



Why are my neighbours' rates cheaper than mine?

Their valuation may be lower, they may have a different property type or they may have a concession.

How do I change my contact details and postal address?

You need to put your request in writing. You can email us or fill in the form on our website. For security reasons, we cannot make these changes over the phone. Visit www.eastgippsland.vic.gov.au click on 'Find a Form' and select 'Address and Name Change'.

I am a pensioner; can I get a discount on my rates?

If you hold a Pensioner Concession Card or a Department of Veteran Affairs Gold Card showing War Widow or TPI and live at the property, you may be eligible. The back of your valuation and rate notice has more information, or you can contact Council.

What are my payment options?

You can pay your rates in four payments, or by 9 smaller payments (direct debit only). You can also make one payment of the whole amount. See your valuation and rate notice for more information and the payment dates for each option.

Can I have an extension to pay?

If you are having difficulty paying by the due date, please contact Council to discuss other arrangements and develop a payment plan based on your individual circumstances.

Interest accrues on all outstanding balances after the due dates. A current payment arrangement will avoid possible legal action.

Customer Service Centres

Bairnsdale

24 Service Street

34 Pyke Street

273 Main Street

Lakes Entrance

18 Mechanics Street

Mallacoota

70 Maurice Avenue

Omeo

179 Day Avenue

Orbost

1 Ruskin Street

Paynesville

55 Esplanade

East Gippsland Shire Council

Contact Us



(03) 5153 9500



(03) 5153 9576



PO Box 1618, Bairnsdale VIC 3875



feedback@egipps.vic.gov.au



www.eastgippsland.vic.gov.au

Your 2020/2021 Rates Explained

DID YOU KNOW YOU CAN NOW GET YOUR VALUATION AND RATES NOTICES BY EMAIL?



Visit <https://erates.eastgippsland.vic.gov.au>
and follow the prompts

Common Questions

How is my property valued?

Properties are valued state wide, each year at 1 January. Valuations are completed under the requirements of the *Valuation of Land Act 1960*. The Valuer-General Victoria (VGV) is now responsible for all valuations. Valuations are largely influenced by property sales and rentals in the area. The VGV has advised that the bushfires and COVID-19 has had no impact on the sales used for determining the 2020 valuations.

What were the average valuation movements for 2020?

The valuations provided by the Valuer-General Victoria must be used when calculating rates. The Capital Improved Valuations increased/(decreased) by the averages shown below in 2020.

- Residential: 3.04%
- Commercial/Industrial: (1.07%)
- Farm: 7.41%

What do the three different valuations mean?

Site Value (SV) – This is the value of the land in its natural state. It is used by the State Revenue Office to calculate land tax.

Capital Improved Value (CIV) – This is the assessed market value of your property, including the land value and any improvements such as a house, fencing, sheds, pasture improvements etc. The CIV is used to calculate your rates and the variable portion of the Fire Services Property Levy.

Nett Annual Value (NAV) – Estimated value if you rented out your property. This is not used by Council or the State Revenue Office, but the *Local Government Act 1989* requires it to be shown on the valuation and rate notice.

How are rates calculated?

The total amount to be raised by rates is determined through the annual budget process. The total CIV for each property type is then divided into the rates to be raised for each type of property to set the rate in the dollar. This rate is then applied to each individual property's CIV to determine the rates to be paid.

- Residential: 0.00392622 (100%)
- Commercial/Industrial: 0.00569302 (145%)
- Farm: 0.00314098 (80%)

Each property also has a Municipal Charge, which is the same amount for all properties. This year the Municipal Charge is \$230.

What is the Australian Valuation Property Classification Code?

A code is given to each property based on how the land is used. It is used to calculate the Fire Services Property Levy. If a property is used for more than one purpose, the Valuer will decide what the main use is and give the property that code.

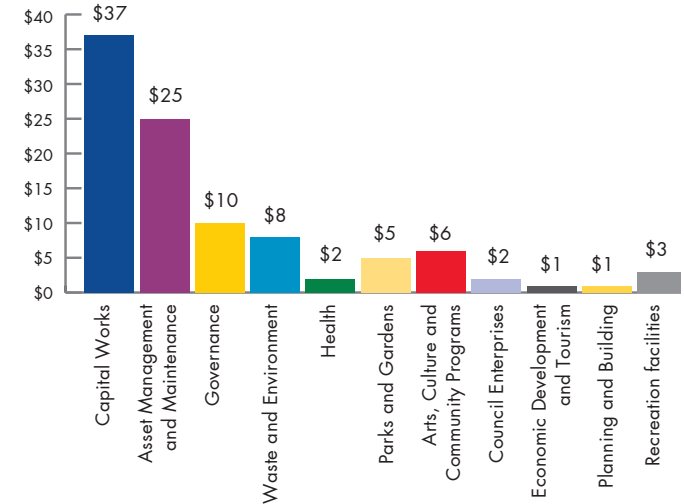
I think my valuation or Australian Valuation Property Classification Code is wrong. What can I do?

You can lodge an objection. You need to do this within two months of the date of issue shown on your valuation and rate notice. Please contact us to discuss your concerns and get the form.

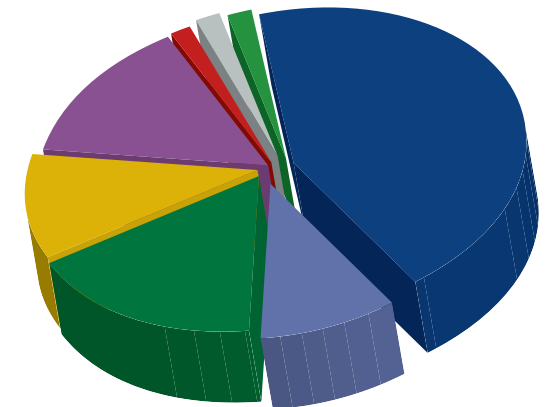
What is the Fire Services Property Levy?

This is a Victorian Government levy collected by all Victorian Councils. The rates are set by the Victorian Government and they receive all of the funds. Eligible pensioners receive a \$50 concession. More information is available at www.firelevy.vic.gov.au

How each \$100 of Council funds is spent on services



Where does the funding come from?



■ Rates and Charges	\$59.4M	■ Other Income	\$19M
■ User Fees	\$12.6M	■ Granted Assessts	\$2.0M
■ Capital Grants	\$23.5M	■ Statutory Fees and Fines	\$2.0M
■ Operating Grants	\$14.8M	■ Loans	\$2.2M