

CITY OF PLAYFORD DIGITAL DELIVERY OF RATES NOTICES – FAQ's



DIGITAL RATES NOTICES REGISTRATION

How do I register for digital rates notice delivery?

Visit [Playford Online Services](https://playford.sa.gov.au/digitalrates) to submit a Digital Rates registration via our website.

Depending on the timing of your registration, you may receive one final rates notice to your letterbox before changing to email delivery by email.


What details do I need to register for digital rates notice delivery?

You will need:

- name(s) that appear on the rates account
- property location
- a current email address
- a current mobile phone number
- property assessment number

Where do I find my assessment number?

The assessment number is located in the top right hand corner of your rate notice; it is to be entered with no spaces (e.g. 12345678).

 CITY OF Playford ABN 99 397 793 662	CALL (08) 8256 0333 EMAIL playford@playford.sa.gov.au WEB playford.sa.gov.au POST Playford Operations Centre 12 Bishopstone Road DAVOREN PARK SA 5113	VISIT Playford Civic Centre 10 Playford Boulevard ELIZABETH SA 5112 OPEN 9am - 5pm Monday to Friday	Assessment No. <input type="text"/> Full Year's Balance <input type="text"/>
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Why is my mobile phone number a required field?

Having your mobile phone number means we can contact you if required to confirm any details about your registration for digital rates. Council also sends out SMS reminders to ratepayers when rate payments are due/overdue, to assist ratepayers avoiding late fees.

Where can I find a copy of the terms and conditions?

Visit playford.sa.gov.au/digitalrates to view a copy on our website.

Terms and conditions of digital rates notice delivery are also sent as an email attachment when confirming digital rates registration.

If I own more than one property, must I register each property separately?

Yes, you will need to register each property you own separately.

Can rates notices be emailed to more than one property owner?

Registration for Rates Notices via email is registered against the property record.

If multiple ratepayers have registered for [Playford Online Services](#) and provided a current email address, they should all receive a copy of the rates notice to their nominated email address.

What do the delivery methods mean?

- **Email** - Your rates notice will be emailed as a pdf attachment each quarter to your nominated email address. You are able to view your rates notice in your [Playford Online Services](#) account at any time.
- **Post** - Your rates notice will be sent via post each quarter to your nominated mailing address. You are able to view your rates notice in your [Playford Online Services](#) account at any time.
- **BPAY view** – Your rates notice will be sent to you through your BPAY View registered Bank account. You are able to view your rates notice in your [Playford Online Services](#) account at any time.

DIGITAL RATES NOTICES DELIVERY

Will I still get a paper rates notice in my letterbox?

No, once you register to receive your rates notices by email, you will no longer receive a paper rates notice in your letterbox. Depending on the time of registration, you may however, receive one final paper rate notice before changing to email delivery.

Can I still have my rate notice sent via post as well as email?

No, we only issue one rate notice per quarter, per property. Once you elect to receive your rates via email, notices will not be sent via post unless you cancel your digital rates notice registration prior to rates being processed.

Once I register will I get the current rate notice emailed to me?

The first emailed rate notice you receive will be for the quarter following registration. You will not be emailed any notice that has already been issued, however you are able to download all previous rate notices issued to you from July 2019 in your [Playford Online Services](#) account.

My investment property is in City of Playford, and is managed by a property manager. Can I still have my rate notice sent by email?

If your property is managed by a property manager, your request for digital delivery of rates notices will override mail delivery to the property manager.

If you wish to receive the notice to your email, please advise your property manager of your preference. This is especially important if the property manager is responsible for making payment – you may need to forward them a copy.

If I have just purchased a property when can I register to receive my rate notices via email?

If you have recently purchased the property, you must receive the first rate notice via post before registering online. Rate notices are issued in January, April, July and October each year.

You may receive a new owner letter that contains registration details for [Playford Online Services](#), however an assessment number is also required for rate notice registration.

How do I update the email address I wish to have my rates sent to?

Visit Playford Online Services to submit a Digital Rates request to advise details of your new email address.

I have just sold my house. Will I still be able to view previous digital rates notices?

No, we recommend that you download copies of your rates notices before final property settlement.

I haven't received my rates notice email. Could I have entered the wrong email address?

Maybe! First check your spam or junk folder and make sure you have added noreply@playford.sa.gov.au as a safe sender in your address book.

You should have received an email from Council on completion of your registration for digital rates notices. If you didn't receive this, please contact us via webchat via our website playford.sa.gov.au, email us at playford@playford.sa.gov.au or phone 8256 0333 during business hours.

You can also login to your Playford Online Services account to check the email address you entered.

I haven't received my rates notice email for the current quarter. What has happened?

You will only receive a rates notice if you have an outstanding balance. If you have paid your rates balance in full, you will not receive rates notices for any subsequent quarters in the financial year.

If you have an outstanding balance, and haven't received a notice, please contact us via webchat via our website playford.sa.gov.au, email us at playford@playford.sa.gov.au or phone 8256 0333 during business hours.

I have registered to receive more than one notice. How many emails will I receive?

You will receive an email for each registered property – one property, one email, one attachment.

What is the size email I will receive with my rate notice attached?

On average, the size of the email will be approximately 500 KB.

If I have changed my mailing address, do I need to let Council know?

Yes, Council will only email your Rate Notices; any other correspondence from Council will be posted. If the email containing your rates notice is undeliverable, we will send a copy to the current mailing address you have provided.

To update your mailing address, please call us on 8256 0333, send an email to playford@playford.sa.gov.au or complete and submit a request via [Playford Online Services](#).

NB: Please advise us in your email if the change of address is not for all owners of the property.

What happens if my emailed rate notice bounces back?

If the notice bounces back, we will try and send it again. If our additional sending attempt fails, a printed copy of your rates notices will be mailed out to the mailing address listed on our records. The due date will remain as the due date printed on the notice.

It is for this reason we ask that you please make sure Council has your current mailing address.

Can I cancel email delivery of rates notices?

You can cancel email delivery of your rates notice by visiting [Playford Online Services](#) and submitting a Digital Rate request. Depending on the timing of your cancellation, you may receive one final rates notice by email before changing back to paper rates notices.