ONLINE QUESTIONNAIRE GUIDANCE
FREQUENTLY ASKED QUESTIONS

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

   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 are properly considered.

   This online survey replaces the previous paper mail out process. If you would prefer a hard copy of the survey please contact us on (03) 8456 5151 or email 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 the option "Owner Occupied".

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

   Yes. If the property has been vacant for longer than 12 months, an abbreviated version of the survey will be presented. If the property has been vacant for less than this time please enter the details of the previous lease.

4. **Why is the web page not loading?**

   The survey is designed to work in different browsers on different devices. A modern browser is preferred, such as Google Chrome. If the webpage is not working correctly please contact Westlink Consulting on (03) 8456 5151 or email md@westlinkconsulting.com.au and we will assist you.

5. **What do I do if I don't know all of the 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.

6. **How should I respond if I have a shop and dwelling and I live in one and rent the other?**

   Please complete the questionnaire for the tenanted portion.

7. **My property is a non-income producing residential property with only one occupancy 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) 8456 5151 or email md@westlinkconsulting.com.au

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

   The information is requested in accordance with the *Valuation of Land Act 1960* and in compliance with the *Privacy and Data Protection Act 2014.* The information you provide will not be disclosed to any other external party without your consent, unless required or authorised by law.

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

   The information assists us to value your 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.

10. **What is the different between the Gross and Net Current Rental?**

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

    Net - tenant pays for the majority of expenses (rates, land tax, levies, maintenance, insurances, etc.)

11. **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 occupancies. 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

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

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

13. **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 alternatively we can assist you by phone (03) 8456 5151.

14. **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 this is acceptable also.

15. **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 the *Valuation of Land Act 1960* 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.