

2021/2022 RATES AND VALUATION INFORMATION

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2021/2022 Rates Information Snapshot

1. **Average Rate Increase – 1.5% (rate cap)**
2. **State Land Fill levy has increased (\$51 to \$69)**
3. **Notices expected to go out around 27th July**
4. **Electronic rate notice service – EzyBill**
 - *Ratepayer can register to have their rate notices delivered directly to their inbox via PDF (Refer them to EzyBill notification on their rate notice)*
 - *Managing Agents can also register to have all notices delivered to the EzyBill portal for download (Need to speak to the Rates Team to obtain a unique agent reference number)*
5. **Inserts with rate notices will include:**
 - Mayoral Message
6. **Valuation Objections – Online objection form available:**
<https://www.greaterdandenong.vic.gov.au/rates-and-financial-services/property-valuations>
(Under the Valuation Objections heading)
7. **Online Hardship Application Form:**
<https://www.greaterdandenong.vic.gov.au/rates-concessions-and-assistance>
8. **Pension Notification on Notices:**
Please note that all pension accounts also have a notation on their rate notice advising a pension rebate has been applied. The notation will be shown just below the total due field similar to below:

TOTAL DUE

\$1,671.55

***Please note: A Pension Rebate has been allowed for from the Total Due on this account.**

9. **Direct Debit Notifications**
Please note those accounts already on direct debit will have a memo similar to below on their notices:

TOTAL DUE

\$3,470.85

***Please note: This rate assessment is subject to an existing direct debit agreement. The amount of the first instalment will be deducted from your nominated account on 30/09/2020.**

1. How Are Council Rates Calculated? (Note: GST does not apply)

Rates are calculated by multiplying the Capital Improved Value (CIV) of the property by the rate in the dollar which, for the 2021/2022 rating year the rate in the dollar is:

Property type	Rate
Houses / Flats / Units	0.00172591920
Commercial	0.00327924650
Industrial	0.00483256110
Vacant Residential	0.00258887880
Farm	0.00129443940

Garbage	Amount	Landfill Levy
Option A	371.000000000000	\$69
Option B	338.000000000000	\$69
Option C	353.000000000000	\$69
Option D	320.000000000000	\$69
Option E	301.000000000000	\$69
Option F	269.000000000000	\$69
Additional 120 Bin	193.000000000000	\$69
Additional 240 recycle	49.000000000000	-
Additional 240 garden	102.000000000000	-
New Bin Delivery Fee	16.800000000000	-
Recycle Upgrade 240 to 360	101.500000000000	-
Maintenance Charges	Amount	
Keysborough Maintenance Levy	350.000000000000	

2. What do the three Valuations on the Rate Notice actually mean?

The three valuations shown on a rate notice are Site Value (SV), Capital Improved Value (CIV), and the Net Annual Value (NAV). The City of Greater Dandenong uses the CIV for rating purposes:

SV: Site Value (SV) the market value of the land only (excluding buildings and other improvements).

CIV: Capital Improved Value (CIV) the total market value of the property including land, buildings and other improvements.

NAV: Net Annual Value (NAV) is either 5% of the CIV for residential properties, or the current value of a property's net annual rental (i.e. gross annual rental less specified outgoings such as insurances, council rates, land tax and maintenance costs).

If a ratepayer feels their CIV is too high, they can lodge a valuation objection. Please place calls in the first instance through to the Valuations Queue.

3. Who is eligible for a Pension Rebate?

Government Rebate

Pensioners who are in receipt of the appropriate concession cards as determined by the State Government may be eligible for a rebate of up to 50% of rates and charges up to a maximum of \$247.00 per year (up \$6.00 this year).

Rebates can only be granted to pensioners holding a Pension Concession Card or a Veteran Affairs card issued to pensioners with War Widow or Total Permanent Incapacity (TPI) status.

It should be noted that the rebate is only applicable where the property is the sole or principal place of residence of the applicant and they must be the ratepayer of the property

Fire Services Property Levy Rebate

A concession of \$50.00 is automatically applied to the levy for eligible recipients who are registered for the Pension Rebate for rating purposes.

Please note that all pension accounts have a notation on their rate notice advising a pension rebate has been applied. The notation will be shown just below the total due field similar to below:

TOTAL DUE

\$1,671.55

***Please note: A Pension Rebate has been allowed for from the Total Due on this account.**

4. Has a revaluation been completed?

Yes - All properties in Victoria are valued at a common date. For the 2021/2022 financial year, all properties are assessed to reflect their statutory value as at **1 January 2021**, as required under the Valuation of Land Act.

If a ratepayer feels their CIV is too high, they can lodge a valuation objection. Please place calls in the first instance through to the Valuations Queue.

5. What is a Differential Rate?

Council has determined that five differential rates will be declared for the 2021/22 rating year:

Property type
General (Houses / Flats / Units)
Commercial
Industrial
Vacant Residential
Farm

6. When can Rates be paid?

(i) Direct Debit

The direct debit payment option allows ratepayers to pay their current year rates in 9 equal monthly payments, commencing on 30 September and concluding on 31 May of each financial year. This option is only available from Cheque or Savings accounts, **payment cannot be made by a credit card.**

To apply, download the application form at the following link and return to council@cgd.vic.gov.au

<https://www.greaterdandenong.vic.gov.au/paying-your-rates>

Please note those accounts already on direct debit will have a memo similar to below on their notices:

TOTAL DUE	\$3,470.85
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***Please note: This rate assessment is subject to an existing direct debit agreement. The amount of the first instalment will be deducted from your nominated account on 30/09/2020.**

(ii) Instalments

If paying by instalments the due dates are:

1st Instalment - 30 September 2021

2nd Instalment - 30 November 2021
3rd Instalment- 28 February 2022
4th Instalment- 31 May 2022

The late payment of a rate instalment will attract an interest charge at the rate of 10.0% per annum calculated from the date the instalment was due until the date of payment.

(iii) Payment in Full – (Not Offered by City of Greater Dandenong)

City of Greater Dandenong does not have a pay in full option. Ratepayers however may pre-pay the instalments at any time during the financial year.

We must not under any circumstances advise a ratepayer that we have a pay in full date. Anyone enquiring about paying their rates in one lump sum must be advised they can pre-pay instalments at any time during the year.

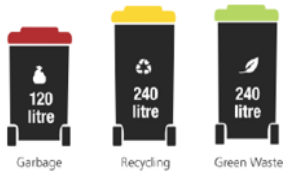
7. How can Rates be paid?

- (i) Online via: <https://mygreaterdandenong.com>
- (ii) By Direct Debit. From cheque or savings accounts only. To download the Direct Debit Request and Service Agreement Forms visit:
<https://www.greaterdandenong.vic.gov.au/paying-your-rates>
- (iii) BPay, can be accessed over the telephone or the Internet. Quote Biller Code 8987.
- (iv) By telephone through Australia Post - Credit Cards accepted: VISA, Mastercard and Amex. Call 13 18 16 and quote Billpay Code 0321 or on the Internet www.postbillpay.com.au
- (vii) In Person at any Australia Post Office or Agency or any of Council's Customer Service Centres.

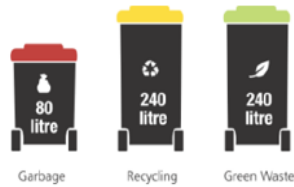
8. Waste Management

Residential Waste - Schedule of Charges 2021/22

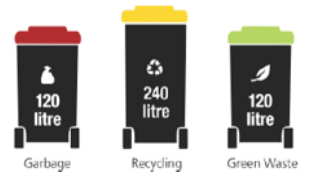
☐ Option A - 



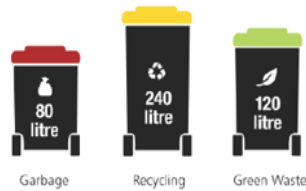
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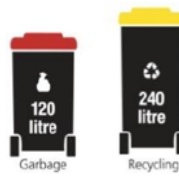
☐ Option C - 



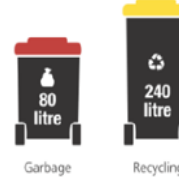
☐ Option D - 



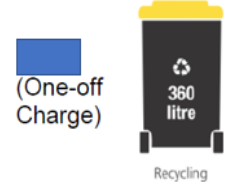
☐ Option E - 



☐ Option F - 



☐ Recycling Bin Upsize



Garbage	Amount	Landfill Levy
Option A	371.000000000000	\$69
Option B	338.000000000000	\$69
Option C	353.000000000000	\$69
Option D	320.000000000000	\$69
Option E	301.000000000000	\$69
Option F	269.000000000000	\$69
Additional 120 Bin	193.000000000000	\$69
Additional 240 recycle	49.000000000000	-
Additional 240 garden	102.000000000000	-
New Bin Delivery Fee	16.800000000000	-
Recycle Upgrade 240 to 360	101.500000000000	-

9. What do I do if someone wants to object to their valuation?

It is recommended that these calls are initially placed through to the Valuations queue. The Valuations Team will quite often be able to address the concerns prior to a valuation objection being lodged

Please **DO NOT** transfer calls to Chris Egerton under any circumstances as he is not the Valuer for rating purposes and cannot assist callers.

10. Fire Services Property Levy

The following table outlines the 2021/22 Fire Service Levy Rates:

Property Type	Fixed charge	Variable Charge (per \$1,000 of CIV)	Figure to apply against CIV
Residential (including vacant residential)	114.000000000000	5.9	0.0000590
Commercial	233.000000000000	65.8	0.0006580
Industrial	233.000000000000	89.8	0.0008980
Primary production	233.000000000000	20.5	0.0002050
Public benefit	233.000000000000	5.9	0.0000590
Vacant (excluding vacant residential land)	233.000000000000	12.8	0.0001280
* Please note that the rates for MFB and CFA properties are the same for 21/22 *			

Further information is available through the fire levy website as listed below:

- <http://www.firelevy.vic.gov.au>

11. Rate Capping

Council has complied with the Victorian Governments rate cap of 1.5% for the 2021/22 financial year. The rate cap applies to the total annual increase of rates and charges, not individual property levels.

Some properties will have their rates increase by more than 1.5%, while others will have their rates either decrease or increase by less than 1.5%. Reasons as to why this may occur are:

- I. The valuation of the property relative to the valuation of other properties in the municipal district may be higher or lower
- II. There may be the application of a differential rate; or
- III. There is the inclusion or exclusion of other rates and charges not covered by the Victorian Governments rate cap.