

Fact Sheet

Rating – General Information

What are rates?

Local governments such as Redland City Council provide essential services including roads, waste collection and maintaining parks and public open space.

Rates and charges are the major source of Council's revenue. Other sources include developers' contributions, grants from federal and state governments, and various other sources, such as borrowings.

The amount of rates and charges you pay is made up mainly of the general rate, environment and landfill charges. The general rate is based on valuations calculated by the Queensland Government's Department of Resources is subject to a minimum rate set by Council each financial year.

The general rate is used for essential services such as road works, car parks, boat ramps, libraries, street lighting, many community health and sporting facilities, parks and reserves, and amenities such as showers and toilets on popular beaches and barbecues in local parks.

Differential General Rates

Council has adopted a differential rating scheme pursuant to sections 77, 80 and 81 of the *Local Government Regulations 2012* to raise an amount of revenue sufficient to cover an efficient operating cost base and provide a range of reliable core services to the community.

In determining how differential general rates are calculated a number of factors are taking into consideration include:

- the valuation of the land as determined by the State Valuation Office
- the use of the land
- the level of services provided to the City and the cost of providing those services

For the purposes of categorisation the following definitions apply:

Categorisation of Land:

Following the adoption of the rating categories, Council will identify the rating category to which each parcel of rateable land belongs in accordance with sections 81(4) and (5) of the *Local Government Regulation 2012*. Later categorisation of land for the following reasons will be determined pursuant to section 82 of the *Local Government Regulation 2012*:

- land has inadvertently not been categorised; or
- land becomes rateable land; or
- Council considers that the rating category of a parcel of land should be changed, in view of the description of each rating category; or
- two or more parcels of rateable land are amalgamated into a single parcel of rateable land.

Common Area – Is the common property in a Community Title Scheme or a Building Unit Plan or Group Titles Plan that is owned by the owners of the lots in the scheme or plan.

Extractive Industry – An extractive industry is any activity that removes material substance from the ground.

Principal place of residence – a residential dwelling, in which at least one of the registered owners of the land, or a person who is a life tenant of the dwelling made under a Will or Court Order, lives on an ongoing daily basis. Where the occupation is transient (i.e. less than 3 months), temporary or of a passing nature this is not sufficient to establish occupation as a principal place of residence.



Entities that own land for the benefit of others, typically a company, Trust, or personal representative/s have a principal place of business, not a principal place of residence to which a natural person can reside and for the purposes of land rating categorisation are treated as NOT owner occupied.

Note: in circumstances where a property fits within a category considered a principal place of residence of the owner and an ownership change occurs into the name/s of personal representative/s due to death, a review of the rating category will be made 12 months after the date of death, or upon another change of ownership to the property being received dependent on which event occurs first.

Standard Lot – A single parcel of land or contiguous parcels of land in the same ownership name where the roof line of a residential dwelling extends over more than one lot.

Vacant land – Land that has no building erected thereon capable of being used for a residential dwelling or commercial or industrial purposes. It may include land with an erected structure such as a storage shed, garage, or derelict building.

Value – means the value assigned under the *Land Valuation Act 2010*. In a Community Title Scheme, Building Unit Plan or Group Title Plan, the value assigned to a lot is the value of the scheme land apportioned between the lots included in the scheme in proportion to the interest schedule lot entitlement for each lot.

Rating Category	Rating Category Description
1a	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is the registered owner's principal place of residence; 3) has a value less than or equal to \$830,000; 4) is NOT categorised in rating category 1d or 1f; and 5) is NOT zoned as Rural in the Redland City Plan.
1b	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is the registered owner's principal place of residence; 3) has a value greater than \$830,000; 4) is NOT categorised in rating category 1e or 1g; and 5) is NOT zoned as Rural in the Redland City Plan.
1d	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Raby Bay and shown on Appendix A – Raby Bay Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is the registered owner's principal place of residence; and 4) has a value less than or equal to \$830,000.
1e	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Raby Bay and shown on Appendix A – Raby Bay Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is the registered owner's principal place of residence; and 4) has a value greater than \$830,000.
1f	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise and shown on Appendix B – Aquatic Paradise Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is the registered owner's principal place of residence; and 4) has a value less than or equal to \$830,000.
1g	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise and shown on Appendix B – Aquatic Paradise Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is the registered owner's principal place of residence; and 4) has a value greater than \$830,000.
1h	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is the registered owner's principal place of residence; 3) has a value less than or equal to \$830,000;

	4) is NOT categorised in rating category 1d or 1f; and 5) is zoned Rural in the Redland City Plan.
1i	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is the registered owner's principal place of residence; 3) has a value greater than \$830,000; 4) is NOT categorised in rating category 1e or 1g; and 5) is zoned Rural in the Redland City Plan.
2a	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; 3) has a value less than or equal to \$830,000; 4) is NOT categorised in rating category 2d or 2f; and 5) is NOT zoned as Rural in the Redland City Plan.
2b	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; 3) has a value greater than \$830,000; 4) is NOT categorised in rating category 2e or 2g; and 5) is NOT zoned as Rural in the Redland City Plan.
2d	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Raby Bay and shown on Appendix A – Raby Bay Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; and 4) has a value less than or equal to \$830,000.
2e	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Raby Bay and shown on Appendix A – Raby Bay Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; and 4) has a value greater than \$830,000.
2f	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise and shown on Appendix B – Aquatic Paradise Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; and 4) has a value less than or equal to \$830,000.
2g	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise and shown on Appendix B – Aquatic Paradise Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 3) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; and

	4) has a value greater than \$830,000.
2h	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; 3) has a value less than or equal to \$830,000; 4) is NOT categorised in rating category 2d or 2f; and 5) is zoned Rural in the Redland City Plan.
2i	Includes all rateable land that: 1) having regard to any improvements or activities conducted upon the land, is used primarily for residential purposes; 2) the residential structure is an approved dwelling and is NOT the registered owner's principal place of residence; 3) has a value greater than \$830,000; 4) is NOT categorised in rating category 2e or 2g; and 5) is zoned Rural in the Redland City Plan.
4a	Includes all vacant rateable land, other than that categorised in rating categories 4b, 4c, 10, 11a, 11b or 11c. This category may also include land with an unapproved residential structure or non-commercial out-buildings, for example domestic garage, farm shed.
4b	Includes all vacant rateable land, other than that categorised in rating category 10, 11a, 11b or 11c that adjoins a canal revetment wall in the estate commonly referred to as Raby Bay and shown on Appendix A – Raby Bay Canal Estate Map.*
4c	Includes all vacant rateable land, other than that categorised in rating category 10, 11a, 11b or 11c that adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise and shown on Appendix B – Aquatic Paradise Canal Estate Map.*
5a	One or more land parcels where the land: 1) Contains a building or buildings comprising of Retirement Village development consisting of 1-99 Independent Living Units/Service Apartments held in a single ownership, and a. The retirement village is registered under the Retirement Villages Act 1999, or b. is characterised in Council's land records with the property use code of RES013.
5b	One or more land parcels where the land: 1) Contains a building or buildings comprising of Retirement Village development consisting of 100-199 Independent Living Units/Service Apartments held in a single ownership, and a. The retirement village is registered under the Retirement Villages Act 1999, or b. is characterised in Council's land records with the property use code of RES013.
5c	One or more land parcels where the land: 1) Contains a building or buildings comprising of Retirement Village development consisting of greater than 199 Independent Living Units/Service Apartments held in a single ownership, and a. The retirement village is registered under the Retirement Villages Act 1999, or b. is characterised in Council's land records with the property use code of RES013.
6a	Includes all rateable land that, having regard to any improvements or activities conducted upon the land, is primarily used in whole or in part for commercial or industrial purposes, other than land categorised in rating categories 6b, 6c or 19.
6b	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Raby Bay and shown on Appendix A – Raby Bay Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is primarily used in whole or in part for commercial or industrial purposes; and 3) is NOT categorised in rating category 19.
6c	Includes all rateable land that: 1) adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise and shown on Appendix B – Aquatic Paradise Canal Estate Map;* 2) having regard to any improvements or activities conducted upon the land, is primarily used in whole or in part for commercial or industrial purposes; and 3) is NOT categorised in rating category 19.

8	Includes all rateable land that, having regard to any improvements or activities conducted upon the land, is primarily used in whole or in part, or intended for use in whole or in part, for quarry or extractive industry purposes.
10	Includes all rateable land that has been identified as having an insurmountable drainage constraint and/or significant conservation values that it is unlikely a development permit, or permits, for the erection of a dwelling house on the land would be granted. All rateable land included in this category identified with insurmountable drainage problems or conservation values is zoned Conservation in the City Plan. This category also includes all rateable land on the Southern Moreton Bay Islands that is vacant and has been included within the Recreation and Open Space zone of the City Plan.
11a	Includes subdivided land that is not yet developed in accordance with sections 49 and 50 of the Land Valuation Act 2010, other than that categorised in rating category 11b or 11c.
11b	Includes subdivided land that adjoins a canal revetment wall in the estate commonly referred to as Raby Bay, and shown on Appendix A – Raby Bay Canal Estate Map* that is not yet developed in accordance with sections 49 and 50 of the Land Valuation Act 2010.
11c	Includes subdivided land that adjoins a canal revetment wall in the estate commonly referred to as Aquatic Paradise, and shown on Appendix B – Aquatic Paradise Canal Estate Map*, that is not yet developed in accordance with sections 49 and 50 of the Land Valuation Act 2010.
17a	Land which is used for: 1) a Drive-in Shopping Centre/Group of Shops being land that meets the criteria or use description that corresponds with the property use code COM071; and: 2) The total lettable area of the drive in shopping centre/group of shops is less than 3,001 square metres.
17b	Land which is used for: 1) a Drive-in Shopping Centre/Group of Shops being land that meets the criteria or use description that corresponds with the property use code COM072; and: 2) The total lettable area of the drive in shopping centre/group of shops is between 3,001 and 10,000 square metres
17c	Land which is used for: 1) a Drive-in Shopping Centre/Group of Shops being land that meets the criteria or use description that corresponds with the property use code COM074; and: 2) The total lettable area of the drive in shopping centre/group of shops is between 10,001 and 20,000 square metres.
17d	Land which is used for: 1) a Drive-in Shopping Centre/Group of Shops being land that meets the criteria or use description that corresponds with the property use code COM023; and: 2) The total lettable area of the drive in shopping centre/group of shops is greater than 20,000 square metres.
19	One or more land parcels where: 1) two or more self-contained places of business are located in one or more buildings; 2) the buildings are separated by common areas, other areas owned by the owner or a road; and 3) the total land area is greater than or equal to 4,000 square metres.

* Editors Note: The purpose of this differential rating category is to ensure that canal property owners contribute towards the cost of repairing revetment walls.

A separate rate-in-the-dollar and minimum general rate will apply to land identified within each category as detailed in table below. The minimum general rate will be applied to land below a certain (threshold) valuation and is determined by Council's opinion of what reflects a fair contribution towards the services provided to all ratepayers as well as basic general administration costs.

The following table shows the rate in the dollar, minimum general rate, threshold valuation, for each rating category:

Rating Category	Band		Minimum General Rate [MGR]	Rate In the Dollar	MGR Threshold
	From	To			
	\$	\$	\$		\$
1a	0	830,000	\$1,436	0.00278945	\$ 514,661
1b	830,001	99,999,999	\$2,315	0.00250493	\$ 924,276
1d	0	830,000	\$2,026	0.00420075	\$ 482,281
1e	830,001	99,999,999	\$3,487	0.00356098	\$ 979,119
1f	0	830,000	\$1,625	0.004647224	\$ 349,712
1g	830,001	99,999,999	\$2,813	0.00307064	\$ 915,982
1h	0	830,000	\$1,436	0.00278945	\$ 514,661
1i	830,001	99,999,999	\$2,315	0.00250493	\$ 924,276
2a	0	830,000	\$1,567	0.00348682	\$ 449,298
2b	830,001	99,999,999	\$2,894	0.00326715	\$ 885,806
2d	0	830,000	\$2,084	0.00525094	\$ 396,843
2e	830,001	99,999,999	\$5,415	0.00492275	\$ 1,100,001
2f	0	830,000	\$1,757	0.00561795	\$ 312,792
2g	830,001	99,999,999	\$3,353	0.00391490	\$ 856,535
2h	0	830,000	\$1,567	0.00348682	\$ 449,298
2i	830,001	99,999,999	\$2,894	0.00326715	\$ 885,806
4a	0	99,999,999	\$1,604	0.00387376	\$ 414,040
4b	0	99,999,999	\$2,176	0.00706863	\$ 307,810
4c	0	99,999,999	\$1,797	0.00368376	\$ 487,723
5a	0	99,999,999	\$45,000	0.00300000	\$ 15,000,000
5b	0	99,999,999	\$70,000	0.00350000	\$ 20,000,000
5c	0	99,999,999	\$70,000	0.00600000	\$ 11,666,667
6a	0	99,999,999	\$1,954	0.00594316	\$ 328,828
6b	0	99,999,999	\$2,500	0.01804436	\$ 138,523
6c	0	99,999,999	\$2,161	0.00721021	\$ 299,698
8	0	99,999,999	\$3,393	0.01681655	\$ 201,771
10	0	99,999,999	\$ 447	0.00559633	\$ 79,927
11a	0	99,999,999	N/A	0.00634681	N/A
11b	0	99,999,999	N/A	0.01359642	N/A
11c	0	99,999,999	N/A	0.01676459	N/A
17a	0	99,999,999	\$5,000	0.01632000	\$ 306,373
17b	0	99,999,999	\$50,000	0.02237000	\$ 2,235,136
17c	0	99,999,999	\$250,000	0.02581000	\$ 9,686,168
17d	0	99,999,999	\$750,000	0.02702000	\$ 27,757,217
19	0	99,999,999	\$6,951	0.00702046	\$ 990,142

Limitation on increase of general rates

Section 116 of the *Local Government Regulation 2012* allows for the limitation of increase in a rate levied.

Who has access to rating information?

The owner or mortgagee of a property can receive information about the property free of charge. Other parties are charged search fees. A schedule of fees is available from Council's Customer Service Centres, phone 3829 8999, or on Council's web site: www.redland.qld.gov.au.

Waste/recycling charge

Charged for all dwelling properties with a waste collection service. The charge varies depending on the size of the wheelie/recycling bins.

Environment charge

Section 94 of the *Local Government Act 2009* provides Council may levy a separate charge as defined in section 92(5). Council has determined that the community in general will benefit from the protection, management, promotion and enhancement of biodiversity. This includes koala habitat, bushland, green space, waterways, catchments, air and coastal ecosystems in the City that cannot always be effectively protected through Council's regulatory powers or management powers.

In prior years the revenue raised through the Environment and Coastal Management Separate Charge funded both capital and operational components. Past revenues collected are currently quarantined in reserve for capital components, predominantly for land purchase, acquisition of the conservation interests in land, and the funding of ancillary facilities that support or enhance environmental outcomes.

Council has determined that in 2026-27 the revenue raised through this charge will fund operational projects and activities, predominantly directed towards waterway, pest and land management, foreshore and catchment rehabilitation and maintenance, track and trail maintenance and repairs, koala habitat restoration, environmental education, strengthening stewardship of the natural environment and implementation of environment strategies and policies.

The Environment and Coastal Management Separate Charge will be levied in accordance with section 103 of the *Local Government Regulation 2012* and will be applied on a per lot basis and is subject to Council's Farming Concession.

Landfill remediation charge

In accordance with section 103 of the *Local Government Regulation 2012* the landfill remediation charge funds the remediation of former solid waste landfill sites to prevent

environmental harm. It does not fund current operating landfills.

Environmental standards have tightened from when these closed landfill sites operated, and some monitoring and site works are now necessary to adequately protect the environment. The charge is applied on a per allotment basis and will be subject to Council's Farming Concession.

Redland City SES Administration Charge

Council has determined the community in general will benefit from improved governance and proactive management of SES resources through the engagement of a full-time Senior Project Officer to undertake the function of an SES Local Controller and Community Resilience Officer. Revenue raised through this charge will fund the on-going costs of maintaining the Redland SES to an appropriate level of operational readiness, salary and administration costs and the purchase and maintenance of critical equipment.

In the financial year 2026-27 the Redland City SES Administration charge will be levied in accordance with section 103 of the *Local Government Regulation 2012* and will be applied on a per rateable property basis.

Rural Fire Brigade Special Charge

In accordance with section 94 of the *Local Government Regulation 2012* and section 128A of the *Fire and Emergency Services Act 1990*, Council has determined that each parcel of rateable land identified as the whole of Karragarra, Lamb, Russell, Macleay and Perulpa Islands will specially benefit from Council's contributing funds to the Rural Fire Brigades. Funds raised through the Rural Fire Brigade Special Charge will be contributed to the Rural Fire Service Southern Moreton Bay Islands Local Area Finance Committee which will distribute the funds to the Rural Fire Brigades established within the benefited area to purchase and maintain equipment and provide a fire service to properties within the benefited area.

This charge is applied on a per lot basis and will be subject to Council's Farming Concession.

Water Charges

Water charges are set as a two part tariff – a fixed access charge and a consumption charge. This is a requirement of the *Local Government Act 2009* to satisfy National Competition Policy. The prices are set to eventually recover sufficient revenue so that the water supply business covers its costs including a contribution to Council and a return on the assets employed in the business. This full cost pricing is a requirement of National Competition Policy.

Fixed Access Water Charges

Fixed Water Access charges will be applied on a per meter/lot basis, except where:

1. Adjoining residential lots in the same ownership name are amalgamated for rating purposes and either:
 - the main roof structure of an occupied dwelling is constructed over the adjoining boundary line of those lots, or
 - one of the adjoining lots would, if sold separately, be unable to lawfully accommodate a dwelling, or
 - one of the adjoining lots would not be issued a building permit unless an existing approved structure was removed,

then Fixed Water Access charges will be applied against such adjoining lots as if they are one lot. All other adjoining lots will be charged Fixed Water Access charges on a per lot basis.

2. The land associated to the property is undeveloped and landlocked, i.e. there is no private or public access or egress to the property.
3. The property is categorised for the purpose of the Differential General Rate as Rating Category 10 (Constrained Land)
4. The property:
 - Cannot be serviced by the reticulated water system because of physical constraints; or
 - Can be serviced by the reticulated water system but is not currently connected because the property owner has not requested connection; and:
 - the property boundary is greater than 25 metres from the nearest water main; and
 - it is not planned for an extension of the reticulation network in the current or next financial year which will bring the network within 25 metres of the property boundary line.

Fixed Water Access charges cover costs associated with asset replacement, administration, billing, replacement of water meters, and repair of the reticulation system.

Consumption Charge

The consumption charge is calculated at a flat rate for residential and concessional, and at a separate flat rate for non-residential and Council. The consumption charge is made up of 2 components, the first is the State Government's Bulk Water Charge for the purchase of potable water and the second is Council's retail charge for distribution to the households which includes administration, billing, replacement of water meters, and repair of the reticulation system.

Wastewater Charges

The Wastewater Fixed Access charge is set as one tariff based on sewer units. Commercial and industrial properties are charged on a per lot and/or, per pedestal or equivalent pedestal (*urinal*) basis. The prices are set to eventually recover sufficient revenue so that the sewerage business covers its costs including a

contribution to Council and a return on the assets employed in the business. This full cost pricing is also a requirement of National Competition Policy.

Developed residential and vacant residential properties are charged for 25 sewer units.

The residential Wastewater Fixed Access charge will be applied on a per lot basis, except where:

1. Adjoining residential lots in the same ownership name are amalgamated for rating purposes and either:
 - the main roof structure of an occupied dwelling is constructed over the adjoining boundary line of those lots, or
 - one of the adjoining lots would, if sold separately, be unable to lawfully accommodate a dwelling, or
 - one of the adjoining lots would not be issued a building permit unless an existing approved structure was removed,

then the Wastewater Fixed Access charge will be applied against such adjoining lots as if they are one lot. All other adjoining lots will be charged the Wastewater Fixed Access charge on a per lot basis.

2. The land associated to the property is undeveloped and landlocked, i.e. there is no private or public access or egress to the property.
3. The property is categorised for the purpose of the Differential General Rate as Rating Category 10 (Constrained Land).
4. The property:
 - Cannot be serviced by the reticulated water system because of physical constraints; or
 - Can be serviced by the reticulated water system, but is not currently connected because the property owner has not requested connection; and
 - the property boundary is greater than 25 meters from the nearest water main; and
 - it is not planned for an extension of the reticulation network in the current or next financial year which will bring the network within 25 metres of the property boundary line.

Wastewater Fixed Access charge covers cost associated with asset replacement for seven treatment plants, approximately 120 pump stations, the treatment of wastewater, administration, billing, and repair to mains and reticulation systems.

Trade Waste Charges

Some seweraged properties are required to pay Trade Waste charges if they discharge higher strength waste to the sewer. Trade Waste charges are comprised of three parts, one for access, one based on the volume and one based on strength and quantity of waste accepted by Council for treatment. The same philosophy for setting wastewater charges applies for Trade Waste charges.

Emergency Management Levy

A Queensland Government charge, this levy is collected by Council on behalf of the State Government. Funds are used to pay for the fire brigade service available to your property.

From 1 January 2014, the State Government broaden the coverage of the Urban Levy Scheme to ensure a more sustainable funding base for all emergency services.

The levy was extended to include Emergency Management Queensland, recognising that all Queenslanders are at risk from a wide range of emergencies including floods, cyclones, storms as well as fire and accidents.

Emergency Management Queensland operates the State Emergency Service, the emergency helicopter rescue, disaster management response and supports volunteer marine rescue services.

The Urban Levy Scheme was reformed to the Emergency Management Levy and now applies to all prescribed properties within Queensland.

Pensioners

Pensioner concessions are available for eligible ratepayers. The pensioner applicant must reside on the property. Previously approved pensioner concessions are not transferable within the Redlands. For more information, phone Council's Customer Service Centres on 3829 8999 or refer to the Important Rating & Pension Information Fact Sheet.

How is land valued?

The Department of Resources issues revaluation advices to all property owners. The revaluation is also displayed for public viewing for a short period of time. The venue and display times are advertised in the local press. Council has no input regarding the valuations.

For more information, contact The Department of Resources on 13 74 68.

How is a change of ownership recorded?

Council's Billing Services cannot change the details on a title deed. We can only record a change of ownership after receiving an official notification from the Department of Resources.

If you wish to change your title deed, we suggest you contact a solicitor or The Department of Resources: Telephone 13 74 68.

Change of postal address

Registered owners must notify Council by:

1. Phone – 3829 8999
2. Internet – www.redland.qld.gov.au
3. Email – rcc@redland.qld.gov.au
4. Mail to Redland City Council, PO Box 21, Cleveland QLD 4163.

Rate notices are sent to ratepayers' current recorded postal address or nominated e-mail address.

Who pays the rates and charges when a property is sold?

When a property changes hands, the seller and buyer negotiate the rates and charges due at the time of settlement. Council does not enter into negotiations or issue new or amended rate notices after receiving change of ownership notifications.

Receive your Rate Notice by email

If you would like your rate notice issued to you by email just log on to Council's website www.redland.qld.gov.au and register with MyServices or alternatively contact us and advise the Customer Service Consultant of your email address.

How are rates billed?

Rates are billed on a quarterly basis. Details are shown on rate notices, which are scheduled to be issued in July, October, January and April.

Making advance payments

If you are not available at the time the rate notices are issued, or by the due date as shown on your rate notice, you may forward your payment with a letter advising us that it is an 'advance payment'.

You may make periodic payments before you receive your rate notice. Advance payments may also be made at our Customer Service Centres and on our web site.

Arrangements

Sometimes circumstances make it difficult to pay rates. Please phone us so we can discuss your situation and make a suitable arrangement for payment. Once arrangements are agreed to, they will be confirmed in writing. For more information, phone 3829 8999.

What if rates aren't paid by the due date?

If an arrangement is not made and full payment of rates is not received by the due date shown on the rates notice, the overdue rates will attract interest compounded daily and could result in legal action being taken.

Interest

Interest will be charged on overdue rates and interest at 12.19% a year, with compound calculated on daily charge balances.

How and where to pay your rates

Under the *Local Government Act*, all rates and charges on the rate notice are to be paid by the due date shown on the notice.

Payment options include:

1. Direct Debit – obtain forms from Council's Website
www.redland.qld.gov.au or Council's Customer Service Centres
2. Online – visit Council's website
www.redland.qld.gov.au
3. Mail – post cheque to Redland City Council,
PO Box 21, Cleveland QLD 4163
4. Phone using Visa or Mastercard
5. BPay – phone and internet banking
6. Centrepay – via a Centrelink account
7. Payment in person at any:
Australia Post
OR
Council's Customer Services Centres at
Cleveland, Capalaba and Victoria Point.

Appendix A – Raby Bay Canal Estate Map



Appendix B – Aquatic Paradise Canal Estate Map

