

Q. Who will get a refund?

>A. Most property owners that paid a canal or lake special charge that was levied by Redland City Council between 1 July 2011 and 30 June 2017.

Q. How many people will get a refund?

>A. The number of cheques being produced is likely to be in the order of 1650, including properties that have changed hands.

Q. How was my refund calculated?

>A. Please refer to the BDO *Allocation of Unspent Funds Report*, and accompanying BDO *Allocation of Special Charges Summary Report*, available on this web page.

Q. Has interest been added to the amount?

>A. Yes - interest had been added and the calculations are outlined in the *Allocation of Unspent Funds Report* by independent accounting firm BDO.

Q. Who did the calculation?

>A. Council engaged an independent company to conduct the calculation – BDO. Council also asked for the calculation to be separately audited – please see the *Independent Assurance Report* available on this web page.

Q. Why did it take so long to calculate?

>A. Council engaged an independent company earlier in 2017. The project covered 6 financial years and required BDO to independently confirm the revenues and expenditures for each year. Of note, the project was also audited by a different team at BDO and refunds are at property level – there are likely to be in the order of 1650 cheques for Council to create and mail out.

Q. What if I disagree with how much is being refunded?

>A. The amount has been independently calculated and audited. Please refer to the BDO *Allocation of Unspent Funds Report*, accompanying BDO *Final Summary Report*, and *Independent Assurance Report*. Should you still have questions please email Council on rcc@redland.qld.gov.au. Council is keen to consult with the community about the ongoing maintenance and funding of canals and lakes and will undertake citywide discussions.

Q. What do I do if I don't receive my refund?

>A. Please email Council on rcc@redland.qld.gov.au with your current details and the property in question. Your email will be investigated and responded to.

Q. What if I've moved and you don't have my current address?

>A. Please email Council on rcc@redland.qld.gov.au with your current details, the property in question and the dates you owned the property. Your email will be acknowledged and the information you provide will be validated against Council's property database and the results of the audited refund project by BDO. You may be required to provide some form of identification to receive your refund.

Q. How will refunds be issued?

>A. Council will send a cheque to current property owners. For former property owners who have informed us they were property owners during the years in question, Council will contact them and make arrangements to verify their identity.

Q. How quickly should refund cheques be cashed?

>A. Council's financial institution has a limit of 15 months from the date on the cheque before it is deemed to be a stale cheque.

Q. When will I get my refund?

>A. Following the tabling of the report to Council on 4 October 2017, Council officers will order approximately 1,650 pre printed cheques. Once the cheques arrive Council will finalise the process and post out as soon as practicable. Pre printed cheques take in the order of 3 weeks to be generated. Council is planning early November 2017 for all current property owners to have received cheques, subject to the delivery times of Australia Post.

Q. Who will pay for canal and lake works if all the money in the fund is being refunded?

>A. Council is commencing community consultation and will be seeking views from all parts of the city. The answer to this question will be determined following the community consultation for the 18/19 budget year and beyond.

Q. Who can I talk to if I want to find out more?

>A. Please refer to Council's website or email Council on rcc@redland.qld.gov.au with your current details and the property in question.

