

## ONLINE QUESTIONNAIRE GUIDANCE

### FREQUENTLY ASKED QUESTIONS

#### **1. What is the purpose of the questionnaire?**

Council and VGV are aware of the difficulties being faced by property owners and tenants at present. We are requesting the rental information for your property in order to ensure that the returned valuations are accurate and that the impact of current market conditions is properly considered.

This online survey replaces the previous paper mail out process. If you prefer a hard copy of the survey please contact us on (03) 9416 2800 or email [md@westlinkconsulting.com.au](mailto:md@westlinkconsulting.com.au)

#### **2. If the property is owner occupied do I have to complete the survey?**

No. Once assessment number and property address is confirmed you will be directed to the end of questionnaire after selecting that the property is owner occupied.

#### **3. If the property is vacant do I have to complete the survey?**

If it has been vacant for over 12 months the survey doesn't need to be completed. Once assessment number and property address is confirmed you will be asked the property type and whether the property is vacant. If the property has been vacant greater than 12 months you will be directed to the end of questionnaire. If the property has been vacant for less than this time please enter the details of the previous lease.

#### **4. What if I don't know the building area or how it is measured?**

If this is unknown or the building cannot be measured, leave it blank and select unknown for measurement type and we will use the information we have from Council.

#### **5. Web page not coming up?**

The survey is designed to work in different browsers on different devices. The preference is a modern browser such as Chrome. If this doesn't work, please try a different URL <https://survey.westlinkconsulting.com.au/<insert the corresponding URL number>>.

If this is not working please contact Westlink Consulting on (03) 9416 2800 or email [md@westlinkconsulting.com.au](mailto:md@westlinkconsulting.com.au) and we will assist you.

#### **6. I don't know all of this information or it's not relevant?**

Please fill out the fields which you do know. The survey is designed to move past a question should the answer be unknown/not applicable. The most important details are current rental and lease commencement date. The information is relevant as we value the properties using the capitalisation of net income approach.

**7. Why do I have to fill it out?**

All properties within the municipality are valued annually. The survey questions help us value the properties more accurately. Due to the pandemic we are trying to encapsulate as much information as possible to have a thorough understanding of the impacts on commercial and industrial property.

Under the Valuation of Land Act 1960, and as per section 3A, the appointed valuer may put either verbally or in writing to the owner or his agent or the person in occupation any relevant questions to enable the making of a true and correct valuation by authority of the Valuer-General Victoria.

**8. I have a shop and dwelling - I live in one and rent the other**

Please complete the questionnaire for the tenanted portion.

**9. My property is a residential property and this information is not applicable.**

If this is the case you have probably received the survey in error. Please disregard or advise Westlink Consulting on (03) 9416 2800 or email [md@westlinkconsulting.com.au](mailto:md@westlinkconsulting.com.au)

**10. I'm concerned about privacy/confidentiality**

The information is requested in accordance with the *Valuation of land Act 1960*. All information collected is held in strict confidence and is used solely for the purposes of the rating revaluation.

**11. I don't have time to fill this out.**

The information assists us to value the property more accurately so we would appreciate it if you could spare some time to fill in what you can. We request the survey be complete within 10 business days of receipt, however if you require additional time please contact us and we will extend the response time.

**12. Gross or Net Current Rental?**

**Gross** – Landlord pays all expenses (rates, land tax, levies, maintenance, insurances, etc.).

**Net** - tenant pays all expenses (rates, land tax, levies, maintenance, insurances, etc.)

**13. I do not receive all of the rent, the agent receives some. Where do I fill this in?**

Under 'Are there any additional outgoings not listed above?' please comment and specify the amount which the agent receives.

**14. I have an office on one lease and a warehouse on the other OR I have an office and a warehouse on the same lease.**

The survey is designed for single properties. If different portions of the property have been separately let or if our property description doesn't properly match what has been let please contact us. Alternatively, you can simply upload the tenancy schedule and provide appropriate comments at the end of the survey or email our market data team

**15. I no longer own this property. What should I do?**

Please write this in the comments section at the end of the questionnaire.

**16. I am a real estate agent and have received many questionnaire forms for properties which I manage. Is there an easier way I can provide you with this information for these properties?**

Agents can provide us with tenancy schedules and this will be sufficient for our data entry. Excel is preferable but pdf or print outs posted are also acceptable. Emails can be sent to [md@westlinkconsulting.com.au](mailto:md@westlinkconsulting.com.au) alternatively we can assist you by phone (03) 9416 2800.

**17. There are more than 2 tenancies at this property. What should I do?**

For properties with multiple tenancies, you will receive the property list in a table form to fill in. If you prefer to upload or email the tenancy schedule to [md@westlinkconsulting.com.au](mailto:md@westlinkconsulting.com.au) this is acceptable also.

**18. Will I be fined if I don't fill in the form?**

Any owner, agent or person who refuses or fails to allow such entry or inspection, or refuses or willfully omits to answer to the best of his knowledge or belief any such question shall be guilty of an offence against this Act and may be liable to a penalty.

It is at the discretion of the Valuer General as whether the penalty may be applied for failure to provide the information as requested.