



ADMINISTRATIVE PROCEDURE

Procedure Name	Assessment Book Record Procedure
Department / Officer	Finance/Senior Rates Officer
Date Adopted	19 October 2020 (SMT)
Date/s Reviewed	8 June 2021 (CEO)
Next Preview	Every Three Years
Attachments	nil

1. Purpose

The purpose of this procedure is to outline Council's practices for managing requests from customers who want to access to information from Council's Assessment Book Record.

2. Scope

This procedure applies to all Council employees responding to an enquiry from a customer wanting to:

- Update information within the assessment record;
- Inspect the assessment record; or
- Obtain an extract of the assessment record

3. Background

The *Local Government Act 1999*, makes provisions for a person to inspect and on payment of a fee obtain a copy of an entry made within the Assessment Book Record.

Council has a responsibility to put in place processes and procedures that protect ratepayers' privacy, where by only the information referred to under Section 172(1) of the *Local Government Act 1999* is made available to the public.

Additionally Section 173 of the *Local Government Act 1999*, allows for the occupier of land with the consent of the owner, to have their name entered in the assessment record as the principal ratepayer in respect of the land. This section also makes provisions for the Chief Executive Officer to suppress a name and address from the assessment record where personal safety is a factor.

4. Operating Procedure

The public are entitled to access the assessment book, which contains information about property owners within the City of Victor Harbor.

4.1 Inspect of Assessment Book

A person may inspect Council's Assessment Book free of charge at the Principal Office of the Council during business hours.

4.2 Assessment Book Extract

Any person is entitled to access the assessment book, which contains information about property owners within the City of Victor Harbor, including a printed extract from the assessment on payment of a fee.

Property owners who require an extract of the assessment record for their property are required to apply in writing, there is no fee associated with this request.

Once the fee has been paid (as prescribed within the Fees and Charges) and the Application for Assessment Record Extract Application form has been completed, the following information can be provided to the applicant by mail, email, fax or in person only:

- Council's Assessment Number
- Owners name and postal address (if different from the property address)
- Lot Number/Section Number
- Certificate of Title
- Valuation Number
- Plan Number
- Property Address
- Ratepayers name and address
- Occupiers Name(s)
- Capital Value
- Land use description

Information from the Assessment Book extract cannot be provided to a person over the phone and the name of the applicant requesting information may be provided to the property owner/s.

4.2.1 How to apply for an Assessment Book Extract

A person may apply for an Assessment Book Extract in person by:

- **In person** – visit the Civic Centre at 1 Bay Road, Victor Harbor SA 5211, whereby a person can complete the Assessment Book Extract Application form and pay the associated fee as prescribed within the Fees and Charges.
- **Email** a completed Assessment Book Extract Application form to localgov@victor.sa.gov.au Applicants will be contacted by a delegated officer to make payment over the phone or they can they send a cheque for the fee associated with this request.
- **Fax** the completed Assessment Book Extract Application form to 85510501. Applicants will be contacted by a delegated officer to make payment over the phone or they can send a cheque for the fee associated with this request.

- **Mail** completed Assessment Book Extract Application form to PO Box 11, Victor Harbor SA 5211. Applicants will be contacted by a delegated officer to make payment over the phone or they can send a cheque for the fee associated with this request.

4.3 Adjoining Property Extracts

Property owners who require the name and address of the owners of the adjoining properties to their own are required to apply in writing. There is no fee associated with this request.

The following information can be provided to the applicant by either mail or providing a hard copy to the applicant via the front counter:

- Owners name and postal address (if different from the property address)
- Lot number/Section number
- Certificate of Title
- Valuation Number
- Plan number
- Property Address
- Council's Assessment Number

4.3.1 How to apply for an Assessment Book Extract

A person may apply for an Assessment Book Extract in person by:

- **In person** – visit the Civic Centre at 1 Bay Road, Victor Harbor SA 5211, whereby a person can complete the Assessment Book Extract Application form.
- **Email** a completed Assessment Book Extract Application form to localgov@victor.sa.gov.au
- **Fax** the completed Assessment Book Extract Application form to 85510501.
- **Mail** completed Assessment Book Extract Application form to PO Box 11, Victor Harbor SA 5211.

4.4 Fees and Charges

Council's Fee and Charges detail the prescribed fee per extract from Council's Assessment Book. An extract for Adjoining Property or the Owner's Property does not attract a fee.

4.5 Privacy

The *Local Government Act 1999* makes provisions for the suppression of a person's name and address details within the Assessment Record.

Where the persons address is suppressed in the House of Assembly roll received from the Electoral Commission of South Australian, their name and address will be suppressed in Council's assessment record.

Where details are suppressed from the Assessment Book, correspondence will be sent to the owner of the property requested. If consent from the owner is received then the details will be forwarded to the applicant. If the owner refuses or does not give permission to release their details, within 14 days then no information will be provided.

4.6 Use of Information

Applicants that have obtained information from the assessment record extract must not use the information for advertising or marketing activities for commercial purpose, pursuant to Section 174 (3) of the *Local Government Act 1999*.

4.7 Generating Extracts of Assessment Record

The Chief Executive Officer has delegated authority to the following positions to issue extracts of the assessment record:

- Director Corporate and Customer Service
- Group Manager Governance and Finance
- Team Leader Finance
- Senior Rates Officer
- Team Leader Customer Liaison
- Rates Officer
- Customer Service Liaison Officer

5 Related Documents and References

Application for Assessment Record Form

Alteration to Assessment Record Form – Change of Address

Alteration to Assessment Record form – Change of Name

Alteration to Assessment Record Form – Deceased

Alteration to Assessment Record form - POA

Amalgamation Procedure

Change of Address Procedure

Change of Ownership Procedure

Deceased Owner Procedure

House of Assembly Roll Maintenance Procedures

Local Government Association Change of Ownership Report Procedure

Local Government Association Cancellation and New Titles Report Procedure

Local Government Act 1999

- Section 172 – Chief Executive Officer to keep assessment record
- Section 173 – Alterations to assessment record
- Section 174 – Inspection of assessment record

Objection to valuation procedures

Privacy Policy

Print Assessment Book Procedure

Power of Attorney Procedure

Revaluation and Balancing Procedure

Subdivision Procedure

Supplementary Valuation Report Procedure