

Frequently asked questions about your rates

**Q1.
I now live at my property and I need to change my address.**

Please contact Logan City Council on 3412 5230 and a Customer Service Representative can change the details for you. If you are becoming an owner/occupier, proof of residency is required eg Electricity Bill, Phone Bill, Drivers Licence etc.

If you do not live on your property and you wish to change your address for billing purposes, please visit www.logan.qld.gov.au/LCC/residents/rates/changemailaddress and follow the prompts.

**Q2.
What is the unimproved capital value of my property and how does Council work out the average unimproved capital value?**

Council works on an average of the last 3 Unimproved Capital Values and applies this as the rateable value for which the general rate is calculated. Please contact 3412 5230 for more details.

**Q3.
Can I receive a pension concession and how do I receive it?**

If you are the owner/occupier of the residence and you are the holder of a Pensioner Concession Card or Gold Veteran Affairs Card, you may be eligible for a part or full concession on your rates. Please contact 3412 5230 for more details.

**Q4.
I am going overseas for 12 months, how can I pay my Rates?**

Direct Debit is preferred. The Direct Debit facility gives you advance notification on your rates notice of the amount and date of payment and confirms Council will be withdrawing that amount only from your nominated cheque/savings account on discount day. An application form for quarterly direct debit of rates may be obtained from Council's three Customer Service Centres or from the "Rates" page on Council's website [Click here for Form](#).

You are able to pre-pay your rates, please contact 3412 5230 and a Customer Service Representative can advise you the approximate amount to cover the period of absence.

**Q5.
What do I do if I have recently sold my property?**

It is the new owner that Council looks to for payment of rates and charges. Change of Ownership details are recorded by Council after receiving official notification from the Department of Natural Resources and Water. When a property is bought and sold, an adjustment of rates should be carried out at the time of settlement by your solicitor/agent.

**Q6.
What does a supplementary charge on my rates notice mean?**

A supplementary rate or charge notifies ratepayers of new charges that occur due to changes in valuations or rate services becoming available to a property. The charges are calculated on a pro-rata basis from the date of valuation, lodgement of a new plan or when the services take effect. A supplementary rate or charge is issued on the next rate notice following notification of the charge.

**Q7.
I am a solicitor acting for the vendor and I require rating information. What do I need to complete this transaction?**

You must send a copy of the contract (front and rear page is sufficient provided it is signed by the vendor/seller) by fax or post, then contact Council's searches officer on 3412 5229.

**Q8.
How do I object to the Land Use categorisation of my property?**

An objection form can be downloaded from Council's Website or [Click here for Form](#) or you can contact Council on 3412 5230.

**Q9.
How do I register for BPAY View?**

Visit Council's website at [View Rate Notices](#) and follow the instructions. BPAY view is only available via internet access.

