



Valuer General

# Our service to you

[www.valuergeneral.nsw.gov.au](http://www.valuergeneral.nsw.gov.au)



JUNE 2016 | ISSN 2203-1642

We provide the community with a valuation system based on principles of fairness, customer service, quality and professionalism.

## Our commitment

### We will


- be polite, helpful and respectful
- listen to your concerns
- handle your enquiry fairly
- be open, transparent and accountable
- make sure you have access to the information you need
- follow our policies and procedures
- ensure our information is clear, accurate and up to date.

### We aim to

- resolve your phone query on the first call
- respond to your correspondence within ten business days
- complete our review of your land value or property information within 90 days.

## We value your feedback


Tell us what you think.

 Valuer General  
GPO Box 15, SYDNEY NSW 2001

 [feedback@ovg.nsw.gov.au](mailto:feedback@ovg.nsw.gov.au)

## Contact us

We are here to help.

 1800 110 038  
8:30 – 5:00pm Mon-Fri

 Valuation Services  
Property NSW  
PO Box 745  
BATHURST NSW 2795

 [valuationenquiry@valuergeneral.nsw.gov.au](mailto:valuationenquiry@valuergeneral.nsw.gov.au)



131 250



The Valuer General is an independent statutory officer appointed by the Governor of NSW to ensure the integrity of land values across the state.

Property NSW, a division of the Department of Finance, Services and Innovation, manages the valuation system on behalf of the Valuer General.