

Rates Frequently Asked Questions

Information Sheet



01/04/2019

Objective

The purpose of this information sheet is to provide ratepayers of the Shire of Augusta Margaret River (AMRS) with information and explanations in regards to 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 and Land Use of your property is listed in the Details of Rate Property section of the rate notice.

In the below example the Street address for this property is Number 1234 Bessell Rd. This address is recorded on the Certificate of Title for the property and the Shire's database, if there is no number displayed this means that the Shire has no number in the database or a number is yet to be allocated such as (vacant land). If you see a number of 0000 this means that the property has been assigned more than one number and this occurs when there are multiple land parcels rated contiguously under the one notice. The details are held in the database on the land parcel descriptions.

The Shire in conjunction with Landgate assigns Street Numbers to all properties across the Shire, for further enquiries, please review our Street Number Information Sheet on our website www.amrshire.wa.gov.au or contact us on 9780 5255.

Lot Number is 21, the Shire's district is Sussex and the 3338 represents the Location/Lot Number of the original parcel of land. The property is located in the Leeuwin Ward.

The Zoning of the property under the Local Planning Scheme No.1 (LPS1) is General Agriculture and the Shire has applied the current land use for the property of House.

Property rates	DETAILS OF RATED PROPERTY		1234 Bessell Rd		WARD	Leeuwin
	LOCATIONS OR OTHER INFORMATION		21 Sussex 3338			
Other charges	Zoning: General Agriculture		Use: House			
	VALUATION		RATING DETAIL		DUE DATE	
	MINIMUM RATE	\$298,000.00 - UV	RATE IN \$ OR CHARGE PER SERVICE	CURRENT	ARREARS	TOTAL
		\$1,337.00				07.09.2015

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

Landgate valuation	GRV	\$15,080.00 - GRV	RATING DETAIL		DUE DATE		09.09.2013
	RATE	\$1,101.00	RATE IN \$ OR CHARGE PER SERVICE	CURRENT	ARREARS	TOTAL	
Property rates	General GRV		10.1600	\$1,532.13		\$1,532.13	
	Waste Facilities Maintenance Rate GRV		0.0222	\$200.00		\$1,732.13	
Other charges	Emergency Services Levy		0.4300	\$64.84		\$1,796.97	
	ESL Category 4, Property Use Residential, GRV \$15,080						
	Recycling Collection Charge		\$69.00	\$69.00		\$1,865.97	
	Rubbish Collection Charge		\$200.00	\$200.00		\$2,065.97	
GST is nil							
Instalment option	OPTION 1	PAYMENT IN FULL	PAYMENT OPTIONS		DUE DATE	09.09.2013	\$2,065.97
	OPTION 2	PAYMENT BY FOUR INSTALMENTS	\$50.42	*1ST INSTALMENT	DUE DATE	09.09.2013	\$529.24
Landgate valuation	TOTAL COST		\$2,116.39	2ND INSTALMENT	DUE DATE	11.11.2013	\$529.05
				3RD INSTALMENT	DUE DATE	13.01.2014	\$529.05
				4TH INSTALMENT	DUE DATE	17.03.2014	\$529.05

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VALUATION		RATING DETAIL		DUE DATE	
MINIMUM RATE	\$315,000.00 - UV	RATE IN \$ OR CHARGE PER SERVICE	CURRENT	ARREARS	TOTAL
	\$1,237.00				09.09.2013
Property rates	UV Rural	0.3851	\$1,237.00		\$1,237.00
	Waste Facilities Maintenance Rate UV	0.0002	\$200.00		\$1,437.00
Other charges	Emergency Services Levy	0.0001	\$60.00		\$1,497.00
	ESL Category 5				
	Pre-payments		-\$68.00		\$1,429.00
	GST is nil				
OPTION 1 PAYMENT IN FULL		PAYMENT OPTIONS		DATE	09.09.2013
			Due date		\$1,429.00
Instalment option			1ST INSTALMENT	DUE DATE	09.09.2013
Due dates, amounts and fees		\$42.32	2ND INSTALMENT	DUE DATE	11.11.2013
			3RD INSTALMENT	DUE DATE	13.01.2014
		\$1,471.32	4TH INSTALMENT	DUE DATE	17.03.2014
					\$316.92
					\$384.80
					\$384.80
					\$384.80

3. What are my rates made up of?

Standard charges

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

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. Since 2003-04 all Local Governments have been required to collect the 'Emergency Services Levy' on behalf of the State Government, for the Department of Fire and Emergency Services (DFES). This levy is to fund the career Fire and Rescue Service, Volunteer and Rescue Service, Bush Fire Brigade, State and Emergency S units and FESA units throughout Western Australia.

The AMRS has no control over the amount of the ESL levy. On an annual basis DFES will advise the AMRS 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 rate is applied to ALL rateable properties within the shire irrespective of their land use and the number of properties that one person may own. The levy is a contribution towards the AMRSs' waste management operations including the Davis Rd landfill facility and waste transfer stations provided across the shire.

Why do we pay it?

All revenue raised from the levy is used to fund upgrades and improvements to the AMRS'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 AMRS 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 AMRS 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.

The recycling service is strongly encouraged but it is NOT a mandatory levy like rubbish. The owner of the property may make application in writing to cease the service, the AMRS will then arrange for removal of the bin from the property and adjust the charges accordingly.

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 object to the rubbish or recycling collection levies, they are requested to

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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, 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 AMRS 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 AMRS 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 AMRS Revenue Team 9780 5255

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.

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

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

Councillors

Councillors have the final say over what rates will be (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 AMRS's long term financial plan correlate;
- how the money collected from rates is spent within the Shire and in the community; and
- perceived value in comparison to other local governments.

Councillor contact details can be obtained from the AMRS's website www.amrshire.wa.gov.au.

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 AMRS 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. AMRS 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:

- the 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 AMRS 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

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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 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, vacant, industrial or commercial property in the Shire is a ratepayer of the AMRS. All ratepayers are required to pay property rates, 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 section 6.26 of the LG Act.

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 AMRS 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 AMRS 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 the AMRS's website <http://www.amrshire.wa.gov.au>.

The rate in the dollar, set by the Shire

The rate in the dollar expressed in cents is determined as part of the rate modelling process and adopted by Council (see point six for more detail). Council makes public its reasons for adopting the annual rates and services charges. The 'Objectives and Reasons' document can be found on the Shire's website www.amrshire.wa.gov.au. A hard copy can also be requested.

Rate calculations

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

Example 1:

The 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 (GRV) of \$18,200.

$GRV = \$350 \times 52 = \$18,200$. 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:

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

$UV = \$900,000 \times \text{rate in the dollar} = \text{dollar rates equivalent}$.

What is the minimum rate?

A minimum rate for each differential category is also set, this is a Statutory requirement. A minimum payment is applied when the rates calculation using the 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 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.

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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 AMRS 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

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

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

UV2

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

UV3

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

UV Strata Vineyard

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

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.

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12. When does my property valuation changes?

Landgate provides the Shire with all valuations for all properties within the Shire.

The Shire regularly sends information to Landgate for various reasons some are listed below. When these changes occur during a financial year then Landgate will provide a valuation to the Shire. Interim Landgate Schedules are received by the Shire every fortnight.

- New dwellings constructed, additions or improvements, etc.
- Demolitions
- Sale of land
- Subdivisions of land
- Amalgamation of land

Properties rated on a **Gross Rental Valuation (GRV)** have their valuations updated every 3 years. Landgate provide valuation information to the Shire who apply the changes from 1 July.

Properties on an **Unimproved Valuation (UV)** have their valuations updated every year. Landgate provide valuation information to the Shire who apply the changes 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 payment is applied based on factors other than the property's valuation. The AMRS 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 AMRS 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 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 requested to lodge a written objection in writing to the Shire 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;

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- 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.

The Shire has objection forms available on our website www.amrshire.wa.gov.au or these can be obtained from Landgate directly www.landgate.wa.gov.au.

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 AMRS 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.

Ratepayers can only object to the GRV or UV valuation that has been used to calculate the rates.

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

The AMRS 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 AMRS 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.

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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 AMRS offers a wide variety of convenient payment methods for ratepayers.

Payment methods available include:

Double click picture > wrap text > choose square



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



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 Road Margaret River

OR Augusta office,
66 Allnut Terrace 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)

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 AMRS 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 AMRS 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 AMRS has very little discretion as it is controlled by legislation. The AMRS 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 AMRS recognises that people sometimes inadvertently overlook the due date or underestimate the time which mail takes to reach its destination.

When the AMRS 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.

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 phoning 9780 5255 to implement.

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?

The AMRS understands that sometimes people experience financial hardship which makes it difficult to meet all of their financial commitments. If you are having trouble paying, you are encouraged to contact the Revenue Team revenue@amrshire.wa.gov.au or 9780 5234 to negotiate a special arrangement payment plan.

Arrangements involve setting up periodic payments from your nominated bank account and can be accepted by weekly, fortnightly and monthly.

Rates must be completely paid off by 30 June. It is unavoidable that interest will continue to accrue on these arrangements until the balance 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 legal action.

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

To ensure that ratepayers who pay their rates by the due dates are not disadvantaged, the AMRS has resolved that it will charge interest on rates balances which remain unpaid 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/my-account/i-want-to/apply-for-a-concession>. For further information please refer to the Pensioner Information Sheet, available from www.amrshire.wa.gov.au or by contacting the Revenue Team on 9780 5255.

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.

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

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- 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 9780 5255.

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

Change of address should be notified in writing. This protects ratepayers against unauthorised changes. Please email amrshire@amrshire.wa.gov.au or complete the on-line change of address form www.amrshire.wa.gov.au or 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 AMRS. Usually when a property is sold the settlement agent will inform the AMRS 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 AMRS 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 WA6285.

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	
Version	Date Issued	Brief Description
1.0	01/04/2019	Initial issue

INFORMATION SHEET

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