

## Council Rating Reviews & Process Assessment

### The Issue

Council rating systems are a critical source of revenue and a key interface with the community. However, rating structures and processes must balance fairness, transparency, legislative compliance, and administrative efficiency. Over time, rating models can become misaligned with strategic goals or community expectations, and manual or outdated processes can increase the risk of errors and complaints.

### What we do for you

We understand that rating is both a technical and political issue. Our team brings a structured, independent approach to reviewing rating strategies and assessing rating processes.

We can help you by:

- a. Reviewing your current rating structure and assessing alignment with strategic objectives and community equity.
- b. Undertaking legislated rating reviews, including community engagement.
- c. Evaluating rating categories, differential rates, and minimum rates or fixed charges for consistency and compliance.
- d. Assessing the efficiency and accuracy of rating processes, including data management, billing, and collection.
- e. Identifying opportunities to improve transparency, communication, and community understanding of rating decisions.
- f. Supporting internal teams with documentation, training, and process improvements.

Every Council has its own rating challenges, but the need for a fair, efficient, and defensible system is universal. At UHY, we help you strengthen your rating framework and processes with clarity and confidence.

## The Benefits

The benefits to you are:

1. A more equitable and transparent rating structure.
2. Improved compliance with legislative and policy requirements.
3. Greater efficiency and accuracy in rating administration.
4. Enhanced community trust and reduced rating disputes.

## What's next

Contact UHY to arrange a discussion about how we can best assist you.  
Connect with us and connect to possibility.