



Shire of Denmark

Discover Denmark

SHIRE OF DENMARK RATE NOTICES

Frequently Asked Questions

2016/2017

The Shire of Denmark provides services to a diverse region consisting of many different land zones and uses. In order to reflect this diversity and ensure that rating levels are fair and equitable, Council has adopted a differential rating system [“the rating system”] in 2016/2017, in accordance with Section 6.35 of the Local Government Act 1995. The rating system imposes different rating charges for different types of properties to ensure the Shire of Denmark is able to equitably provide various facilities, services and infrastructure to electors, property owners, residents and visitors.

The Shire of Denmark reviews its expenditure at the beginning of each financial year and considers efficiency measures before determining the total rating revenue to be levied.

The rating system was initially designed in the 2013/2014 financial year. The objects and reasons of this rating system are available from www.denmark.wa.gov.au/residents/rating-services.aspx. Each financial year, the relative difference between each differential general rating category is adjusted to ensure that each category meets the minimum requirements of legislation and to also reflect the amount that each category is expected to contribute to the total rating revenue. In 2016/2017, a 3.5% increase is applied to the total rating revenue.

FAQ'S

Payment and Reprinting of a Rate Notice	2
How do I pay my rates?	2
Can the Shire of Denmark direct debit from my account?	3
Can I pay my rate notice using Centrelink's Centrepay system?	3
Can I have a copy of my rate notice?	3
Can I receive my rate notice via email?	3
State Government Rebates.....	3
What is a State Government Rebate?	3
I am a pensioner who has been offered a State Government Rebate on my rate notice. Why is the rebate not the full 50%?	3
I am a senior who has been offered a State Government Rebate on my rate notice. Why is the rebate not the full 25%?	3
Differential General Rating Categories.....	4
Why have my rates increased so much?	4
How much did my rates increase this year?	4
What is Differential Rating?	6
What is the reasoning behind this rating system?	6
Does the Shire of Denmark use Specified Area Rating and what is it?	6
How are the rates calculated?	6
Emergency Services Levy [“ESL”].....	7
Is ESL compulsory?	7
Valuations.....	7
What does “GRV” and “UV” mean?	7

How is the “GRV” calculated?.....	7
How is the “UV” calculated?.....	7
Has Landgate undertaken a revaluation of all properties in the Shire of Denmark this year and what does this mean?.....	8
My GRV property valuation has changed since last year. Why is this so?	8
Why is my rural zoned property valued as GRV and not as UV?.....	8
I disagree with the valuation of my property. How can I object?	8
Kerbside Waste Collection Services.....	9
How much have rubbish and recycling fees increased by in 2016/2017?	9
What costs are included in my rubbish and recycling fees?.....	9
I own a commercially leased property. Why are the leaseholder’s commercial rubbish and recycling charges included on my rate notice for the property?.....	9
I don’t receive rubbish or recycling services. Can I have tipping passes?	10
Can I keep my tipping pass if I don’t take the maximum load in one visit?	10
For what types of rubbish can I use my tipping passes?	10
How should I separate my rubbish?	10
Why didn’t I get my tipping passes with my rate notice?	10
How do I apply for a rubbish or recycling service?.....	10
How do I cancel my rubbish or recycling service?.....	11
How do I amend the frequency of my rubbish or recycling service?	11
Where can I get further information about Kerbside Waste Collection Services?	11
Property Addressing.....	11
Why is the property address on my rate notice different to the lot number that I have previously used?	11
I live in Denmark, so why is my locality not Denmark?	12
How is a rural property address determined?.....	12
How is an urban property address determined?.....	13
Property Ownership	13
How do I change my name on the rate notice?.....	13
There are more than two owners for my property. Why aren’t they listed on the rate notice?	13
My property was transferred into my name only. Why is the old owner still listed on the rate notice?	14

PAYMENT AND REPRINTING OF A RATE NOTICE

How do I pay my rates?

You may pay your rate notice by any method shown on the bottom of that notice. The options are:

- *BPay, via phone or internet banking from your bank or credit account*
- *Post Billpay, over the counter at any Australia Post outlet or via your Australia Post mobile app*
- *Shire of Denmark website, at www.denmark.wa.gov.au/residents/rating-services.aspx and paying with your credit card*
- *Shire of Denmark phone payment facility, by calling 1300 025 249 and paying with your credit card*
- *Posting a cheque or money order to the Shire of Denmark, PO Box 183 DENMARK WA 6333*
- *Shire of Denmark Administration Centre, at 953 South Coast Highway DENMARK, by cash, cheque, or from your bank or credit^ account via EFTPOS*

^ Mastercard and Visa payments at the Shire of Denmark Administration Centre, using the credit facility on those cards, incurs a 1.5% surcharge at the time of payment. No other credit cards are accepted.

Please ensure that your daily card limit will not be exceeded before you proceed to make payment.

Can the Shire of Denmark direct debit from my account?

The Shire of Denmark does not offer a direct debit facility. You are welcome to set up regular payments via your internet banking, by using the BPay particulars on your Rate Notice. Please note: if you do set up your own regular payments, then you must ensure that you at least cover the required amounts for each instalment by the required due date.

Can I pay my rate notice using Centrelink's Centrepay system?

Currently, the Shire of Denmark does not offer this facility.

Can I have a copy of my rate notice?

Yes, for the current financial year only.

For previous financial years, the base stock onto which the notice is printed no longer exists. You are welcome to request a history of the transactions for those prior years.

Can I receive my rate notice via email?

Yes. Please visit the Shire of Denmark website at www.denmark.wa.gov.au/residents/rating-services.aspx for further information about the Email My Rate Notice service.

STATE GOVERNMENT REBATES**What is a State Government Rebate?**

The Western Australian State Government pays a rebate to eligible pensioner and senior card holders, which covers part of the cost of their local government rate charge (GRV or UV) and emergency services levy, once fully paid. Conditions apply. For further information, please visit the Shire of Denmark website at www.denmark.wa.gov.au/residents/rating-services.aspx and the Office of State Revenue website at www.finance.wa.gov.au/cms/State_Revenue.aspx.

I am a pensioner who has been offered a State Government Rebate on my rate notice. Why is the rebate not the full 50%?

The State Government Rebate applies to the rate charge (GRV or UV) and emergency services levy only. Therefore, if there are any other charges on your rate notice, then these amounts have not been reduced. Your rebate may have also been reduced due to the existence of a commercial use on the property.

The Western Australian State Government also caps the rebate on the rate charge only to a maximum of \$750 in the 2016/2017 financial year.

I am a senior who has been offered a State Government Rebate on my rate notice. Why is the rebate not the full 25%?

The State Government Rebate applies to the rate charge (GRV or UV) and emergency services levy only. Therefore, if there are any other charges on your rate notice, then these amounts have not been reduced. Your rebate may have also been reduced due to the existence of a commercial use on the property.

The Western Australian State Government also caps the rebate on the rate charge only to a maximum of \$288.70 in the 2016/2017 financial year.

DIFFERENTIAL GENERAL RATING CATEGORIES

Why have my rates increased so much?

Every rateable property in the Shire of Denmark is allocated a rate code to reflect the method of valuation, the zoning and the use of the land. In determining the rate in the \$ and minimum payment for each rate code, the Shire of Denmark considers a number of different factors before setting the relative level of each rate code. In 2016/2017, adjustments were made to reflect movements in valuations and to increase the total local government rating revenue by 3.5% when compared to 2015/2016.

If a property received a change to the valuation in 2015/2016, then some of those properties will have a larger increase, while some will have received a lower increase or even a decrease.

Please note that the 3.5% increase is on the total revenue and does not represent the increase to each of the rate codes. Where the Shire of Denmark is restricted by legislation, some rate codes will have increased by a different percentage.

How much did my rates increase this year?

The following table shows the % change to the rate in the \$ and minimum payment for each of the rate codes in 2016/2017. Each of these rate codes is grouped together into a Differential General Rating Category, with each category having the same rate in the \$ and minimum payment. Due to changes in valuations and the minimum payments, some properties will receive a different % change to that indicated below.

Rate Code	Category	2016 /2017	Last FY	% change	2016 /2017	Last FY	% change	GRV Differential General Rating Categories	
Land on a Gross Rental Valuation		Rate in the \$			Minimum Payment				
11 GRV Residential Zone Improved Use	1	9.4300	9.1172	3.43%	985	952	3.47%	1	GRV Residential/Non-Commercial Developed (Improved Base)
12 GRV Residential Zone Vacant Use	6	18.8000	18.2319	3.12%	895	864	3.59%	2	GRV Commercial Developed
13 GRV Residential Zone Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%	3	GRV Lifestyle Developed
18 GRV No Zone Improved (Non-Commercial) Use	1	9.4300	9.1172	3.43%	985	952	3.47%	4	GRV Rural Developed
19 GRV No Zone Vacant Use	6	18.8000	18.2319	3.12%	895	864	3.59%	5	GRV Holiday Use Developed
21 GRV Special Residential Zone Improved Use	3	9.4600	9.1381	3.52%	1,010	975	3.59%	6	GRV Residential Vacant (Vacant Base)
22 GRV Special Residential Zone Vacant Use	9	17.8000	17.2883	2.96%	915	874	4.69%	7	GRV Commercial Vacant
23 GRV Special Residential Zone Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%	8	GRV Rural Vacant
31 GRV Special Rural Zone Improved Use	3	9.4600	9.1381	3.52%	1,010	975	3.59%	9	GRV Lifestyle Vacant
32 GRV Special Rural Zone Vacant Use	9	17.8000	17.2883	2.96%	915	874	4.69%		
33 GRV Special Rural Zone Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%		
35 GRV Landscape Protection Zone Improved Use	4	10.1500	9.8219	3.34%	1,010	975	3.59%		
36 GRV Landscape Protection Zone Vacant Use	9	17.8000	17.2883	2.96%	915	874	4.69%		
37 GRV Landscape Protection Zone Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%		
51 GRV Rural Zone Improved Use	4	10.1500	9.8219	3.34%	1,010	975	3.59%		
52 GRV Rural Zone Vacant Use	8	14.3000	13.8170	3.50%	995	1,007	(1.19)%		
53 GRV Rural Zone Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%		
56 GRV Rural Zone Production Facility Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
57 GRV Rural Zone Caravan Park Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
58 GRV Rural Multiple Occupancy Zone Improved Use	4	10.1500	9.8219	3.34%	1,010	975	3.59%		cont...

...cont

Rate Code	Category	2016 /2017	Last FY	% change	2016 /2017	Last FY	% change		
Land on a Gross Rental Valuation		Rate in the \$			Minimum Payment				
59 GRV Rural Multiple Occupancy Zone Vacant Use	8	14.3000	13.8170	3.50%	995	1,007	(1.19)%		
60 GRV Rural Multiple Occupancy Zone Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%		
61 GRV Commercial Zone Improved Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
62 GRV Commercial Zone Vacant Use	7	13.3400	11.2446	18.63%	995	1,007	(1.19)%		
63 GRV Industrial Zone Improved Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
64 GRV Industrial Zone Vacant Use	7	13.3400	11.2446	18.63%	995	1,007	(1.19)%		
65 GRV Professional Office Zone Improved Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
66 GRV Professional Office Zone Vacant Use	7	13.3400	11.2446	18.63%	995	1,007	(1.19)%		
67 GRV Tourist Zone Improved Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
68 GRV Tourist Zone Vacant Use	7	13.3400	11.2446	18.63%	995	1,007	(1.19)%		
81 GRV Local Scheme Reserve Improved (Non-Commercial) Use	1	9.4300	9.1172	3.43%	985	952	3.47%		
82 GRV Local Scheme Reserve Vacant (Residential) Use	6	18.8000	18.2319	3.12%	895	864	3.59%		
83 GRV Local Scheme Reserve Holiday Use	5	10.5500	10.2053	3.38%	1,085	1,046	3.73%		
85 GRV Local Scheme Reserve Business Use	2	10.1200	9.7711	3.57%	1,095	1,066	2.72%		
86 GRV Local Scheme Reserve Vacant (Non-Residential) Use	7	13.3400	11.2446	18.63%	995	1,007	(1.19)%		
Land on an Unimproved Valuation		Rate in the \$			Minimum Payment			UV Differential General Rating Categories	
40 UV Rural Zone Rural Use only	10	0.4750	0.4586	3.58%	1,205	1,162	3.70%	10	UV Base
41 UV Rural Zone Additional Use 1	11	0.5225	0.5044	3.59%	1,326	1,279	3.67%	11	UV Additional Use 1
42 UV Rural Zone Additional Use 2	12	0.5700	0.5493	3.77%	1,446	1,394	3.73%	12	UV Additional Use 2
43 UV Rural Zone Additional Use 3	13	0.6175	0.5941	3.94%	1,566	1,511	3.64%	13	UV Additional Use 3
44 UV Rural Zone Additional Use 4	14	0.6650	0.6414	3.68%	1,687	1,627	3.69%	14	UV Additional Use 4
45 UV Landscape Protection Zone Rural Use only	10	0.4750	0.4586	3.58%	1,205	1,162	3.70%		
46 UV Landscape Protection Zone Additional Use 1	11	0.5225	0.5044	3.59%	1,326	1,279	3.67%		
47 UV Landscape Protection Zone Additional Use 2	12	0.5700	0.5493	3.77%	1,446	1,394	3.73%		
48 UV Landscape Protection Zone Additional Use 3	13	0.6175	0.5941	3.94%	1,566	1,511	3.64%		
49 UV Landscape Protection Zone Additional Use 4	14	0.6650	0.6414	3.68%	1,687	1,627	3.69%		
70 UV Rural Multiple Occupancy Zone Rural Use only	10	0.4750	0.4586	3.58%	1,205	1,162	3.70%		
71 UV Rural Multiple Occupancy Zone Additional Use 1	11	0.5225	0.5044	3.59%	1,326	1,279	3.67%		
72 UV Rural Multiple Occupancy Zone Additional Use 2	12	0.5700	0.5493	3.77%	1,446	1,394	3.73%		
73 UV Rural Multiple Occupancy Zone Additional Use 3	13	0.6175	0.5941	3.94%	1,566	1,511	3.64%		
74 UV Rural Multiple Occupancy Zone Additional Use 4	14	0.6650	0.6414	3.68%	1,687	1,627	3.69%		
90 UV Other Zones Rural Use only	10	0.4750	0.4586	3.58%	1,205	1,162	3.70%		
91 UV Other Zones Additional Use 1	11	0.5225	0.5044	3.59%	1,326	1,279	3.67%		

cont...

...cont

Rate Code	Category	2016 /2017	Last FY	% change	2016 /2017	Last FY	% change
Land on an Unimproved Valuation		Rate in the \$			Minimum Payment		
92 UV Other Zones Additional Use 2	12	0.5700	0.5493	3.77%	1,446	1,394	3.73%
93 UV Other Zones Additional Use 3	13	0.6175	0.5941	3.94%	1,566	1,511	3.64%
94 UV Other Zones Additional Use 4	14	0.6650	0.6414	3.68%	1,687	1,627	3.69%

What is Differential Rating?

Differential rating is where there are different rate codes and different rates in the \$. Each category of property with a similar method of valuation, similar zoning and similar use is placed on the same rate in the \$. Minimum payments may be different within each category.

As shown above, the Shire of Denmark uses a rating system with 14 Differential General Rating Categories, with each category containing a number of rate codes classified by method of valuation, by zoning and by use. Each rate code grouped together in a category is considered to consist of properties with a method of valuation, a zoning and a use that is similar in nature.

What is the reasoning behind this rating system?

Please refer to the document titled "Differential Rating in the Shire of Denmark and Statement of Objects and Reasons 2016/2017", available from www.denmark.wa.gov.au/residents/rating-services.aspx for the objects and reasons for the rating system.

Does the Shire of Denmark use Specified Area Rating and what is it?

Currently, the Shire of Denmark does not use specified area rating in its district.

Specified area rating may be utilised by the Shire of Denmark to rate properties within a specific area for a specific purpose predominantly benefiting the ratepayers of that specific area. Such purposes may include parks and garden maintenance in a subdivision, road maintenance in a remote rural area, environmental management of sensitive bushland/waterways within a subdivision, and the provision of public facilities (such as an aquatic centre).

How are the rates calculated?

The local government rate charge (GRV or UV) on your rate notice is calculated as follows:

(Valuation) * (Rate in the \$ expressed as a percentage)

eg. 1 Valuation = \$10,000
Rate in the \$ = 10.0000cents
Rate Charge = \$10,000 * 10.0000% = \$1,000

eg. 2 Valuation = \$400,000
Rate in the \$ = 0.5000cents
Rate Charge = \$400,000 * 0.5000% = \$2,000

If the minimum payment is higher than the rate charge, then the minimum payment replaces the rate charge:

eg. 1 Rate Charge = \$1,000
Minimum = \$1,050
Charge used = \$1,050 (Minimum Payment used)

eg. 2 Rate Charge = \$2,000
Minimum = \$1,050
Charge used = \$2,000 (Rate Charge used)

EMERGENCY SERVICES LEVY [“ESL”]

Is ESL compulsory?

ESL is levied per the Emergency Services Levy Act 2002 and is forwarded to the Department of Fire and Emergency Services to provide funding to fire brigades and SES units. ESL is paid by all properties in Western Australia, including government owned land and leases on Crown land.

Further information about ESL is available from the Department of Fire and Emergency Services website at www.dfes.wa.gov.au/emergencyserviceslevy, or by calling 1300 136 099.

VALUATIONS

What does “GRV” and “UV” mean?

GRV and UV are the valuation methods used by Landgate (formerly Valuer General’s Office) to value properties in Western Australia.

GRV = Gross Rental Value or Valuation

UV = Unimproved Value or Valuation

How is the “GRV” calculated?

The GRV for improved land with a dwelling or shop or industrial premises, is an estimate of the gross annual rent that could be realised by leasing out the dwelling and/or other improvements.

The GRV for improved land with only an outbuilding upon it, is calculated the same as for vacant land (see below), with an additional capital value for the improvements.

The GRV for vacant residential land is calculated as 3% of the unimproved capital value of the land.

The GRV for vacant non-residential land is calculated as 5% of the unimproved capital value of the land.

Further information is available from the Landgate website at www0.landgate.wa.gov.au/for-individuals/land-values.

How is the “UV” calculated?

The UV is simply the unimproved capital value of the land. It is applied where the predominant use of the land is rural.

Further information is available from the Landgate website at www0.landgate.wa.gov.au/for-individuals/land-values.

Has Landgate undertaken a revaluation of all properties in the Shire of Denmark this year and what does this mean?

Every year, Landgate revalues all UV properties using various market and statistical data. These new valuations are provided to the Shire of Denmark before 1 July of each new financial year.

Every four years, all GRV properties are revalued in the Shire of Denmark, with the most recent of these valuations (called a "General Valuation") having occurred for the 2015/2016 financial year. The next such valuation will occur for the 2019/2020 financial year.

Further information is available from Landgate at www0.landgate.wa.gov.au/for-individuals/land-values.

My GRV property valuation has changed since last year. Why is this so?

During 2015/2016, the valuations of some GRV properties in the Shire of Denmark were reviewed by Landgate. This review was undertaken due to one or more of the following changes (not exhaustive):

- *Completion of a new improvement*
- *Alteration of an existing improvement*
- *Demolition of an improvement*
- *Subdivisions, including the separation of group valued land parcels*
- *Amalgamations, including the group valuing of separate land parcels*
- *Commencement of a restricted use*
- *Cessation of a restricted use*
- *Lease of crown land*
- *Sale of crown land*
- *Zoning amendments*

Why is my rural zoned property valued as GRV and not as UV?

If a property is predominantly used for rural purposes, then the property is required to be valued as UV. However, Shire of Denmark Council Policy P030101 "Council Rating Equity Policies" provides for the assessment of whether a UV property is used predominantly for non-rural purposes.

The afore-mentioned policy considers that all properties less than twenty hectares in size are likely to be for non-rural activity unless the owner can provide evidence that any rural enterprise upon that land is the predominant use of that land. In most cases, the Shire of Denmark considers that any rural activity on such small parcels of land is for hobby/lifestyle purposes only and is incidental to a primarily residential use.

I disagree with the valuation of my property. How can I object?

The valuation of a property is determined by Landgate. Objections must be made in writing and be lodged with Landgate at the following address within 60 days of the date of issue of a rate notice:

The Valuer General
Landgate
PO Box 2222
Midland WA 6936

You are advised to refer to Landgate's website, at www0.landgate.wa.gov.au/for-individuals/land-values prior to lodging a formal objection. Further information is available from Landgate on 08 9273 7341 or vs@landgate.wa.gov.au.

KERBSIDE WASTE COLLECTION SERVICES

How much have rubbish and recycling fees increased by in 2016/2017?

In 2011/2012, the cost of providing these services was, for the first time, fully recovered by the income received and this has been maintained to date. The total revenue charged at the beginning of each financial year from 2011/2012 has been (with the respective percentage increase):

- 2011/2012 \$ 920,072.62
- 2012/2013 \$ 995,146.13 8.16%
- 2013/2014 \$1,068,881.41 7.41%
- 2014/2015 \$1,139,395.47 6.60%
- 2015/2016 \$1,162,971.84 2.07%

In 2015/2016, the cost of providing these services was fully recovered by no increase in the charges to each service.

In 2016/2017, full cost recovery was again achieved by no increase in the charges to each service. The total revenue charged at the beginning of the 2016/2017 financial year was \$1,170,270.94. This is a 0.63% percentage increase.

What costs are included in my rubbish and recycling fees?

The following costs are recovered fully each year¹:

- *Collection of the rubbish from your bin (including the cost of operating the truck and the payment of wages to the drivers)*
- *Transport of the rubbish to Albany's Hanrahan Rd Refuse Site*
- *Fees for dumping the rubbish at Albany's Hanrahan Rd Refuse Site*
- *Contract to Cleanaway for recycling services*
- *Tipping Passes for Bulk Items*
- *Depreciation of plant and equipment used in the provision of rubbish services*
- *Administration of the Kerbside Waste Collection Service database*
- *Operation of the McIntosh Road and Peaceful Bay Transfer Stations (also partly funded from entry fees to the stations)*

I own a commercially leased property. Why are the leaseholder's commercial rubbish and recycling charges included on my rate notice for the property?

Prior to 2010/2011, commercial rubbish and recycling was charged for on a separate sundry debtors invoice. However, due to the inherent difficulties resulting from the practice of invoicing businesses and not property owners, the Shire of Denmark commenced charging these fees on the rate notice in 2010/2011, being the system used prior to 2001.

Commercial-lease property owners are advised to recover this cost in their commercial lease arrangements with the lessee.

¹ not intended to be an exhaustive list

I don't receive rubbish or recycling services. Can I have tipping passes?

The following properties are automatically entitled to tipping passes in 2016/2017, and will have received these in the rate notice envelope:

- *All properties receiving a domestic rubbish service*
 - *Three passes per year*
 - *Each pass entitles the bearer to tip a maximum of one trailer load (960 litres or 8 domestic rubbish bins) of refuse in one visit*
- *All properties valued for rating purposes on the unimproved valuation*
 - *Four passes per year*
 - *Each pass entitles the bearer to tip a maximum of one half trailer load (480 litres or 2 x 240 litre rubbish bins) of refuse in one visit*

All other property owners may apply for a tipping pass by contacting the Shire of Denmark Infrastructure Services team on 08 9848 0322, or by visiting the Shire of Denmark Administration Centre to speak to a team member. Infrastructure Services will ascertain the eligibility of an applicant for a tipping pass.

Can I keep my tipping pass if I don't take the maximum load in one visit?

If you take less than the maximum load allowed for your tipping pass, then your choices are:

- *Hand over your tipping pass to the site attendant and forfeit any further use of that tipping pass*
- *Pay for the size of the load and keep your tipping pass for your next visit*

Resaleable and recyclable items and clean green waste may be accepted at no charge.

For what types of rubbish can I use my tipping passes?

The tipping pass system initially replaced a pre-2003 household bulk item kerbside pickup service for rubbish customers. Therefore, tipping passes were simply a different system to continue bulk item collections for customers who pay for a rubbish service. In 2016/2017, the Shire of Denmark extended this service to allow all types of refuse to be dumped at either of the waste transfer stations.

How should I separate my rubbish?

For the health of the environment, please sort your refuse into resaleable, recyclable, clean garden and general rubbish before attending the waste transfer station. Resaleable items may be offered to the Green Skills Recycling Centre on-site at the McIntosh Road Transfer Station. Recyclable items may be tipped into the recycling skip bins at the transfer station. Clean garden waste may be tipped separately at the transfer station. All other rubbish will go into landfill.

Why didn't I get my tipping passes with my rate notice?

For 2016/2017, ratepayers of properties automatically entitled to tipping passes will have received these with the rate notice. If you did not receive your tipping passes, then please contact the Infrastructure Services team on 08 9848 0322 or email to enquiries@denmark.wa.gov.au.

How do I apply for a rubbish or recycling service?

If your property is located within a service area, you may then apply for a rubbish or recycling service by first completing the 'Kerbside Waste Collection – New Service Form' located on the Shire of Denmark website at www.denmark.wa.gov.au/residents/waste-services.aspx. The completed form may be emailed to the Shire of Denmark Administration Centre to enquiries@denmark.wa.gov.au. Please use this form to also add extra rubbish or recycling services to your property.

A map of service areas and a pickup calendar are available from the Shire of Denmark website at www.denmark.wa.gov.au/residents/waste-services.aspx.

How do I cancel my rubbish or recycling service?

If your service is for a completed residential dwelling, then you may not cancel your service², as the Shire of Denmark provides domestic rubbish and recycling pickups as a compulsory service (exceptions apply in designated opt-in areas). However, if the service is for vacant land or for a business/organisation, then you may cancel a rubbish or recycling service by completing the 'Kerbside Waste Collection – Cancellation Form' located on the Shire of Denmark website at www.denmark.wa.gov.au/residents/waste-services.aspx, then sending the scanned form to the Shire of Denmark Administration Centre via email to enquiries@denmark.wa.gov.au.

How do I amend the frequency of my rubbish or recycling service?

Where applicable, you may apply for an amendment to the pickup frequency of your current rubbish or recycling service by completing the 'Kerbside Waste Collection – Amendment Form' located on the Shire of Denmark website at www.denmark.wa.gov.au/residents/waste-services.aspx, then sending the scanned form to the Shire of Denmark Administration Centre via email to enquiries@denmark.wa.gov.au.

Where can I get further information about Kerbside Waste Collection Services?

Further information is available from www.denmark.wa.gov.au/residents/waste-services.aspx or by phoning the Infrastructure Services team on 08 9848 0322.

PROPERTY ADDRESSING

Why is the property address on my rate notice different to the lot number that I have previously used?

In the early to mid-2000's, the Shire of Denmark worked closely with Landgate, Australia Post and emergency services organisations to introduce a property addressing system which numbers properties consecutively along a road, with respect to the distance from the beginning of the road to each access point along that road.

With the update to the Australian/New Zealand Standard AS/NZS 4819:2011 "Rural and Urban Addressing", the Shire of Denmark will continue to review property addressing to ensure compliance with that standard, thus enabling the precise location of a property in an emergency.

The lot number is part of the legal description of the property, but does not provide easy location of a property as lot numbers do not run consecutively along a road.

If you wish to use your lot number, then you are advised to use the property address as the main method of communicating the location of the property and also give the lot number as a secondary reference in the address:

eg. 30 (Lot 105) Macpherson Drive NORNALUP WA 6333

Australia Post has informed the Shire of Denmark that it will not deliver to lot numbers or roadside mail box addresses.

² if you have more than one domestic rubbish or recycling service, then you may cancel the extra service/s

I live in Denmark, so why is my locality not Denmark?

In conjunction with the introduction of the property addressing system in the early 2000's, the Shire of Denmark divided the district into the following localities:

- BOW BRIDGE
- DENMARK
- HAY
- HAZELVALE
- KENTDALE
- KORDABUP
- MOUNT LINDESAY
- MOUNT ROMANCE
- NORNALUP
- OCEAN BEACH
- PARRYVILLE
- PEACEFUL BAY
- SCOTSDALE
- SHADFORTH
- TINGLEDALE
- TRENT
- WILLIAM BAY

Your property locality forms part of your property address. Australia Post reserves the right to return-to-sender any mail that does not have the correct locality in the mailing address.

How is a rural property address determined?

The following examples provide the method of determining a property address located in a rural area:

1. If the access to a property is located on Kordabup Road, 4.63km from the intersection (X) of Kordabup Road and South Coast Highway, then the street name will be Kordabup Road, in the locality of Kordabup, and the street number will be calculated as follows:

$$4.63\text{km} = 4,630\text{metres}$$

$$4,630\text{m} / 10 = 463$$

The access is located on the left hand side of the road (X), travelling from South Coast Highway; therefore, the access is allocated an odd number.

Therefore, the property address would be 463 Kordabup Road, Kordabup WA 6333

2. If the property in example 1 is also bordered by Skippings Road to its north, and the main access to the property was from Skippings Road (X), then the property would be allocated the Skippings Road



address as a primary address, and the Kordabup Road address (X) as an alternative address. The primary address would be included on the Certificate of Title.

Every land parcel on a property is issued a primary address.

Further information about rural and urban property addressing may be sought from the Shire of Denmark Rating Services team on 08 9848 0300 or rates@denmark.wa.gov.au.

How is an urban property address determined?

The following examples provide the method of determining a simple property address in an urban area:

1. If a property is accessed from Harlequin Street, and is the second house on the left (X) from the intersection (X) of Harlequin Street and Ocean Beach Road, then the street name will be Harlequin Street in the locality of Denmark, and the street number will be given the second odd number available, which should be number 3. Therefore, the property address would be 3 Harlequin Street Denmark WA 6333.

2. If the property in example 1 also bordered Escort Close to its east, and the main access to the property was from Escort Close (X), then the property would be allocated the Escort Close address as a primary address, and the Harlequin Street address (X) as an alternative address. The primary address would be included on the Certificate of Title. In this example, as the access to Escort Close is the first house on the right from the intersection of Escort Close and Harlequin Street, then the street number would be the first even number available, which should be number 2.



Every land parcel on a property is issued a primary address.

Further information about rural and urban property addressing may be sought from the Shire of Denmark Rating Services team on 08 9848 0300 or rates@denmark.wa.gov.au.

PROPERTY OWNERSHIP

How do I change my name on the rate notice?

The name on the rate notice reflects the registered proprietor on the Certificate of Title for the relevant property. If your name has changed on the Certificate of Title, then please provide the Shire of Denmark with written advice of the change of name, within 21 days of the change. Landgate forms and fees in relation to the change of your name on the Certificate of Title are available from Landgate's website: www0.landgate.wa.gov.au/for-individuals/forms-and-fees.

If your rate notice relates to a property that you are leasing from the State of Western Australia or from the Shire of Denmark, then please contact the relevant Lessor to find out how to record the change of your name. Landgate forms may be required.

There are more than two owners for my property. Why aren't they listed on the rate notice?

The rate notice only has room for listing two owners. If there are more than two owners for a property, then the number of extra owners will be stated in, or near, the address field on the rate notice. If this is not so, then please inform Rating Services within 21 days of the date of the rate notice.

My property was transferred into my name only. Why is the old owner still listed on the rate notice?

The transferor is required to notify the Shire of Denmark when they dispose of a property, within 21 days of the effectively signed date of transfer (not the date registered on the title). If the Shire of Denmark has not been informed of the transfer, then the new ownership will not be reflected on the rate notice. If you are confident that the Shire of Denmark has been informed of the transfer, then please contact Rating Services to discuss.

FURTHER INFORMATION

Further information about your rate notice may be sought from the Rating Services team at the Shire of Denmark on either 08 9848 0300 or rates@denmark.wa.gov.au. Please also refer to the back of your rate notice and to the Shire of Denmark website at www.denmark.wa.gov.au/residents/rating-services.aspx.