

Revaluation Initiative

FAQ's

Office of the
Valuer-General

What is the role of the Valuer-General?

The Valuer-General is an independent statutory officer accountable to Parliament. The role of the Office of the Valuer-General is to provide accurate and equitable property valuations in accordance with the *Valuation of Land Act 1971*.

How is my property valued, and what are the valuations used for?

Your property's value is determined via analysis undertaken by qualified valuers. It can be influenced by a broad range of factors, including location, existing structures (including any recent additions or alterations) and rezonings, as well as recent sales in your area and market trends.

New valuations reflect the market as at 1 January each year, and take effect from 1 July each year.

They may be used by state and local government for rating and taxing (where applicable). For example, council rates, Land Tax or Emergency Services Levy.

How does Site Value differ from Capital Value?

Site Value is the value of a parcel of land excluding structural improvements, but including improvements such as draining, filling, retaining walls, excavating, grading or levelling of land, removal of rocks, stone, sand or soil, and the clearing of timber, scrub or other vegetation.

Capital Value is the value of a parcel of land including structural improvements such as buildings, wells, dams and reservoirs, and the planting of trees for commercial purposes.

Why has my value changed?

Extensive research and data collection has been undertaken for the most recent General Valuation to identify errors and/or missing information.

Changes to land zoning, the physical nature of the property or market trends impact the value.

This has resulted in some properties having changes more pronounced than the average percentage of change due to market shifts. Such reviews are commonplace and best practice to ensure accuracy.

If your property value is now much higher/lower, it is not because you are now over or under valued, but rather it is now at a more accurate level.

Was my valuation wrong previously?

The Office of the Valuer-General in conjunction with Land Services SA undertake approximately 1,850,000 valuations each year. They are reliant on the information available. The recent enhanced data collection and review allowed for an improvement in information which improved accuracy in valuations.

If my value was wrong previously, will I have to pay back charges or am I entitled to a refund?

No. Any changes identified as part of this most recent General Valuation investigation can not be retrospectively applied in accordance with The *Valuation of Land Act 1971*.

If my value has changed, will my rates change?

Not necessarily. Council budgets are adjusted annually to ensure continued service to their community. So whilst your value has increased, the rate in the dollar charged with regard to that value may drop.

There may be changes to your Emergency Services Levy, SA Water or Land Tax and any enquiries should be directed to those parties. The Valuer-General does not raise or charge any rates, taxes or levies.

I have never paid Land Tax before, why am I getting a bill now?

The Government has set thresholds for when Land Tax becomes applicable. The value of your property may now fall into that category. For more information, please contact Revenue SA on **08 8226 3750**.

What if I don't agree with my property valuation?

If you are concerned your statutory valuation is incorrect you must submit a written objection to the Office of the Valuer-General within 60 days of receiving your first rates notice for the financial year from your local council, SA Water and/or RevenueSA.

Alternatively, you can contact Land Services SA (LSSA) between 9am and 5pm on **08 8423 5000**.

For further information please contact the Office of the Valuer-General

www.valuergeneral.sa.gov.au
DIT.OVGenquiries@sa.gov.au

General Enquiries: 8423 5000
Valuation Objections: 1300 653 346



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Who is LSSA?

Land Services SA was appointed as the exclusive Service Provider to the South Australian Government for a range of transactional land services and property valuation services previously delivered through the Lands Titles Office and State Valuation Office in October 2017.

Land Services SA provide exclusive property valuation services to the Valuer-General, and as a trusted partner of the State, Land Services SA deliver highly valued, trusted services to the community, being recognised for creating innovative solutions.

www.landservices.com.au/about-us

Please view our Fact Sheets online:

[Valuer-General COVID-19 Response Fact sheet](#)

[Property Valuations - Understanding the process](#)

[Property Valuations - Review of Valuation](#)

[Property Valuations - Objecting to a Valuation](#)

[Land Use Codes](#)

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