

## Ken Parker

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**From:** Ann Spendley <[REDACTED]>  
**Sent:** Tuesday, 6 March 2018 4:35 PM  
**To:** Legislation  
**Subject:** Local Government Act Review

To whom it may concern,

As the stated aims of the review is to improve the transparency, professionalism and efficiency of local government administration, I would like to submit my recent experiences as an example of what is REALLY happening in our community in our dealings with the City of Swan.

I would like to state that I am very disappointed with the way the City of Swan has handled the Recent Rate Review process.

We have been changed from UV to GRV without our knowledge. The COS was not transparent in their communication and have not received any replies to my emails questioning why this has happened. When I telephoned to query the interim rates notice I received I was threatened with bailiffs and was bullied with standover tactics. I do not consider this in anyway professional or efficient.

From November 2016 to February 7<sup>th</sup> 2018 I did not receive any notification or correspondence by mail, telephone or email that my Residence, Property and land was under review. I have now had a demand from them wanting an additional \$544.00 backdated to August 2017. How can I contest or have freedom of speech over something I knew absolutely nothing about.

I received a Deferral letter on 5<sup>th</sup> February 2018 stating that the review would not be going ahead. (2 days before my interim rates notice stating my property had changed from UV to GRV). Obviously as of the 5<sup>th</sup> of February 2018 it was still classed as UV. The City of Swan or Landgate have offered no explanation to me regarding this matter.

I therefore think the whole process is flawed and the City of Swan do not seem to be acting in the rate payers best interests.

Thank you for considering my submission.

Yours sincerely,

Ann Spendley

[REDACTED]