



# SHIRE OF DUMBLEYUNG

Telephone: 9863 4012 Email: shire@dumbleyung.wa.gov.au Website: www.dumbleyung.wa.gov.au

# Your Rates Notice Explained



The period this notice covers.

2 Property Owner and postal address.



4

Assessment Number

This is the individual number allocated to the property that this notice is related to.

Due Date of payment

Note: Payment has to be received by the Shire before or on this date, allow time for bank transfers.

5 Property's Gross Rental Value (GRV) or Unimproved Value (UV) determined by the Valuer General's Office (Landgate).



Lot/House number & property address.



The total of your Rates.

ayments may be made in person, by Cheque, Cash, Money Order, EFT, Direct Deposit or through Centrepay for Centrelink customers. ent in full or an amount equivalent to the first instalm

# 6. CHANGE OF OWNERSHIP Under the provisions of the Local Government Act 1995 notice must be give

in writing to Council within 21 days of a rateable property being sold, disposed of, r having its ownership changed. Details of the land description and name and

must be paid by the due date, being 35 days from the date of issue unless alternative arrangements have been agreed upon.

- Where no election has been made to enter into an instalment option or alternative arrangements made, and where Rates and Charges remain outstanding after the due date, legal action may be taken for their recovery All costs associated with the legal action are recoverable from the Ratepayer and will be added to the account
- The Shire of Dumbleyung Financial Hardship Policy for Water Services is available in relation to the Wastewater potion of your rates bill. For further information visit www.dumbleyung.wa.gov.au / Council Documents / Other Information

# 2. PAYMENT OPTIONS

- Ratepayers must choose to utilise the payment options shown on the reverse side of the notice or make alternative arrangements
- Where the instalment option is taken, rate accounts shall be levied with an additional 'Instalment Charge'. Details of this charge may be contained in the attached information sheet, but the cost of each option is displayed overleaf.
- Payment of the first instalment shall include all arrears outstanding from previous years. Instalment options will not be available if arrears and any interest accrued to the date of issue of the notice are not included with the first instalment.
- Payment may not be made by instalment where the total amount of rates (excluding arrears) is less than \$200.00.
- Should none of the instalment options listed over the page be suitable ratepayers are welcome to approach the Shire with an alternative direct debit payment plan. This plan must be agreed upon by both parties.

3. PENALTY FOR LATE PAYMENT (s6.51 Local Government Act 1995) This will accrue daily at the rate of 7% per annum for overdue rates and/or charges as

- NO INSTALMENT OPTION TAKEN interest shall begin to accrue on Rates and Charges that remain unpaid for 36 days after the date of issue or at any other date as specified by the Shire, whichever is the latter. Eligible pensioners are exemp
- INSTALMENT OPTION TAKEN interest shall begin to accrue daily on any instalment payment that remains unpaid after the due date of the instalment and continue to accrue until such time as the instalment is paid. Eligible pensioners are exempt
- ARREARS interest shall begin to accrue at 1 July on all Rates and Charges, including previous interest charges, that remain in arrears. Eligible pensioners are exempl

If rates remain unpaid for 3 years, the council may, under the provisions of section 6.64 of the Local Government Act 1995 : a) lease the land; b) sell the land; c) transfer the land to the Crown; or d) transfer the land to the Council.

#### 4. OBJECTIONS AND APPEALS - PROVISIONS

- Valuations Your valuation (GRV or UV) is only one factor used to calculate your rates notice. The Valuation of Land Act 1978 (as amended) Part IV sets out how valuation objections may be lodged. 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 and how to lodge an objection, please visit Landgate's website landgate.wa.gov.au/valuations, or alternatively call Landgate Customer Service on (08) 9273 7373.
- Rates Record Section 6.76 of the Local Government Act 1995 provides the grounds, time and the way individual objections and appeals to the Rates Record may be lodged. An objection to the Rate Book must be made in writing to the council within 42 days of the date of issue of a rates notice.
- Section 6.81 of the Local Government Act 1995 refers that rates assessments are required to be paid by the due date, irrespective of whether an objection or appeal has been lodged. In the event of a successful objection or appeal, the rates will be adjusted, and you will be advised accordingly. Credit balances may be refunded on request.

5. CHANGE OF ADDRESS

A change of address must be provided in writing to the Shire and should quote the relevant property and rate assessment details

## address of the new owner must be provided. Proof of any change in ownership is required prior to its records being altered (eg Certificate of Title). 7. EMERGENCY SERVICES LEVY

The Emergency Services Levy (ESL) is a State Government charge applicable to all properties in WA, which is collected by local governments on behalf of the Department of Fire and Emergency Services (DFES). The ESL funds Western Australia's (WA) fire and emergency services, including career fire stations, volunteer fire brigades, State Emergency Services (SES) Units, the Volunteer Marine Rescue Service and multi-purpose Volunteer Emergency Service Units.

# 8. PENSIONERS/ SENIORS RATES REBATE / DEFERMENT

- (Applicable to Rates, Sewerage and ESL only, all other charges to be paid in full) Rebates to pensioners and seniors under the Rates and Charges (Rebates and Deferments) Act 1992 are funded by the Government of Western Australia
- An annual maximum cap amount is applied to rates for both pensioners and seniors-this amount is reviewed each year by the State Government.
- Pensioners and Seniors who have been the owner and occupier of the property on the 1 July of the current rating year, have no arrears and who meet certain criteria are entitled to claim:
- a rebate of up to the set capped amount on rates, sewerage and ESL, or defer payment of their rates, sewerage and ESL (service charges are payable by the due date).
- Register your entitlement with the Shire or the Water Corporation by phoning 1300 659 951 or visiting www.watercorporation.com.au (concessions only apply once an application is received and registered). The Water Corporation will then forward a copy to the Council.
- If your circumstances change particularly with respect to your ownership or occupation of the property, or your eligibility as a Senior or Pensioner - you must notify the Shire and the Water Corporation. Your registration will be cancelled or amended, as appropriate.

#### 9.WASTE CHARGES

Waste charges are raised in respect to Refuse Removal and Recycling Services, and are raised to provide the service in accordance with the Waste Avoidance and Resources Recovery Act 2007.

A Refuse Removal (rubbish) charge is payable for each property which is serviced by the kerbside refuse collection. The rubbish charge is not payable on inimproved residential lots

A Recycling Removal charge is payable for each property which is serviced by the kerbside recycling collection. The recycling charge is not payable on unimproved residential lots.

## 10. WASTEWATER INFORMATION

- If you are experiencing issues with the wastewater service provided, you may call one of the following: 24 Hour Emergency: 0429 634 012 National Interpreter Services: 131 450
- Hearing or speech impaired? Customers can phone us via the National Relay Service on 133 677 and ask for (09) 9863 4012. Payment difficulties - If you are having difficulty in paying, please call us on (08
- 9863 4012. The Shire of Dumbleyung Financial Hardship Policy for Water Services is available in relation to the wastewater portion of your rates notice The policy is available at www.dumbleyung.wa.gov.au / Council Documents / Other Information.
- Bill Review If you consider that the wastewater portion of your rates is incorrect, please advise the Shire on (08) 9863 4012, so we can investigate further. Upon the commencement of the review process the Shire will suspend attempts to collect the wastewater portion of the rates. A bill can be reviewed in accordance with the Shire of Dumbleyung's bill review procedures. Additional information about estimates, meter reading and testing (if applicable), complaints and review can be found in the Shire of Dumbleyung Customer Service Charter for Wastewater Services located at the Administration Office or visit www.dumbleyung.wa.gov.au / Council Documents / Other Plans & Reports Our commitment to you - We are committed to resolving issues as quickly as possible. If you are not satisfied with the resolution, you may contact the Energy and Water Ombudsman on 1800 754 004 or visit

Change of Ownership or Address Please Show Current Details Below

Assessment # A1234	Date of Sale:
Name in Full:	
Name in Full:	
Address:	P/Code:
Email:	
Signed:	(All owners to sign)



Breakdown of Shire of Dumbleyung rates & service charges, including any arrears and additional charges.

- The rate in the dollar determined by the 9 Shire of Dumbleyung. This is multiplied by your valuation to determine your rates total.



Payment Options, due dates and amount to pay.



Due Date of payment to be eligible for the discount.



Payment Methods For online & postal payments, your Assessment Number is your reference number.



Back of Rates Notice contains information regarding your rates charges



Change of owner details slip is to be completed and sent to the Shire admin office if any of your contact details have changed.