



## Rates and Property

The SynergySoft Rates and Property system is arguably best that is available to Local Government in Australia today. It is a significant part of SynergySoft and is closely integrated with many of the other modules. It complies with the Local Government Act (1995), and is Land Parcel based.

Two important and very powerful principles should be noted:

Firstly, that SynergySoft contains the philosophy of a “single window to all information”. So wherever the User is within the system, it is possible to view all the other related information (about the selected record) without having to consciously navigate to other parts of the integrated SynergySoft system. Hence, having selected a Property record, the User is told if there is correspondence, applications, infringements, encumbrances, customer service requests, animal information, health orders, pools, other ratepayer associated properties, special arrangements, septic tanks, or any other data. And the User can then view these with a single click.

Secondly,

information available regarding Apart from the information that is derived from the links to other modules, the Property database maintains details that include:

- Property details, eg. property address, locality, zoning, suburb, post code, land use, ward, and the Valuer General number
- Rating details eg. Valuations and rate codes
- Owners and previous owners, ie. name, postal & residential address, date of ownership, electoral information, pensioner number, etc.
- Occupiers, similar information to owners
- Amalgamation / sub-division history (automatically maintained) with links “up and down”
- Land parcel details, eg. lot, location, certificate of title details, land usage, MRD road no., tax map ref., frontage, dimensions, area, and description.

Access is available by various means including the SynergySoft GIS Interface, lot and/or location, street name/number, owners/occupiers names, assessment number, Valuer General number, land titles plan number, certificate of title number, or external account number. Search criteria can be mixed and part information is only necessary.

The rates ledger is an open item ledger, retaining a full history of transactions for as long a period as the council requires. It allows for general rates, service charges (such as the

swimming pool inspection fees and fire services levy), and prescribed area rates to be levied at each billing run. It also caters for back rates, legal charges, penalty surcharges (or interest) and "other" charges.

The system caters for:

- Revaluations, both automatic revaluations via tape from the Valuer Generals Department, and ad hoc revaluations and valuation appeals
- Differential rating
- Installments, both formal installment schedules and arrangements to pay
- Interim rating, as a result of revaluations, sub-divisions, amalgamations and service changes
- Pensioner Rebates, with a claim report being produced for submission to State Government. All assessments on the report being automatically recalled when the cheque is received from the government
- Discounts for prompt payment, including multiple discount dates and rates
- Multiple billing runs per year.

Cash receipting facilities include:

- Automatic cash allocation to outstanding balances on a user defined basis (with an operator override option)
- Single entry for the receipt of payment of a number of properties owned by an owner, removing the need to enter all assessment numbers
- All pensioners in a claim cheque can be processed using a single entry
- Receipt of monies from Agencies and FastPay
- An option for Direct Debiting.

Rates modeling facilities allow the future years (periods) rates to be determined using a separate modeling database. Information is extracted from the live rating files and modeled, the results being used to update the live system with the new years rating details. The modeling facilities allow the modeling of service charges, area rates and general rates. Differential rating is a feature of the modeling facilities although a simple model may also be produced.

Target modelling is also catered for taking account of minimum rates and differential rates. Such models calculate results extremely rapidly making the task an on-line operation.