing to amrshire@amrshire.wa.gov.au

An example of an incorrect rating may be:

- My property is rated Tourism but I didn't renew my holiday house approval or it has lapsed and I now live in the house permanently;
- My property is rated Tourism but I only just bought it and I live in it permanently and it isn't used for tourism activities;
- My property is rated Industrial and I have now demolished the workshop and no longer operate a business from the property; or
- My property is rated UV 1, UV2 or UV 3 and I am no longer operating a non- rural use on this land.

Because differential rating can be complex we recommend you contact the Shire's Revenue Team on 08 9780 5234.

15. How do I appeal against the GRV or UV valuation of my property?

Any objection against the valuation must be made in writing to the Valuer General, Landgate within 60 days of issue of the annual rate notice, by completion of the objection form.

On your annual rate notice is the VE Number for your property and the phone number for their Office. It is recommended ratepayers contact their office to have a general discussion on how the valuation has been calculated.

Where an objection to the Valuer General, Landgate has been made, the full amount of rates are still due and payable 35 days from date of issue of the rate notice. Any decision resulting from the objection or subsequent Land Tribunal hearing will be retrospectively adjusted and the Shire will advise you accordingly if required.

16. Can I object to paying my rates?

There are only two reasons under the Local Government Act which allow for an objection to paying rates:

- You are not the ratepayer. Which means you are not the owner of the rateable property; and
- The property is non rateable as per the Section 6.26 of the Local Government Act, which requires approval of the Council.

Unless either of these two criteria are met, there is a legal obligation to pay the debt to the Shire. Interest is charged on outstanding amounts.

17. What happens if I don't pay my rates?

The SAMR will follow the 'Debt Recovery Procedure' to recover the monies due, where rates, service and waste charges remain unpaid after the due dates. Legal action will be progressed through a debt recovery firm. All costs associated with the process of legal action are recoverable from the ratepayer and will be added to the rates account.

If you are having trouble paying, contact the Revenue Team as early as possible to negotiate a payment plan to avoid the SAMR commencing legal Action (see point 18 for details).

Once legal action is instructed, it will immediately register a default in your credit rating, and a General Procedure Claim (GPC) will be served against you for the debt including the appropriate legal costs. In the case of multiple owners this affects all owners.

Please note, even if you pay between the legal instruction date and the time it takes for the bailiff to serve the GPC document to you, you will incur legal fees and a default in credit rating.

18. How can I pay my rates?

The SAMR offers a wide variety of convenient payment methods for ratepayers.

Payment methods available include:



Payment by Bpay

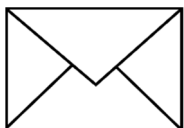
Using your Savings or Cheque Account via your financial institution. Please refer to the Bill Code and Reference number on your rate notice. Available 24 hours, 7 days a week.



Payments by Bpoint

Using your Credit Card. Bankcard, Mastercard or Visa accepted.

Phone 1300 276 468 or www.amrshire@amrshire.wa.gov.au



Payment by cheque or money order posted to;

Shire Augusta Margaret River
PO Box 61, Margaret River WA 6285



Payment in person at the Margaret River Civic Administration Centre
41 Wallcliffe Rd Margaret River

OR Augusta office,
66 Allnut Tce Augusta (Office Hours 9.00 a.m. to 4.00 p.m. weekdays)

Payment accepted by cash, cheque or money order, EFTPOS (No Cash Out) and credit card; Master Card and Visa Card (but NOT American Express or Diners Club)

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19. Why should I pay in full by the first due date?

Paying in full is the cheapest option. It saves you money by not having to pay additional charges for taking the instalment option or interest if the payments are received late.

As an incentive for making prompt payment, participating ratepayers have the opportunity to win one of a number of exciting prizes. Please refer to the brochure accompanying the rate notices to see what the prizes are this year.

Ratepayers must pay their rates in full (inclusive of any arrears) or pay the first instalment amount by the first due date to be eligible to go into the draw.

20. What is the instalment option?

To ease the financial impact, the SAMR offers ratepayers the ability to pay off their rates in four payments. These are referred to as instalments. Instalments have set due dates for payment, are inclusive of the interest accrued and a small administration fee to offset the cost of implementation.

To qualify for the instalment option the ratepayer must pay any arrears and the full amount of the first instalment by the first due date. Payment must be received the SAMR by close of business on the due date. No responsibility can be taken for any delays with mail delivery.

The due dates for payment of rates by instalments are shown on the annual rate notice and the Shire will ensure that reminder notices are issued 28 days prior to the following instalment due date.

The instalment option, as per the conditions above is governed by the requirements of the Local Government Act and the Local Government Financial Management Regulations 1996 (LGFMR).

I paid late. Can I still pay by Instalments?

The instalment option is not available when you pay late (after the due date shown on the rate notice). This is a very complex issue in which the SAMR has very little discretion as it is controlled by legislation. The SAMR is specifically prevented from allowing instalment payments after the due date for the first instalment, under Local Government Act Section 6.45 and Regulation 60 LGFMR.

However, the SAMR recognises that people sometimes inadvertently overlook the due date or underestimate the time which mail takes to reach its destination.

When the SAMR receives a rates payment too late to qualify for the instalment payment option, it will determine the most practical compromise for all parties is to accept the payment as the first instalment of an informal payment arrangement which just happens to have the same due dates as would have existed under the approved instalment payment scheme.

This offers a number of benefits:

- Time, money and effort is not wasted on returning the payment to the ratepayer with an explanatory letter;
- The Shire fulfils its legislative requirements as discussed above; and
- The ratepayer avoids the administration fee on each instalment.

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In return for this the ratepayer must simply accept responsibility for making the payments on the due date as there is no reminder notice issued.

This informal payment arrangement, will be happily accepted. Please contact the Revenue Team by email revenue@amrshire.wa.gov.au or phone 9780 5234 to discuss

Please note interest charges still apply and cannot be waived. This will affect the final payment of the informal arrangement. Please contact the Revenue Team to obtain the final figure.

21. I am having trouble paying my rates. Can I enter into a payment plan?

Yes. The Shire appreciates sometimes people experience financial hardship making it difficult to meet the payment amounts by the due date. Please contact the Shire's Revenue Team on 9780 5234 or complete our on-line request <https://www.amrshire.wa.gov.au/services/rating-information/payments-and-payment-options>

Arrangements involve setting up periodic payments from your nominated bank account and can will be accepted by weekly or fortnightly frequency.

Rates must be completely paid off by 30 June of the next financial year. Penalty interest will accrue on balance of rates outstanding until the debt is cleared in full. It is essential that the terms and conditions of the special arrangement are adhered to in order to avoid the possibility of referral for Rates Management or legal action.

22. Why do I have to pay penalty interest on overdue amounts?

It is a legislative requirement for the Shire to apply penalty interest on any rates balance after the due date.

The current interest amount of 11% per annum is set by State Government under the Local Government Financial Management Regulations.

23. Can I get a concession on my rates?

Only entitled pensioners are eligible to apply for a concession. Applications are made via the Water Corporation website <https://www.watercorporation.com.au/Bill-and-account/Apply-for-a-concession>. For further information please refer to the Pensioner Information Sheet, available from <https://www.amrshire.wa.gov.au/services/rating-information> or by contacting the Revenue Team on 9780 5234.

24. What are interim rates?

Some ratepayers may be issued an additional rate notice during the year. This is referred to as an Interim Rate Notice, An Interim Rate Notice is a result of changes that have happened to the property which require a rating adjustment to be calculated after you have been issued with the original rate notice.

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These notices are required to be issued by the SAMR for various reasons such as:

- If Landgate considers that the Gross Rental Value (GRV) of a ratepayers' property has changed;
- Subdivision / Strata of land or amalgamation of land;
- Improvements or additions to the property including building a new house and, alterations and additions to an existing home including sheds;
- Demolition of any improvements; and
- Addition or removal of rubbish or recycling collection services.

An Interim Rate Notice will be accompanied by a letter of explanation including the details of the reason for the amendment and effective date of the valuation.

25. I own a property jointly with another person or people. Who is responsible for payment of rates?

Under the Local Government Act, all owners are jointly and severally responsible for the payment of the rates and service charges. If each owner requires their own copy of the rate notice, please contact the Revenue Team revenue@amrshire.wa.gov.au or phone 9780 5234.

26. How do I advise of my change of address?

Change of address should be notified in writing. This protects ratepayers against unauthorised changes by joint owners.

- Email revenue@amrshire.wa.gov.au
- Complete on-line change of address form <https://www.amrshire.wa.gov.au/services/rating-information>
- Send a letter in writing addressed to Chief Executive Officer, Shire of Augusta Margaret River PO Box 61, Margaret River WA 6285

27. How do I advise of my change of address?

Changes in ownership details must be relayed to the Shire. Usually when a property is sold the settlement agent will inform the Shire about the new ownership detail. In some instances, that involve legal matters, such as deceased estates, ownership changes are not relayed automatically. The onus is then on the new owner to notify the Shire of the change.

To protect ratepayers against unauthorised changes in ownership these must be notified in writing, with supporting documentation such as the Certificate of Title. Please email amrshire@amrshire.wa.gov.au or write to Chief Executive Officer, Shire of Augusta Margaret River PO Box 61, Margaret River WA 6285.

Document and Version Control Table

Responsible Directorate	Corporate and Community Services
Prepared by	Vicki Scott, Coordinator Revenue and Customer Service
Approved by Director	Vicki Scott, Coordinator Revenue and Customer Service

INFORMATION SHEET

Version	Date Issued	Brief Description
1.0	01/04/2019	Initial issue
1.1	15/02/2021	Review and updated

INFORMATION SHEET