

Councillor Cabada - QoN - Commercial Property Valuations and Rates Objection Process

Tuesday, 24 March 2026
Council

Council Member
Councillor Alfredo Cabada

Public

Contact Officer:
Anthony Spartalis, Chief Operating Officer

QUESTION ON NOTICE

Councillor Alfredo Cabada will ask the following Question on Notice:

1. What is the process for commercial ratepayers to lodge an objection to the valuation of their property where they believe the assessed value is incorrect?
 2. Who is responsible for determining property valuations used for rating purposes:
 - a) Is this undertaken by the Valuer-General, an external contractor, or another entity?
 - b) What role, if any, does the City of Adelaide have in influencing or reviewing these valuations?
 3. When a commercial ratepayer lodges an objection:
 - a) Which organisation assesses and determines the objection?
 - b) What is the average timeframe for resolution?
 - c) What rights of review or appeal are available if the ratepayer is dissatisfied with the outcome?
 4. Where is the organisation responsible for administering or determining valuation objections headquartered?
 5. How many commercial valuation objections have been lodged within the City of Adelaide in:
 - a) The 2023–24 financial year; and
 - b) The 2024–25 financial year to date?
 6. Of those objections:
 - a) How many resulted in a reduction in valuation?
 - b) What was the aggregate financial impact on rate revenue?
 7. Have any commercial valuation objections proceeded to external review, tribunal or court proceedings in the above financial years?
 - a) If so, how many?
 - b) What were the outcomes of those matters?
 - c) What legal or external costs were incurred by the City of Adelaide in relation to those proceedings?
 8. Does the City of Adelaide provide guidance or assistance to commercial ratepayers who wish to understand or challenge their valuation, and if so, what form does that assistance take?
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REPLY

As Presiding Member, I have determined that, taken in totality with the other questions asked, the question is improper due to the unreasonable length and number of questions asked by the Councillor and the principle that questions must not impede the meeting or unreasonably divert Council resources.

Notwithstanding, I have decided that on this occasion the questions will be answered; however, should this pattern continue, I will be likely to determine such questions to be improper, and they will not be answered.

1. What is the process for commercial ratepayers to lodge an objection to the valuation of their property where they believe the assessed value is incorrect?

Information on the valuation, objection and review process is available online at:
<https://www.cityofadelaide.com.au/resident/home-management/rates/>

2. Who is responsible for determining property valuations used for rating purposes:

a) Is this undertaken by the Valuer-General, an external contractor, or another entity?

See answer to question 1, above.

b) What role, if any, does the City of Adelaide have in influencing or reviewing these valuations?

See answer to question 1, above.

Westlink are independent valuers and, as such, City of Adelaide has no role in determining, influencing or reviewing valuations

3. When a commercial ratepayer lodges an objection:

a) Which organisation assesses and determines the objection?

See answer to question 1, above.

b) What is the average timeframe for resolution?

See answer to question 1, above.

The timeframe to assess and determine an objection can vary depending on the circumstances, including complexity and availability of information (including that provided by objector).

c) What rights of review or appeal are available if the ratepayer is dissatisfied with the outcome?

See answer to question 1, above.

4. Where is the organisation responsible for administering or determining valuation objections headquartered?

The City of Adelaide Rates and Receivables team receives the objections and liaises with the property valuation company Westlink Consulting to manage and process the objection directly with objectors. Westlink Consulting are head quartered in Melbourne but have a presence in Adelaide.

There were no organisations in Adelaide which undertake Annual Assessed Value valuations at the time the City of Adelaide engaged Westlink.

5. How many commercial valuation objections have been lodged within the City of Adelaide in:

a) The 2023–24 financial year

61 objections to individual valuation assessments were lodged (an objection may include multiple valuation assessments).

b) The 2024–25 financial year to date?

89 objections to individual valuation assessments were lodged (an objection may include multiple valuation assessments).

6. Of those objections:

a) How many resulted in a reduction in valuation?

1. 2023-24 objections resulted in sixteen (16) reductions in valuation.

2. 2024-25 objections resulted in fourteen (14) reductions in valuation.

b) What was the aggregate financial impact on rate revenue?

The objections to valuation resulted in a reduction to rate revenue of \$246k.

7. Have any commercial valuation objections proceeded to external review, tribunal or court proceedings in the above financial years?

a) If so, how many?

Two property assessments relating to the same property were referred to the Office of the Valuer-General for independent review in 2024/25.

b) What were the outcomes of those matters?

A reduction in valuation in both related matters.

c) What legal or external costs were incurred by the City of Adelaide in relation to those proceedings?

The cost of the independent review valuer engaged by the Office of the Valuer-General was \$1,381 (Ex GST) per valuation.

8. Does the City of Adelaide provide guidance or assistance to commercial ratepayers who wish to understand or challenge their valuation, and if so, what form does that assistance take?

See answer to question 1, above.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 9.5 hours.
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