

In South Australia, Council rates are a form of taxation on property values and are a requirement under State Legislation.

Why do we pay rates?

The money raised through rates assists Council to provide our community with a wide range of services. These include existing 'business as usual' services, such as keeping our streets clean, water management, running immunisation clinics, customer care assistance and community programs, as well as renewing, replacing and building new assets such as footpaths, roads and sporting grounds and delivering new projects, such as the northern CBD to help create jobs and investment in Playford.

What are the 2018/19 rates?

The average rate increase is 3.0 per cent. This increase includes:

- 2.3% (\$1.684 million) due to inflation
- 0.4% (\$0.275 million) due to State Government imposed costs
- 0.3% (\$0.227 million) to cover new and enhanced services

This equates to an additional \$30 per year, or 8 cents a day, based on the average capital value of a home in Playford of \$242,000.

What will I get for my rates?

In 2018/19, Council will invest \$25.3 million to provide a wide range of existing 'business as usual' services, \$12.5M to continue projects commenced in 2017/18 and \$27.8 million on new capital projects. Council will also receive \$8.1 million in donated assets from developers.

Council has achieved over \$0.9 million in ongoing savings in the past year. These savings will be used to further expand our community services and fund 16 new projects. Growth revenue will be used to fund five new projects, including:

- Grenville Centre Redevelopment
- DDA Program
- Footpath Program
- Fremont Park Stage 2 works
- Upgrade of the Kalara Reserve Clubrooms (home to Andrews Farm Soccer Club)
- Road Upgrade Programs
- Redevelopment of the Grenville Centre
- Rejuvenation of 112 Coventry Road
- GEP Stormwater Trunk Outfall
- Minor stormwater works
- DDA Program to install an extra 60 bus stop pads
- Footpath upgrade program
- Blakeview Path as part of the Fund My Neighbourhood initiative
- Black Spot road upgrade program
- Rural roads sealing program
- Upgrade of the Virginia Main Street
- Continuation of the Playford Alive urban renewal project
- Council's recycled water business

Why did the rates for my house increase by more than 3.0 per cent?

Generally under State legislation, the higher the value of the property, the higher the rates to be paid. For example, a person with a property valued at \$150,000 will contribute less than someone with a property valued at \$300,000 in the same Council area.

Property capital values are determined annually by the SA Government's State Valuation Office and your rate increase may be higher than the average due to an increase in your property value.

The fixed charge component of rate is the same for all ratepayers regardless of land use and irrespective of capital value. However, properties with a higher capital value than the average will incur a greater percentage of the increase in rates through the variable charge. The fixed charge is set to raise 50 per cent of total rate revenue including growth.

Does Council benefit from property valuation increases?

No, valuations do not determine the rates income of a Council. Property valuations are used to divide the rate revenue amount among individual ratepayers.

Council reviews the rate in the dollar annually to make sure that it only raises rates to match the income required, which means that Council does not benefit from valuation increases.

How can I view the Rating Policy?

The 2018/19 Rating Policy can be found on the [City of Playford website](#).

How are my rates calculated?

Council allocates the portion of the budget to be raised from rates across all properties, adopting a fixed charge component (which in total equates to 50% of all rate revenue raised) in addition to a variable charge component (calculated as a rate in the dollar applied to property capital values). The effect is that the total rates paid by the community will equal the amount set in the budget.

What is Council's 2018/19 rate in the dollar?

Rate in \$ Summary	2018/19
General rate in the dollar	\$0.00234288
Commercial rate in the dollar	\$0.01397705
Fixed Charge	\$969
NRM Levy	\$0.00009502

What is the Natural Resource Management (NRM) Levy?

The City of Playford is in the Adelaide and Mount Lofty Ranges Natural Resources Management Board area and is required to collect the Levy on behalf of the Board.

The NRM Levy is set by the City of Playford and the entire amount that Council is legislated to collect is passed on in full to the Board. The Board uses the NRM Levy to fund vital natural resource management projects including the managing and protecting priority water, land, marine and biodiversity assets.

More information about the NRM can be found at www.amlrnrm.sa.gov.au.

How are the final rates charged for my property calculated?

Example: For General properties

Rates Notice Item			
Assessed Capital Value (from Rates Notice)	\$150,000	\$242,000	\$400,000
General Rate in the \$ (from Rates Notice)	\$0.00234288	\$0.00234288	\$0.00234288
(Capital Value multiplied by General Rate in \$)	\$352	\$567	\$937
Fixed Charge	\$969	\$969	\$969
NRM Levy Rate in the \$ (from Rates Notice)	\$0.00009502	\$0.00009502	\$0.00009502
(Capital Value multiplied by NRM Levy Rate in \$)	\$14	\$23	\$38
Total Payable	\$1,335	\$1,559	\$1,944

Example: For Commercial Properties

Rates Notice Item			
Assessed Capital Value (from Rates Notice)	\$300,000	\$500,000	\$1,000,000
General Rate in the \$ (from Rates Notice)	\$0.01397705	\$0.01397705	\$0.01397705
(Capital Value multiplied by General Rate in \$)	\$4,193	\$6,989	\$13,977
Fixed Charge	\$969	\$969	\$969
NRM Levy Rate in the \$ (from Rates Notice)	\$0.00009502	\$0.00009502	\$0.00009502
(Capital Value multiplied by NRM Levy Rate in \$)	\$29	\$47	\$95
Total Payable	\$5,191	\$8,005	\$15,041
Increase in rates bill	\$18 (0.3%)	\$11 (0.1%)	\$0 (0.0%)

As a homeowner, why does my Pensioner Concession not show on my Rates Notice anymore?

In 2014, the State Government introduced a new concession called "Cost of Living Concession" (CLC) which replaces the previous Pensioner Concession for Council Rates. The concession is paid directly to you instead of being offset against your Rates account.

How much is the Cost of Living Concession (CLC) payment for a Homeowner?

The CLC payment is \$207.30

When do I get my payment?

The CLC will be paid to recipients in 2018/19 by cheque sent by the SA State Government in about September this year.

Do I need to re-apply for this payment?

Existing Homeowners currently receiving the CLC do not need to reapply.

How do I apply for the CLC payment?

Homeowners entitled to receive the concession in the 2018/19 year can apply by contacting the Concession Hotline on 1800 307 758.

Can tenants also get the CLC payment?

Tenants will need to apply by 31 October 2018. Application forms will be available from 1 July 2017 by contacting the Concession Hotline on 1800 307 758.

How much is the CLC payment for a Tenant?

A Tenant is entitled to a payment of \$103.70 when previously there was no concession available.

When do tenants get their payment?

The concessions will be paid to recipients by cheque sent by the SA State Government early in 2018.

How much is the CLC payment for a Self-Funded Retiree Homeowner who holds a Commonwealth Seniors Health card?

The CLC payment remains at \$103.70. *[For timing, refer Homeowners section above]*

How much is the CLC payment for a Self-Funded Retiree Tenant who holds a Commonwealth Seniors Health card?

The CLC payment is \$103.70 when previously there was no concession available. *[For timing, refer Tenants section above]*

Is the CLC payment means tested?

Yes. Please call the Concession Hotline on 1800 307 758 for further details.

Is the CLC replacing concessions with SA Water / Telstra?

If you hold a card issued by Centrelink or the Department of Veterans' Affairs, you are still eligible for this benefit and can apply by using the Application for Concessions Form to receive concessions for household water and energy concessions. Please call the Concession Hotline on 1800 307 758 for further details.

What is Seniors Postponement?

The *Local Government Act* provides for the postponement of rates for seniors. It is a system designed to assist senior citizens by allowing them to postpone amounts over \$500 of their annual rates charge for an indefinite period (up until the property is sold or circumstances change). Seniors postponement is available to a person (or their spouse) who holds a seniors card issued by the State Government and is only available on the principal place of residence.

Do I have any right of appeal against land use/valuation?

Yes - there are avenues of appeal available to ratepayers. These are located on the back of the Rates Notice which you receive in the mail and are also summarised below:

Appeals against the valuation of a property must be made through the Valuer General in the State Valuation Office within 60 days after the date of service of the Rates Notice. Below are the contact details:

Address: The State Valuation Office
101 Grenfell Street, ADELAIDE SA 5000
Mail: GPO Box 1354, ADELAIDE SA 5001
Email: lsg.objections@saugov.sa.gov.au
General Enquiries: 1300 653 346
Objections Enquiries: 1300 653 345

A ratepayer may object to the land use applied to their property within 60 days of notification. The appeal must be made in writing to Council, addressed to the Chief Executive Officer. The appeal must set out the basis for objection and details of the land use that should be applied. Council will review the objection and notify the ratepayer of its decision. If not satisfied, the ratepayer may appeal against the council decision to the Land and Valuation Court.

Why do I pay more for my rates than a home of a similar value in another Council area?

Different council areas have different needs and priorities, making it hard to directly compare.

This means we have different levels of services and assets, resulting in different costs required to deliver services and maintain assets, when compared to other councils.

It is also difficult to directly compare similar priced properties across different council areas. The Capital Value of a property incorporates the value of land and improvements and takes a number of indicators into account, including location, general amenities and recent sale activity.

What this means is that a property's land value would be different if the property was located in a different council area, so the same value property between council areas may not necessarily be a direct comparison.

How can I pay my rates?

The payment options are set out on the front and back of the Rates Notice and include the following payment methods:

- Via Council's website at www.playford.sa.gov.au – Credit Card (Minimum \$20)
- BPay (Minimum \$20)
- In person at Australia Post (Minimum \$20)
- Australia Post by phone – Billpay (13 18 16) or online at www.postbillpay.com.au (Minimum \$20)
- In person at Customer Service Centres – EFTPOS, Master Card, Visa Card, Cash, Money Order, or Cheques crossed "Not Negotiable"
- Over the phone with Council's Customer Service Officers on 1300 278 903 – Credit Card (Minimum \$20)
- By mail – cheques crossed "Not Negotiable" made payable to "City of Playford"

Centrelink's Centrepay system allows Centrelink customers to pay rates via Centrepay. Centrelink customers must complete a Centrelink form called CENTREPAY DEDUCTIONS. Please contact a Rates Officer or Centrelink for further details.

What happens if I can't pay my rates on time?

If the amount due remains unpaid after the due date it will be subject to fines raised in accordance with the provisions of the *Local Government Act 1999*, Sect 181(8).

A statutory fine of two per cent on the unpaid quarterly amount and a further interest penalty of the prescribed percentage on any further arrears monthly will apply.

If you experience ongoing financial difficulty you can speak with a Council Rates Officer to make suitable arrangements for payment of overdue amounts.

Can I get support to pay my rates?

People experiencing difficulty paying their rates should contact Council's rate department as they can agree to more flexible payment arrangements. Under Legislation, fines must be imposed when the quarterly amounts are not paid in full by the due dates. However, by paying small amounts on a regular basis, you will gradually reduce the amount owing. This means you will only have a small balance to pay on the due date, which can help minimise or eliminate fines.

Can I still apply for a rate rebate for the 2018/19 rating year?

Yes, the calculation and application of rate rebates occurs in conjunction with the generation and posting out of first quarter Rates Notices. Any new application for 2018/19 will be reviewed after generation of the rates, and needs to be approved by the CEO or Council (depending on the type of rebate).

As such, these rebates will be calculated after the first quarter Rates Notice has been issued. Under section 186(1) of the *Local Government Act*, ratepayers are still required to make rates payments as they fall due. A refund will be provided if the rates paid exceed the rebate provided.

Ratepayers who feel they are entitled to a rate rebate for 2018/19 should contact our rates department for further details. The Rate Relief Policy and Application can be found on the Council website at: www.playford.sa.gov.au

Why hasn't a payment shown on my Rates Notice?

The rates data is collected approximately two weeks before the Rates Notices are posted, so any payments made during this time will not show on the notice.

I've sold my property and still received a Rates Notice. Why?

The ownership may have changed after the Rates Notice data was collected. If the rates have not been paid the Notice should be returned to Council, otherwise you can disregard the notice.

Where can I get more information about the budget and how my rates are spent?

A full copy the 2018/19 Annual Business Plan can be accessed at playford.sa.gov.au/AnnualBusinessPlan

Information will also be included with the 2018/19 Quarter One Rates Notice and in the winter edition of *Playford News*.

For further information, contact Customer Care on 8256 0333 or email playford@playford.sa.gov.au

CALL

(08) 8256 0333

VISIT

Playford Civic Centre
10 Playford Boulevard
Elizabeth SA 5112

Stretton Centre
307 Peachey Road
Munno Para SA 5115

POST

12 Bishopstone Road
Davoren Park SA 5112

EMAIL

playford@playford.sa.gov.au



playford.sa.gov.au