



Rate Policy 2018-2019

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| Responsible Officer | Chief Executive Officer |
| Relevant Delegations | Manager Governance & Community |
| Legislation and References | Local Government Act 1999. |

Strategic Focus

Council has determined that the application of an annual rating policy should be developed within a framework which integrates planning from a strategic directions level through to a service delivery level. In formulating the Rating Policy for 2018/2019, Council has taken into account the fact that rates constitute a system of taxation for local government purposes (Section 150 Local Government Act 1999).

The strategic directions for the Clare and Gilbert Valleys Council are outlined in the Strategic Plan of Council.

As part of the financial planning and budget processes, Council proposes to increase the overall general rates by 4.0% over that raised in the 2017/18 financial year. The actual increase payable by any individual ratepayer may be more or less than this depending on the movement in the capital value of their property relative to other properties.

The Council regularly conducts public consultation on a broad range of issues relating to the future directions of the area. These opportunities are advertised in local papers. Ratepayers and other interested parties are also welcome to attend Council meetings. The Council encourages feedback at any time and such comments may be sent to:

Chief Executive Officer
Clare & Gilbert Valleys Council
4 Gleeson Street
CLARE SA 5453

Phone: 08 8842 6400

Email: admin@cgvc.sa.gov.au

The Clare & Gilbert Valleys Council has adopted **land use** as the differentiating factor to be used when setting rates and continues to set a minimum payment for general rates. A separate service charge is applied to cover the cost of the waste collection service which is available to all properties within the defined townships. Community wastewater

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management systems are provided in Clare, Riverton and Saddleworth and service charges are applied to recover the costs.

The differentiating factors and minimum rate are detailed later in this document along with details of the service charges.

Annual Rates Statistics

| | BUDGET 2018/19 | | 2017/2018 (Actuals at 11 May 18) | | | 2016/2017 | | | |
|--|------------------------|---------------|-------------------------------------|------------|---------------|---------------|------------|---------------|---------------|
| RATING METHOD | LAND USE | | LAND USE | | | LAND USE | | | |
| | Proposed Rate in \$ | % of Total | Proposed Rates | Rate in \$ | % of Total | Rates | Rate in \$ | % of Total | Rates |
| | | | \$'000 | | | \$'000 | | | \$'000 |
| MINIMUM RATE | \$700 | | | \$675 | | | \$650 | | |
| WASTE CHARGE | \$190 | | | \$190 | | | \$190 | | |
| Residential | 0.4900 | 39.2% | 4,353 | 0.4747 | 38.6% | 4,089 | 0.4697 | 38.8% | 3,961 |
| Commercial | 0.6615 | 8.0% | 884 | 0.6408 | 8.0% | 852 | 0.6341 | 8.1% | 828 |
| Industrial | 0.6615 | 2.0% | 225 | 0.6408 | 2.1% | 218 | 0.6341 | 2.5% | 259 |
| Primary Production | 0.3185 | 47.1% | 5,225 | 0.3086 | 47.6% | 5,044 | 0.3523 | 46.8% | 4,783 |
| Vacant | 0.4900 | 2.5% | 281 | 0.4747 | 2.6% | 278 | 0.4697 | 2.6% | 268 |
| Other | 0.4900 | 1.2% | 130 | 0.4747 | 1.2% | 125 | 3.4697 | 1.1% | 117 |
| TOTAL RATES RAISED | | 100.0% | 11,098 | | 100.0% | 10,606 | | 100.0% | 10,216 |
| Waste Collection Charges | | | | | | 734 | | | 708 |
| TOTAL RATES including Waste Charges | | | | | | 11,340 | | | 10,898 |

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Valuation Statistics

| | BUDGET 2018/19 (at 21 June 2018) | | | 2017/2018 | | | 2016/2017 | | | | |
|---|----------------------------------|-------------|-----------------------|------------------------|-------------|--------------|-----------------------|------------------------|-------------|-------------|-----------------------|
| | RATEABLE CAPITAL VALUE | % VARIATION | Number of Assessments | RATEABLE CAPITAL VALUE | % OF TOTAL | % CHANGE | Number of Assessments | RATEABLE CAPITAL VALUE | % OF TOTAL | % CHANGE | Number of Assessments |
| | \$,000 | | | \$,000 | | | | \$,000 | | | |
| Residential | 875,600 | 6.18% | 3,401 | 850,312 | 31.7% | 1.8% | 3,357 | 835,237 | 34.8% | 2.1% | 3,349 |
| Commercial | 130,413 | 27.44% | 354 | 132,613 | 4.9% | 4.2% | 342 | 127,315 | 5.3% | 1.2% | 341 |
| Industrial | 33,149 | -3.67% | 90 | 33,287 | 1.2% | -1.5% | 90 | 33,782 | 1.4% | 2.4% | 93 |
| Primary Production | 1,613,778 | 6.04% | 2,473 | 1,599,898 | 59.7% | 18.9% | 2,469 | 1,345,612 | 56.1% | 63.0% | 2,467 |
| Vacant | 39,566 | 12.14% | 433 | 41,945 | 1.6% | 11.8% | 441 | 37,510 | 1.6% | -3.8% | 445 |
| Other | 213,263 | 13.20% | 125 | 22,377 | 0.8% | 10.9% | 120 | 20,177 | 80.0% | 1.2% | 117 |
| TOTAL RATEABLE VALUE | 2,713,836 | | 6,876 | 2,680,431 | 100% | 11.7% | 6,819 | 2,399,633 | 179% | 0.9% | 6,812 |
| Average Capital Value per rateable assessment | 394 | | | 393 | | | | 352 | | | |

Valuation Statistics - (Capital Values as determined by the Valuer General)

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The budget includes an overall rates increase of 4.0% but due to the inconsistent nature of the valuation increases across the district some assessments will decrease while others will increase by a higher percentage. Council has implemented measures to manage the effects of the valuation fluctuations.

2018/2019-Rate Increase Impact and Rating Structure

Council has limited means to raise the revenue it requires to pay for the services that it provides to the community. It receives some State and Federal Government grants and subsidies and raises income from some fee-paying activities (eg: hire of community facilities), fines and expiations etc. however the principal source of revenue for Councils is a property based tax – “council rates”.

Method Used to Value Land

The Council may adopt one of three valuation methodologies to value the properties in its area. They are:

- *Capital Value* – the value of the land and all of the improvements on the land.
- *Site Value* – the value of the land and any improvements which permanently affect the amenity of use of the land, such as drainage works, but excluding the value of buildings and other improvements.
- *Annual Value* – a valuation of the rental potential of the property.

The Council has decided to continue to use capital value as the basis for valuing land within the Council area. The Council considers that this method of valuing land provides the fairest method of distributing the rate burden across all ratepayers on the following basis:

- the equity principle of taxation requires that ratepayers of similar wealth pay similar taxes and ratepayers of greater wealth pay more tax than ratepayers of lesser wealth;
- property value is a relatively good indicator of wealth and capital value, which closely approximates the market value of a property and provides the best indicator of overall property value;
- the distribution of property values throughout the Council area is such that few residential ratepayers will pay significantly more than the average rate per property.

Adoption of Valuations

Council has adopted the valuations made by the Valuer-General as provided to the Council prior to the budget meeting. If a ratepayer is dissatisfied with the valuation made by the Valuer-General then the ratepayer may object to the Valuer-General in writing, within 60 days of receiving the rate notice containing the valuation, explaining the basis for the objection, provided they have not: (a) previously received a rate notice containing this valuation under the Local Government Act 1999, in which case the objection period is 60

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days from the receipt of the first notice; or (b) previously had an objection to the valuation considered by the Valuer-General. The address of the Office of the Valuer-General is:

State Valuation Office

GPO Box 1354

ADELAIDE SA 5001

Email: lsg.objections@saugov.sa.gov.au

Telephone No: 1300 653 345.

Please note that the Council has no role in the process of determining valuations ascribed to individual properties.

Notional Values

Certain properties may be eligible for a notional value under the Valuation of Land Act 1971, where the property is the principal place of residence of a ratepayer. This can relate to certain primary production land or where there is State Heritage recognition. A notional value is generally less than the capital value and this will result in reduced rates, (unless the minimum rate already applies). Application for a notional value must be made to the Office of the Valuer-General.

Business Impact Statement

The Council has considered the impact of rates on all businesses in the Council area, including primary production. In considering the impact, Council assessed the following matters:

During 2003/2004 Council consulted with interested community groups and members of the public through the Rating Review Process. As a result of comments made at public meetings and in written submissions Council decided to apply differential rates in its area according to the land use codes, as per list below.

Those elements of Council's Strategic Plan relating to business development.

The equity of the distribution of the rate burden between classes of ratepayers based on a perception of availability of services.

Current Local, State and National economic conditions and expected changes during the next financial year.

Changes in the valuation of business and primary production properties from the previous financial year.

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Specific Council projects for the coming year that will solely or principally benefit local business.

Specific infrastructure maintenance issues that will solely or principally benefit local business.

Council's Revenue Raising Powers

All land within a Council area, except for land specifically exempt (e.g. crown land, Council occupied land and other land prescribed in the Local Government Act 1999 – refer Section 147 of the Act), is rateable. The Act provides for a Council to raise revenue for the broad purposes of the Council through a general rate, which applies to all rateable properties, or through differential general rates, which apply to classes of properties. In addition, Council can raise separate rates, for specific areas of the Council or service rates or charges for specific services. The Council also raises revenue through fees and charges, which are set giving consideration to the cost of the service provided and any equity issues.

Differential General Rates

The Council has decided to apply differential rates in its area according to the following land use categories:-

1. Residential – comprising the use of land for a detached dwelling, group dwelling, multiple dwelling, residential flat building, row dwelling or semi-detached dwelling within the meaning of the Development Regulations.
2. Commercial Shop – comprising the use of land for a shop within the meaning of the Development Regulations.
3. Commercial Office- comprising the use of land for an office within the meaning of the Development Regulations.
4. Commercial Other – comprising any other commercial use of land not referred to in categories 2 or 3.
5. Industry Light – comprising the use of land for a light industry within the meaning of the Development Regulations.
6. Industry Other – comprising any other industrial use of land not referred to in category 5.
7. Primary Production – comprising
 - a. Farming within the meaning of the Development Regulations; and
 - b. Horticulture within the meaning of the Development Regulations; and
 - c. The use of land for horse keeping or intensive animal keeping within the meaning of the Development Regulations; and
 - d. In respect of a dairy situated on the farm – the use of land for a dairy within the meaning of the Development Regulations; and
 - e. Commercial forestry
8. Vacant Land – Comprising the non-use of vacant land
9. Other – not included previously in the categories above.

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Rates are also rateable on occupation which is determined by Sec 148(1)(a) of the Local Government Act 1999 - Land against which rates may be assessed:- “any piece or section of land subject to separate ownership or occupation”.

Every resident benefits in some part from the general amenity of the council area, whether that is at the present time or in the future. The amenity includes the local economy, general council operations and the ability of every resident to use council facilities.

It is acknowledged that the system of council rates is in essence a system of taxation on property. However, Council has assessed that the level of differential rating applied is governed in part by the ability to pay, the potential for income tax deductions and the perception of accessibility or usability of council services by the residents and consumers.

Historically Council has decided that the differential rate be based around a percentage of the residential rate and the following differentials have been adopted for the 2018/19 rating year.

Commercial Assessments – Residential plus 35%

Commercial properties generally have available to them, their employees and customers the same services as other ratepayers. However, in most cases commercial users have a greater impact on the main services such as road maintenance and generally derive a greater benefit from the services provided.

Industrial Assessments – Residential plus 35%

Industrial properties generally have available to them, their employees and customers the same services as other ratepayers. However, in most cases industrial users have a greater impact on the main services such as road maintenance and generally derive a greater benefit from the services provided, particularly where for example large amounts of raw or unrefined product is delivered to site for processing utilising Council's infrastructure.

Primary Production Assessments – will be 65% of the General Rate applying to Residential

Primary Production properties tend to be more remote from some of the services provided by Council. In terms of infrastructure adjacent to their properties they may not have sealed or formed roads, footpaths or street lighting. However, they do have the capacity to enjoy the same level of amenity as other residents of the Council area.

Land Use is used as the factor to apply differential rates. If a ratepayer believes that a particular property has been wrongly classified by the Council as to its land use, then they may object (to the Council) to that land use within 60 days of being notified. A ratepayer

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may discuss this with the Rates Administrator by phoning 08 88426400 in the first instance.

Objection to the Council's decision may be lodged with Chief Executive Officer, Clare & Gilbert Valleys Council, 4 Gleeson Street, Clare, 5453. The objection must be made within 60 days of receiving notice of the land use and set out the basis for the objection and details of the land use that (in the opinion of the ratepayer) should be attributed to that property. The Council may then decide upon the objection as it sees fit and notify the ratepayer. A ratepayer also has the right to appeal against the Council's decision to the Land and Valuation Court. It is important to note that the lodgement of an objection does not change the due date for payment of rates.

Minimum Rate

A Council may impose a minimum amount payable by way of rates, provided that it has not imposed a fixed charge. Where two or more adjoining properties have the same owner and are occupied by the same occupier, only one minimum rate is payable by the ratepayer. Where a Council imposes a minimum rate it must not apply to more than 35% of properties in the Council area.

An amendment to Section 158 (2) (bb) of the Local Government Act, which applies from 1 July 2010 states:

"If 2 or more pieces of rateable land within the area of a council constitute a single farm enterprise, a minimum amount may only be imposed against 1 of the pieces of land".

Those landowners who believe they qualify for Single Farm Enterprise adjustment need to contact Councils Rates Administrator on 8842 6400 to obtain an application form.

The reasons for imposing a minimum rate is that Council considers it appropriate that all rateable properties make a base level contribution to:

- the cost of administering the Council's activities
- the cost of creating and maintaining the physical infrastructure that supports each property.

In determining the rates applicable for 2018/2019 Council has reviewed the adequacy of the minimum rate level and has set a minimum amount of \$700. This level of minimum rate applies to approximately 15.5% of properties in the area.

Service Charges

Community Wastewater Management Systems

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Council provides Community Waste Water Management Systems to properties in Clare, Riverton and Saddleworth. The full cost of operating, maintaining and upgrading these services is recovered through the application of service charges on each property for which the service is available.

The charge is applied based on a property unit system as detailed in the Community Wastewater Management System Property Units Code published by the Local Government Association of South Australia on 20 April 2006. The property unit system has been developed to allow calculation of indicative usage of the scheme with properties categorized according to the use of the land. Properties with either a residential or vacant land use are charged one (1) unit with other land use categories varying according to the code

The services operate on a full cost recovery basis and any annual surpluses or deficits remain with the schemes.

As a result the charge of \$380 per unit for each Community Waste Water Management System remains unchanged for the 2018/2019 financial year. The charges will be subject to further review in the future to ensure that all costs are fully recovered.

Where the service is provided to non-rateable land, a service charge is levied against the land. Details on what constitutes a service charge for each property, and other information about the schemes, are available by contacting the Principal Office of Council on 08 8842 6400.

Waste Collection Scheme

The Council also provides a refuse collection and recycling service within the townships of Clare, Saddleworth, Riverton, Mintaro, Sevenhill, Auburn, Watervale, Manoora, Rhynie, Marrabel, Stockport, Tarlee, Waterloo, Armagh and Golfview Heights. The full cost of operating and maintaining this service is recovered through the application of a service charge for each property within the listed towns. Where the service is provided to non-rateable land, a service charge is levied against that land.

The service charge remains at \$190.

Natural Resource Management Levy

Council collects a regional Natural Resource Management (NRM) Levy on all rateable properties on behalf of the regional NRM board. The Levy funds vital NRM projects.

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The Council is operating as a revenue collector for the Natural Resource Management Boards in this regard. It does not retain this revenue or determine how the revenue is spent, nor does it determine the amount of the levy to be collected. Any queries relating to this levy need to be directed to:

Northern & Yorke NRM Board
Unit 2, 17 Lennon Street, Clare
Phone: 08 8841 3400
Email: DEWNR.NRNY@sa.gov.au

Pensioner Concessions

From 1 July 2015, the State Government elected to replace the concession on Council rates with the “cost of living payment” provided directly to those entitled. This payment may be used for any purpose, including offsetting Council rates. To check eligibility contact the Department for Communities and Social Inclusion Concessions Hotline 1800 307 758 or at www.sa.gov.au/.

The separate concession entitlements for Council Community Waste Water Schemes (CWMS) remain unchanged. Should you be entitled to the State Government funded concession please contact the Department for Communities and Social Inclusion Concessions Hotline 1800 307 758, as this will be paid directly from DCSI.

Payment of Rates

The payment of all rates will be by four instalments

Rates may be paid:

- By telephone, using a credit card, ring 8842 6400;
- By Bpay, using a debit card only (contact your bank, credit union or building society to make a payment directly from your cheque or savings account);
- In person, at the Council offices at Clare, Riverton & Saddleworth where EFTPOS facilities are available.
- By the internet : www.claregilbertvalleys.sa.gov.au

Any ratepayer who may, or is likely to, experience difficulty with meeting the standard payment arrangements is invited to contact the Principal Office of Council, on 8842 6400 to discuss alternative payment arrangements. Such inquiries are treated confidentially by the Council.

Late Payment of Rates

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Fines and interest are added to all overdue rate accounts in accordance with Section 181(8) of the Local Government Act, 1999, which states:-

If an instalment of rates is not paid on or before the date on which it falls due-

- (a) the instalment will be regarded as being in arrears; and
- (b) a fine of 2 per cent of the amount of the instalment is payable; and
- (c) on the expiration of each full month from that date, interest at the prescribed percentage of the amount in arrears (including the amount of any previous unpaid fine and including interest from any previous month) accrues.

The Council is prepared to remit penalties for late payment of rates where ratepayers can demonstrate hardship.

The Council issues a final notice for payment of rates when rates are overdue i.e. unpaid by the due date. Should rates remain unpaid more than 21 days after the issue of the final notice then the Council refers the debt to a debt collection agency for collection. The debt collection agency charges collection fees that are recoverable from the ratepayer.

When the Council receives a payment in respect of overdue rates the Council applies the money received as follows:

- firstly – to satisfy any costs awarded in connection with court proceedings;
- secondly – to satisfy any interest costs;
- thirdly – in payment of any fines imposed;
- fourthly – in payment of rates, in chronological order (starting with the oldest account first).

Remission and Postponement of Rates

Section 182 of the Local Government Act permits the Council, on the application of a ratepayer, to partially or wholly remit rates or to postpone rates, on the basis of hardship. Where a ratepayer is suffering hardship in paying rates he/she is invited to contact the Rates Administrator on 8842 6400 to discuss the matter. Such inquiries are treated confidentially by the Council.

Rebate of Rates

The Local Government Act requires Council to grant rebates to specific properties. These include properties that meet the requirements of the Act for land used for religious purposes, educational purposes and community uses as specified in the Act. These

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rebates vary from 75% to 100% and will be applied upon written application to Council on the appropriate application form with supporting documentation.

It is the policy of the Clare and Gilbert Valleys Council that a rebate of rates in respect of any rateable land in the Council area will be available only when the applicant satisfies the requirements under the Local Government Act 1999.

Rebate of Rates – Discretionary

Section 166 of the Local Government Act 1999, sets out the circumstances in which a Council may grant discretionary rebates of up to 100%. The Council has an absolute discretion to grant a rebate of rates or service charges and to determine the amount of any such rebate.

Persons who, or bodies, which seek a discretionary rebate, will be required to submit an application form to the Council and provide to the Council such information as stipulated on the application form and any other information that the Council may reasonably require.

The Council will take into account, in accordance with Section 159(5) of the Act, the following matters:

- the nature and extent of Council services provided in respect of the land for which the rebate is sought in comparison to similar services provided elsewhere in the Council's area
- the community need that is being met by activities carried out on the land for which the rebate is sought and
- the extent to which activities carried out on the land for which the rebate is sought provides assistance or relief to disadvantaged persons.

The Council may take into account other matters it considers relevant including, but not limited to, the following:

- why there is a need for financial assistance through a rebate
- the level of rebate (percentage and dollar amount) being sought and why it is appropriate
- the extent of financial assistance, if any, being provided to the applicant and/or in respect of the land by Commonwealth or State agencies
- whether the applicant is a public sector body, a private not for profit body or a private or profit body
- whether the applicant is securing a pecuniary profit for the members of the body (or any of them) or is engaging in trade or commerce and therefore has the ability to distribute profit to its members

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- whether there are any relevant historical considerations that may be relevant for all or any part of the current Council term
- consideration for the full financial consequences of the rebate for the Council at the time the application is received
- the availability of any community grant to the person or body making the application
- whether the applicant is in receipt of a community grant
- any other matters, and policies of the Council, which the Council considers relevant.

All persons or bodies that wish to apply to the Council for a rebate of rates for the current rating period, must do so within 60 days of receipt of the annual rates notice. The Council reserves the right to refuse to consider applications received after that date. However, applicants that satisfy the criteria for a mandatory rebate will be granted the rebate at any time during the current rating period.

The Council may grant a rebate of rates or charges on such conditions as the Council thinks fit and for proper cause, determine that an entitlement to a rebate of rates under the Act no longer applies.

Where an entitlement to a rebate of rates ceases or no longer applies during the course of a financial year, the Council is entitled to recover rates, or rates at the increased level (as the case may be), proportionate to the remaining part of the financial year.

Council considers that circumstances where ratepayers provide or maintain infrastructure that might otherwise be provided by the Clare and Gilbert Valleys Council or where profitable organizations receive government funding, should not impact on decisions to grant a rebate of rates. However Council recognizes that it has a requirement to balance the benefits of supporting community organizations, with the impact that such rebates have on our overall rating income.

Rates must be paid by the due date, and applications for discretionary rebates must be made using the appropriate form.

Hardship Provisions

That the Chief Executive Officer be delegated authority, pursuant to Section 44 of the Local Government Act 1999:

To grant approvals for the deferment of the payment of rates and charges pursuant to Section 182 of the Local Government Act 1999, subject to the following condition:

Applicants to provide proof of hardship by way of statements from the respective financial institution indicating actual financial position.

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That pursuant to Section 182 of the Local Government Act 1999, applications to remit rates in whole or in part be referred to full Council for determination.

Postponement of Rates

Seniors

Section 182A of the Local Government Act provides the option for State Senior Card holders to apply to postpone part of their Council rates on a long-term basis. The deferred amount is subject to a monthly interest charge, with the accrued debt being payable on the disposal or sale of the property. Postponement is similar to a reverse mortgage by relying on the equity in the property. A ratepayer who has a State Seniors Card may apply for postponement of a portion of the Council rates payable on the property they own if it is their principal place of residence and if no other person other than their spouse has an interest as owner of the property and there is appropriate equity in the property.

Relief from Hardship

Postponement of rates payment, authorized by Section 182 of the Local Government Act, provides a useful approach to relief for some ratepayers. Postponement enables ratepayers to defer payment of rates until such time as the property is sold or their circumstances change.

The amount postponed can be up to 100 per cent of the rates payable for the assessment.

All applications for postponement will be assessed on a case by case basis. The individual circumstances will determine whether Council agrees to postponement of the whole or part of the rates payable, and will not exceed a maximum per centum of rates payable as set by Council annually.

Guiding Principles of Eligibility for Postponement of Rates

- The property is the principal residence of the ratepayers and is the only property owned by the ratepayer; and
- The Council is satisfied that the payment of rates would cause hardship to the ratepayer.

Conditions of Postponement

- The Council will agree to postponement of rates in respect of the assessment of the ratepayer's principal residence on the condition that the ratepayer agrees to pay interest on the amount affected by the postponement at the cash advance debenture rate published by the Local Government Finance Authority for 1 July each year.
- Any fines or interest incurred prior to an arrangement for the postponement of rates accepted by Council will not be remitted.
- All applications for postponement of rates must be in writing on the prescribed application form and provide supporting documentation in order to be considered.

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Rate Policy 2018-2019

Information relating to rebates, remissions, rate relief and postponement of rates can be obtained by contacting Council's Principal Office on 88 426400. Such enquiries are treated confidentially by Council.

All applications for rebates, remissions, rate relief or postponements must be in writing and addressed to the Chief Executive Officer, Clare and Gilbert Valleys Council, 4 Gleeson Street, Clare SA 5453.

Sale of Land for Non-Payment of Rates

The Local Government Act 1999 (Section 184) provides that a Council may sell any property where the rates have been in arrears for three years or more. The Council is required to notify the owner of the land of its intention to sell the land, provide the owner with details of the outstanding amounts, and advise the owner of its intention to sell the land if payment of the outstanding amount is not received within one month.

Except in extraordinary circumstances, the Council enforces the sale of land for arrears of rates and a copy of the Council's policy is available from the Principal Office on 8842 6400 or by writing to Clare & Gilbert Valleys Council, 4 Gleeson Street, CLARE SA 5453.

Application of the Policy

Where a ratepayer believes that the Council has failed to properly apply the policy it should raise the matter with the Council. In the first instance contact the Principal Office on 8842 6400 to discuss the matter. If, after this initial contact, a ratepayer is still dissatisfied they should write to Chief Executive Officer, Clare & Gilbert Valleys Council, 4 Gleeson Street, CLARE SA 5453.

Disclaimer

A rate cannot be challenged on the basis of non-compliance with this policy and must be paid in accordance with the required payment provisions.

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