

2011/2012 Rates & Charges

Ordinary Rates

Each year, rates are assessed on the basis of the land value multiplied by the rate in the dollar set by Council for the year.

Rating Categorisation

Rates are determined based on the categorisation of the land. All properties within the Hawkesbury Local Government area fall into one of three rating categories:

- Residential
- Business
- Farmland

For 2011/2012, the rates in the dollar applicable to the residential and business categories are the same. Properties categorised as farmland attract a lower rate in the dollar.

Land Values

Rates are assessed on the most recent land values provided by Land & Property Information (LPI) NSW. New valuations are provided every 3 years. The Hawkesbury received a re-valuation in late 2008 and these will be used for rating purposes for 2011/2012.

Increase in Rates and Charges

In setting the rate in the dollar, Council must comply with the rate pegging limit set by the NSW Minister for Local Government. Rate pegging limits the rate income that Council can raise between consecutive years.

The annual charges for domestic waste, sewer services and sullage services are determined on a cost recovery basis.

Domestic Waste Management Charge

A Household Kerbside Collection for ALL ratepayers who receive a regular garbage and recycling pickup will be available from 1 July 2011.

The Domestic Waste Management Charge shown on your rate notice in 2011/2012 includes your garbage and recycling pickup, as well as one kerbside pickup for the financial year.

Additional kerbside services throughout the year are also available at a charge of \$77.24 plus GST. Mattress collection is now also available at a cost of \$24.41 plus GST in urban areas and \$28.79 plus GST in rural areas. These additional services will be paid directly to the contractor by the customer via credit card at time of booking the service.

Bookings are essential. Residents need to call Council's contractor on 1300 889 527 to make a booking within 21 days of calling.

For further information see Council's website, www.hawkesbury.nsw.gov.au or call Council on (02) 4560 4565.

Pensioner Concessions

Rebates on Council rates and charges are available to eligible pensioners. Please contact the rates department on (02) 4560 4605 for information on how to receive any rebates that may apply to your rate assessment.

Payment in Full

If you are making a single payment for the full year's rates and charges, your payment is due by 31 August.

Payment by Quarterly Instalments

Instalment due dates and amounts are shown on your rate notice. If paying by instalments, you will receive an instalment reminder prior to the second, third and fourth instalments. Please note the instalment due dates for payment.

Payment Flexibility

If you are experiencing difficulty in making your payments by the due date, please contact our Debt Recovery Officer on (02) 4560 4610, to discuss the option of an alternative payment arrangement.

Overdue Payments

If an instalment payment is not paid in full by the due date, interest will be charged on the amount owing. For 2011/2012, the interest charge will be the maximum allowed by the Minister for Local Government, calculated daily. This had not been set at the date of printing. If your account is overdue, recovery action may be instigated resulting in additional costs payable by you.

Direct Debit

Council is offering a Direct Debit payment option to ratepayers in 2011/2012. If you wish to pay your instalments by Direct Debit simply contact Council's Rates Staff for a form to complete or download the form from Council's website.

Any person wishing to make a long term payment arrangement to pay off their outstanding rates will also be encouraged to complete a Direct Debit form and return it to Council.

Change of Name

If you have changed your name, notification should be provided in writing, along with a copy of your Marriage Certificate or a copy of your change of name by Deed Poll.

Change of Postal Address

If your current postal address is different from the address shown on the front of your rate notice, please send notification of the correct address in writing to:

Fax: (02) 4587 7740
Post: PO Box 146, Windsor NSW 2756
E-mail: council@hawkesbury.nsw.gov.au

Unfortunately, change of name or address advice will NOT be accepted over the telephone.



How to Pay



Contact your participating financial institution by phone or via the internet, to make your payment directly from your cheque, savings or credit card account (Visa or MasterCard). You will need the Biller Code of **1628** and the BPay Reference Number.



Australia Post

Pay your account via POSTbillpay. You will need the POSTbillpay Code of **9143** and the reference number from the **POSTbillpay** box on the front of the notice.

Phone payments: Call 13 18 16

Internet payments: www.hawkesbury.nsw.gov.au and follow the links to POSTbillpay.

In person: At any Australia Post agency.



Payments can be made by cash or cheque at any branch of the Commonwealth Bank throughout Australia. You will need the deposit slip from the bottom of your rate notice.

Payment in Person

You can pay by cash, cheque or credit card at the Council Offices, 366 George Street, Windsor. Office hours are 8:30am to 5:00pm Monday to Friday. EFTPOS facilities are available. (No Amex)

Credit Card Payments

Credit card payments can be made via BPAY or Australia Post POSTbillpay. Please ensure that you use the appropriate biller code and reference number when making your payment.



Mail

For rate payments only, please detach the payment slip from the bottom of your rate notice and return it, together with your cheque, to the following address:

General Manager: PO Box 146, Windsor NSW 2756

Direct Debit

Council is offering a Direct Debit payment option to ratepayers in 2011/2012. If you wish to pay your instalments by Direct Debit simply contact Council's Rates Staff on (02) 4560 4605.

Privacy and Personal Information Protection Act 1998

The Privacy and Personal Information Protection Act 1998 provides for the protection of personal information and for the protection of the privacy of individuals generally.

In carrying out its functions, Council collects, holds and uses a broad range of information including personal information, which may be used and disclosed in various circumstances.

Council has adopted a Privacy Management Plan to deal with the protection of the privacy of individuals.

For further information, please contact the Privacy Contact Officer on **(02) 4560 4444**.

This document contains important information. If you do not understand it, contact the Telephone Interpreter Service on 131 450.

In case of emergencies, listen to Hawkesbury Radio 89.9FM.

Council General Enquiries

Telephone: (02) 4560 4444
 Fax: (02) 4587 7740
 Address: Hawkesbury City Council
 PO Box 146
 WINDSOR NSW 2756
 E-mail: council@hawkesbury.nsw.gov.au

Updated June 2011

2011/2012 Information for Ratepayers



www.hawkesbury.nsw.gov.au