



attachment 3  
to  
item 212

Redacted copies of Submissions  
received following the Draft  
Supplementary Resourcing Strategy  
2017-2027 and Draft Supplementary  
Delivery Program 2017-2027

date of meeting: 28 November 2017  
location: council chambers  
time: 6:30 p.m.

**From:** [REDACTED]  
**Sent:** 14 Nov 2017 16:27:04 +1100  
**To:** Hawkesbury City Council  
**Subject:** Rate Variation

General Manager

It is appreciated the deadline for submissions to the proposed rate variation consultation was last Friday and thus I seek your indulgence in accepting this brief submission.

I strongly support the third option of the rate variation on two premises.

\* If the Hawkesbury Council is to provide the necessary infrastructure and facilities to allow the Hawkesbury communities to reinforce their unities, it needs further financial resources. The other options will at best maintain the current standards and at worst the resources will gradually decay. We get what we pay for.

\* I find it illuminating my annual Telstra bill is greater than the rates I pay to HCC. I am sure this would be a common occurrence. Why would I not support a rate variation increase!

[REDACTED]

**From:** [REDACTED]  
**Sent:** 14 Nov 2017 11:32:01 +1100  
**To:** Hawkesbury City Council  
**Subject:** Genral manager

I am writing in regards to the current and future rate rises, we were told we shouldn't merge with Baulkham hill council well I think that was a big mistake because Hawkesbury Council saw fit to increase our (Windsor Downs) rates to a level that will see hardship for many residence in the whole area and maybe a mass relocation of long term residence.

under no circumstances should an SRV be considered until the rates have been normalised and also the current climate be considered

Regards

[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 Nov 2017 23:22:13 +1100  
**To:** Hawkesbury City Council  
**Cc:** oakvilleprogressassociation@gmail.com  
**Subject:** Attention General Manager Hawkesbury Council re: rates increase.

Dear General Manager

I refer to the recent rate increase at my address [REDACTED]  
I believe this increase is a result of the increased land value provided by the valuer general and to create a fair distribution amongst the community.

However the increased value is only a perceived value as a result of development in the nearby Hills Council area, and the expectation that Hawkesbury Council would be competent enough to develop small pockets close to Council borders for the overall good of all the Hawkesbury residents.

**This rate increase is extremely unfair, some of the reasons are outlined below:**

If the council does not plan to change the zoning of my land, then it's value is vastly overstated.

This rate increase has added extreme pressure to our family budget, as well as undue financial stress for a number of my neighbours who are retirees.

The rates in surrounding suburbs have not increased as much as my area, yet the land value is similar and the zoning of the land is the same.

There is no added infrastructure or amenities for my family to use in this area to justify a rate increase of this amount, anything that our family needs is accessed in other Council areas as Hawkesbury Council is failing in its ability to foresee the future and provide sustainability for its residents to date.

The roads in the area are in need of extensive repair and have had no substantial upgrades in the past 15 years. I note that Cusack Rd is still a dirt road and yet the residents are expected to pay double the council rates.

This rate increase is the easy unsustainable option for an incompetent council and will continue to be a quick fix as the answer to justify a council appearing to do its job, sadly this is not the case.

Selective development would reap ten times the rates increase, be distributed more widely, and not leave families with undue financial pressure.

What was a desirable place to live, has become poorly run, and slowly losing its appeal, due to a council more focused on everything but its residents.

I understand my land will increase in value over time, and rates will slowly increase. But the doubling of rates in one year is not fair, especially since the land is not really worth that amount under its current zoning.

I look forward to your response on this matter.

Regards

[REDACTED]

[REDACTED]

Sent from [Outlook](#) on my iPad.

**From:** [REDACTED]  
**Sent:** 11 Nov 2017 13:02:29 +1100  
**To:** Hawkesbury City Council  
**Subject:** Supplementary Resourcing Strategy -Submission

From:  
[REDACTED]

Please accept this submission on Councils Supplementary Resourcing Strategy. I am fully in support of council proceeding with Option 3 Improve for the following reasons:

My feeling is we must have increased rating income if the Council is going to reduce and ultimately close the gap on the infrastructure backlog and be able to finance the best possible service outcomes. Of course no-one wants to pay more money for anything, including me. As it is I struggle to pay my rates, as I do for the never ending financial demands of the cost of living, mortgage, vehicles, power etc. But I am passionately in favour of the Hawkesbury remaining an independent Local Government Area free of any amalgamation with other councils. And I accept that to be a separate LGA we must remain fit-for-the-future.

I would not necessarily have this view if it was not for the dedication and competence of the current GM, Mayor and Council. While I believe improvements can still be made, I don't believe we have had a more genuine and capable leadership than we have now. So I am as confident as I can be that matters will be handled capably and responsibly with the best interests of the Hawkesbury at heart.

I am also aware that the State government could undermine some of the financial gains with rate pegging and cost shifting. But all things considered we must have the Special Rate Variation.

Please count my submission as being firmly in support of Option 3 Improve.

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 16:24:58 +1100  
**To:** Hawkesbury City Council  
**Cc:** Hawkesbury City Council  
**Subject:** Unfair Hawkesbury rate increases.  
**Importance:** High

Attn: the General Manager,

I want to express my disgust in the way the Hawkesbury council has decided to increase our rates and that we oppose the SRV. We are residents of Oakville and are being treated unfairly.

Our rates have increased over double, it has gone up from \$1,800.00 to \$3,900.00 odd for the year, 180%. How is this fair? This has been done with no warning, this has created me and my family enormous hardship, my pension has not gone up in line with my council rates going up.

We are not receiving any help from you, we have been waiting over a year for a gutter to be dug alongside of the road to stop the water running down our driveway into our garage. In April this year we had someone from the council come out who said he agrees, there should be a gutter to collect water and divert it down along the road. He said he will be back in 2 weeks and we are still waiting since April. We had called on several occasions regarding this just to be palmed off. I pay my bills on time every time and I do not get anything back from the council.

I am also paying for your salary to be on the council and I do not think you are doing a good job. There is no concern from you that some people may actually be put in debt. Your tactics are very unfair and not transparent.

Under no circumstance should you consider an SRV until you get back to a fair rate model. I will be looking at ways to overturn the council and get rid of the current members who do not take the interest of the Hawkesbury to heart, clearly by your current actions or lack of.

Regards [REDACTED]

Confidential communication  
[REDACTED]

**From:** Danielle Wheeler  
**Sent:** 10 Nov 2017 17:01:16 +1100  
**To:** Hawkesbury City Council  
**Subject:** Fwd: On behalf of [REDACTED]  
**Attachments:** [REDACTED]

Sent from my iPad

Begin forwarded message:

**From:** [REDACTED]  
**Date:** 6 November 2017 at 8:37:55 pm AEDT  
**To:** "[danielle.wheeler@hawkesburycouncillor.com.au](mailto:danielle.wheeler@hawkesburycouncillor.com.au)"  
<[danielle.wheeler@hawkesburycouncillor.com.au](mailto:danielle.wheeler@hawkesburycouncillor.com.au)>  
**Subject:** On behalf of [REDACTED]

Good Evening Danielle,

[REDACTED] have requested that I forward send you the attached letter on their behalf.

Regards

[REDACTED]

Sent from [Mail](#) for Windows 10

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[REDACTED]

Dear Councillor Wheeler,

We are writing to you to raise some concerns about the rate restructure debate currently going on.

As a young couple with two small children, we both worked extremely hard to get into the property market and purchased a small 3-bedroom home on a small block in Bligh Park to raise our children.

The recent reduction in our rates has meant that we are able to save some money to create a buffer and potentially help our children, when the time comes, access services that might otherwise not have.

We understand that all families struggle from time to time, and we're more than happy to pay our fair share and pay rates on our property that is fair.

We're not wealthy by any stretch nor is our property worth a great deal in comparison to some of the larger properties in Bligh Park and indeed the Hawkesbury.

We believe that option 3 is the best way forward for the Hawkesbury to provide for our children as they grow. We have both grown up in the Hawkesbury, our friends and families all live in the Hawkesbury. We would be disappointed if we had to leave the area because of an unfair distribution of rates.

Yours Sincerely

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 18:24:05 +1100  
**To:** Hawkesbury City Council  
**Subject:** Oppose the SRV rate

We believe as part of the community we wish to raise our concerns about the SRV Rate increase. We deem this to be unfair and wrong as there is no equal rates distribution nor consistency in the decision being made. This will create enormous hardship for many long term payers and under no circumstances have the rates even been normalised. People cannot afford the current unfair increase let alone further increases. Where is the justification in doing such increases? and if you are unable to sustain fair rates and be a fair council, why are you making people fund the council to become viable with such increases. This requires further consideration and under no circumstances should this be allowed, you must get back to fair rate model.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 18:38:59 +1100  
**To:** Hawkesbury City Council  
**Subject:** Rates restructure

The General Manager, Mayor and Councillors,

As a Hawkesbury resident I would like to comment on the rate restructure under consideration.

I am a single person who is renting at the lower end of the market, and the cost of rates tends to impact on rental prices as landlords pass this on to their tenants. As I am in my 50s I am very concerned about the affordability of rental properties, as I really don't want to become a member of the latest rising demographic of homeless women over 60.

I have a young adult daughter whose dream is to be able to purchase her own home. With the price of property this is difficult enough, but rising rates for small properties makes it even more difficult to enter the market. I am very appreciative of the recent restructure that has seen rates for small residential properties drop proportional to their land values. Owners of lower valued properties should not have to subsidise those on acreage worth several million dollars.

Regarding the options for rates rises, I believe that the best interests of most of the residents would be served by option 3. My landlord doesn't live here. I do. If he invests more in the community in which his tenants live, he gets a more desirable property and I, as a renter, get better services in my neighbourhood. His rates are tax deductible and his property value will rise if the area in which I live, South Windsor, is better maintained. I'll also be a happier tenant. It's a win-win.

I believe that Option 3, following on from the restructure, would allow those struggling on lower incomes to get some relief, while still providing services to benefit all residents. As a community services worker, equitable provision of social services is important to me.

Yours sincerely,  
[REDACTED]

Sent from my iPhone :)

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 16:20:23 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

I am against any rate rise due to my rates have increased 180% and has created hardship to us, when some rate payers received a decrease. We are at a loss for words, in our option this council has ruined peoples lives in the Hawkesbury area.

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 16:08:12 +1100  
**To:** Hawkesbury City Council  
**Subject:** FW: SRV Rate Changes

Dear General Manager

I'm writing to you as a concerned new member of Hawkesbury Council regarding the recent rate increases experienced by some of my fellow Hawkesbury property owners. My partner and I moved into our new home just over a year ago and having experienced our own rate issues with your offices lack of organisation and communication already and now having heard the appalling news that some citizens of the Hawkesbury have experienced a 180% increase is just unacceptable and to be honest scary.

This is people's livelihoods you are dealing with and of all the councils in Sydney the Hawkesbury is filled with the most down to earth hard working honest people who do not deserve to and should not have to experience the hardship of such an increase. This is affecting your communities greatly and there must be other ways to resolve whatever revenue making is required by your council.

I would ask you to please change this to a fairer and realistic structure for all.

Regards

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 16:07:38 +1100  
**To:** Hawkesbury City Council  
**Subject:** ATTN: General Manager - SRV rate increase  
**Importance:** High

Dear General Manager,

I am writing to you to oppose the SRV rate increases as the continuous rate increases are unfair for all Hawkesbury property owners. My partner & I have only moved to the Maraylya - Hawkesbury Council Area about 18months & we have already seen dramatic rates increases that we are struggling to sustain. We are paying over \$5,000.00 a year in rates etc & we only live on 1,000m2 of land & it will only get worse for us. This is ridiculous! This is hurting us & all other property owners!

We were advised last year the council merger was not necessary as Hawkesbury council was fit for future & is sustainable, it seems this is being done with continuous rate increases.

The continuous rate increases are unfair for all families & it needs to stop. It's hard enough paying the "Sydney branding" fee to live in Sydney let alone having to pay more for the piece of dirt your family home is sitting on. We were asked to pay a \$4,500.00 council contribution fees when we built our family home. This contribution was for suburb improvements, we have not seen any changes in the last 18 months. We have no curbs or gutter nor town water or sewer & still we keep silent!

You need to support the property owners in your council & rate increases is not the way!

I hope you can put yourself in our shoes & understand everyone's frustrations & anger.

All we ask is for consideration & a fair council when it comes to rates.

Regards

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 14:58:41 +1100  
**To:** Hawkesbury City Council  
**Subject:** Oakville Rates

To the General Manager

We are writing in regard to the astronomical rate rise we have received this year and the potential 30% increase on top of that.

We have lived in Oakville for over 31 years, we are in our 50's. Not only can we not afford a further rate increase we cannot understand why the residents of Oakville and a few surrounding suburbs are expected to carry such a huge financial burden. By doing it this way you have managed to keep the majority of residents happy by decreasing their rates so any increase probably just brings them back to what they were paying. We and our neighbours on the other hand are now paying nearly \$4000.00 a year with plans to increase this by another \$1200.00.

We receive no services above the basic garbage, recycling and the very occasional road upkeep. The reason given for our rise is our proximity to the subdivisions on the Baulkham Hills Council side of Boundary Road. Sorry we fail to see any advantage for us or are we missing something? Increased traffic on already bad roads and more cars on all roads for us to get to work. How does this add value to our land?

We have had our rates go up and down many times over the years and have never questioned it but this is just too much to let go by. Please take our current rates back to where they were before considering any increases.

Regards

[REDACTED]

Sent from my iPad

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 15:18:25 +1100  
**To:** Hawkesbury City Council  
**Subject:** ATTN: General Manager

To The General Manager

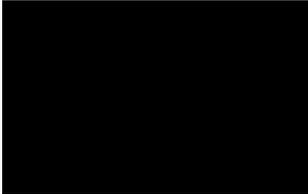
I am disgusted by the councils blatant disregard for the rate payers in Oakville! My rates have been raised over 25% in one hit! That is obscene! My fellow residents and myself shouldn't have a huge rate increase to fund a rate drop for 80% of the district, before an SRV, how is that fair? Last year Councillors said we were fit for the future? What happened? More empty promises made by politicians. This is the worst rates mistake in the history of the Hawkesbury. Elderly people have to change their lifestyle and some have half their available income going to fund the council to become viable and it must change.

The rates should be based on a rate payers net taxable income, NOT on the valuation of the land. Why should some residents whose net taxable income is under \$100,000 have to subsidise some residents whose net taxable income is \$200,000, based on the suburb in which they live??

Under no circumstance should you consider an SRV until you get back to a FAIR rate model!

Regards  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 13:55:36 +1100  
**To:** Hawkesbury City Council  
**Cc:** oakvilleprogressassociation@gmail.com  
**Subject:** Attn: General Manager - Re: Rate Increase



Dear General Manager

Re: Rate increase

I refer to the recent rate increase at my address [REDACTED]. This increase, as I have been led to believe, is a result of the increased land value provided by the valuer general and to create a fair distribution amongst the community.

This rate increase is extremely unfair for the reasons outlined below:

- My income has not doubled in line with the rate increase so now this has added extreme pressure to our family budget, as well as undue financial stress in a number of my neighbours who are retirees,
- The council is making an assumption that as I live in a certain area that I must be of a certain socio economic status.
- The rates in surrounding suburbs have not increased as much as my area, yet the land value is similar and the zoning of the land is the same,
- There is no added infrastructure or amenities for my family to use in the area to justify a rate increase of this amount,
- The roads in the area are in need of extensive repair and have had no upgrades in the past 15 years. Even now I note that cusack road is still a dirt road and now the residents are expected to pay double the council rates
- Is the rate increase a ploy by the councillors to be considered a "fit" council due to the determination by the state government earlier this year that the hawkesbury council was deemed "unfit"
- Due to the substantial increase in development the revenue received by council from the DA's would surely offset the need to double my rates
- I understand my land has increased in value, however this is irrelevant due to the fact that I love the area and have no intention of selling. I grew up in Oakville and I want my children to also experience the same as what I had. It's the old saying "asset rich, cash poor" – this is all well and good in theory – however to reap the benefits of the land value then I have to sell and move out of the area.

I am a reasonable person and I could understand a small increase in rates over a period of years, however, to simply double my rates in one year is excessive, unfair, creates added stress on my family and is not what the reasonable person would deem ok and certainly not what I expect from my councillors.

I look forward to your response on this matter.

Kind Regards

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**From:** Oakville Progress Association  
**Sent:** 10 Nov 2017 12:18:51 +1100  
**To:** Peter Conroy;Hawkesbury City Council  
**Subject:** Petition from Hawkesbury Residents in relation to SRV  
**Attachments:** Petition Pages 1 to 22.pdf, Petition Pages 23 to 44.pdf

Oakville Progress Association Inc.

10 November 2017

[oakvilleprogressassociation@gmail.com](mailto:oakvilleprogressassociation@gmail.com)

Hawkesbury City Council  
Attention: The General Manager – Mr. Peter Conroy  
Via email: [peter.conroy@hawkesbury.nsw.gov.au](mailto:peter.conroy@hawkesbury.nsw.gov.au)

Dear Mr. Conroy,

**RE: Hawkesbury City Council Residents Petition against the “Draft Supplementary Resourcing Strategy 2017-2027 incorporating Draft Supplementary Delivery Program 2017-2021”**

We present to you a petition signed on behalf of the residents of the HCC (Hawkesbury City Council) area in relation to Council’s proposed SRV (Special Rate Variation) proposal.

The petition attached represents 634 residents, investment property and business owners within HCC’s rates area who are opposing Options 2 and 3 presented by Council for its SRV requirement.

We were overwhelmed that nearly all people we spoke to did not know what the SRV was, or that some suburbs have already had up to a 180% increase in rates during 2017, and the majority a rate drop prior to the proposed SRV. It has become clear that the Council cannot claim it has a mandate for this SRV.

Based on the data presented in “Draft Supplementary Resourcing Strategy 2017-2027 incorporating Draft Supplementary Delivery Program 2017-2021” there are assumption inconsistencies on the presentation of the data suggesting there may not be a clear mandate for Council’s preferred Option 3 per the following.

1. A representation of 2.3% of the population had submitted their Option 1, 2 or 3 via the 4 survey means. Those choosing Option 2 cannot be considered or part of Option 3 per page V of the report as this was not an Option presented at any of the meetings, this was a Council report that chose to combine Options 2 and 3. Equally those choosing Option 2 could also be included as Option 1 if no clear direction was given therefore a clear

mandate for Option 1 could also be made as an assumption but not represented in the report or accounted for.

2. It was evident at the town meetings that some people were attending multiple meetings and had the opportunity to vote several times. There was no control in place to stop multiple attempts to vote at these town meetings. It was poorly executed and not reliable.
3. At several of the town meetings residents departed prior to voting taking place therefore did not cast their vote. The Meetings were badly run, and people were not aware of the vote. No attempt was given to request these people submit votes prior to departure.
4. Is 2.3% of potential respondents statistically valid? With the vote split as follows;
  - Option 1 – 34%
  - Option 2 – 32%
  - Option 3 – 34%
 It would appear that neither of the options have a conclusive or overwhelming majority of votes in its own right.
5. To assume it is acceptable to put some rates up by 180% and drop others pre SRV is unprofessional, when most of this council stood on a platform of making rates fair.
6. We would respectfully suggest you postpone the SRV until you can fairly say it is representative of the wishes of the majority of people in the district, not just a tiny sample of the population.

Table 1. Below is a representation of the data compiled by HCC and published on Page V of the “Draft Supplementary Resourcing Strategy 2017-2027 incorporating Draft Supplementary Delivery Program 2017-2021” report. The HCC sample size is 1507 respondents over 66,136 representing 2.3% of the HCC population. Neither Option representing a clear majority with just 7 responses separating Option 1 and Option 3.

Survey Method	Number of Responses	Option 1		Option 2		Options 3	
		Response s	Percentag e	Response s	Percentag e	Response s	Percentag e
<b>Telephone</b>	<b>401</b>	172	43%	136	34%	92	23%
<b>On Line</b>	156	61	39%	41	26%	55	35%
<b>Postal</b>	756	242	32%	272	36%	242	32%
<b>Town Meeting</b>	194	31	16	39	20%	124	64%
<b>Total</b>	1507	506	34%	488	32%	513	34%

Table 2. Below represents the same data but now includes those numbers who have signed the presented “Petition” attached. With 634 petition signatures the data demonstrates both majority and sample size increase from 2.3% to 3.2% of the HCC population.

Survey Method	Number of Responses	Option 1		Option 2		Options 3	
		Response s	Percentag e	Response s	Percentag e	Response s	Percentag e
<b>Telephone</b>	<b>401</b>	172	43%	136	34%	92	23%
<b>On Line</b>	156	61	39%	41	26%	55	35%
<b>Postal</b>	756	242	32%	272	36%	242	32%
<b>Town Meeting</b>	194	31	16	39	20%	124	64%
<b>Petition</b>	634	634	100%	0	0%	0	0%
<b>Total</b>	2141	1140	53%	488	23%	513	24%

95% of residents signing these petitions were unaware of the SRV or felt significantly uninformed of Council's intention. We present to you 634 signatures of people across HCC's district opposing HCC's Option 2 & 3. We duly request HCC take this submission and postpone its proposed introduction of the SRV until residents can be properly informed, and a fair rates system restored.

Regards,

The Committee

Oakville Progress Association

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 14:07:11 +1100  
**To:** Hawkesbury City Council  
**Subject:** NO SRV - I oppose the councils proposed Special Rate Variation

The General Manager

Hawkesbury City Council

9th November 2017

I STRONGLY oppose the Hawkesbury Council Special Rate Variation as outlined in the draft release on Exhibition from Oct 13 to Nov 10 2017. I present the following reasons for my opposition to the SRV:-

1- The Rates Review by council for 2017/2018 rates resulted in an increase for our area of 110% to 160% over the rates of 2016/2017. This is UNAFFORDABLE and TOTALLY UNFAIR seeing 80% of ratepayers in Hawkesbury received a rate reduction of 10% to 20%.

2- To impose a 20 or 30% SRV on rates that have had a 110 - 160% increase will be totally unaffordable to local ratepayers in my area.

3 We have an aging population and most of the local residents have lived here for 30 and 40 years and are now in their senior years. Their income is basically fixed and to demand more rates will need to come from the same fixed (pension) income which will be most distressing for them.

4- This year I will pay \$80 a week to Hawkesbury City Council and all I get for this is a Garbage Pick Up. Council never cuts the roadside grass (We do it ourselves) and never fixes the road. Never use the facilities that the Windsor and Bligh Park residents have available as they are too remote from my home. Government seems to be financing everything on a user pay criteria why not let the users fund the facilities that they use. I will pay for the garbage pick-up in that case.

5- Until the UNFAIR RATE structure is revised any SRV cannot be approved.

6- The fact that Land Value has increased has NO RELATIONSHIP to our DISPOSABLE INCOME and yet Council uses this excuse to demand a huge slice of our already tightly budgeted fixed income. Perhaps I can give you a few square metres of my LAND as my rate payment.

7-Last year Hawkesbury Council told the NSW Government they were Fit for Future to prevent a merger will part of the Hills Council. Now you need a SRV because you are NOT Fit for Future. Can we trust the current councillors to run the Hawkesbury district effectively?

8- The UNFAIR RATING FORMULA currently used by the Council needs to be revised back to the old rating structure and a better way to assess rates other than estimated land value which is a NON CASH asset needs to be found. Perhaps increasing the BASE RATE to better share the rates around the total ratepayer base. Not all Oakville residents fall into the median income published in your draft report and certainly do not all fall into the higher privileged Socio - Economic index bracket as suggested in your draft SRV report. That is a common error when you only use averaged data in making your deductions.

Kind regards

[Redacted]

[Redacted]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 12:38:10 +1100  
**To:** Hawkesbury City Council  
**Subject:** ATTENTION GENERAL MANAGER ----- HAWKESBURY RATES - SRV RATE INCREASE -

Dear Sir/Madam

It has come to my attention that the Hawkesbury Council Local Government is proposing to apply for a Special Rate Variation.

**WE STRONGLY OBJECT TO THIS PROPOSAL**

I have lived and raised my family here for the past 43 years. Chose this area for affordability and lifestyle to raise my family. We are Pensioners and therefore on a very strict budget. I cannot see the Government doubling my Pension to help fund this massive increase in our rates.

**Never in my wildest dreams did I envisage that at this stage in my life I would be put in such a position as to having ‘literally fight’ local government due to their flick of pen in creating this ‘adversity’ for us in our retirement – in more than doubling our rates.**

Last year the Hawkesbury Council opposed merging with The Hills and stated that they are viable to govern!!!! That they are fit for the future.

*And now they are showing us they are not viable and definitely were not fit for the future.*

This year the rating system was changed and has led to an **unjust and unfair** redistribution of rates in the community. It has led to some suburbs having huge increases in rates of up to 180% or \$2000-\$3000 in one hit.

***It is obviously unfair and the biggest Rates mistake ever made by Hawkesbury Council.***

This was a predetermined strategy that the majority councillors undertook to minimise the effect of the Special Rate increase.

What the devil was the council thinking – did they think the community would not react. Despite a majority section in the community receiving a reduction – but a small portion receiving a whopping 100-180 % increase to compensate. If LG wanted to make themselves more of a ‘viable council’ this certainly is not how it should be done.

A few years ago when Bowen Mountain received a 27% increase there was a huge outcry.

So did they think this community would not react.

And now they want another 30% increase.

*This council fought against amalgamation and this is how they show the community/state government how they can become ‘viable’. Hawkesbury area and especially the Sydney side of the Hawkesbury River would certainly have been better off amalgamating with the The Hills Shire as they have shown/know how to run LG.*

Hawkesbury Councillors have made the rates system unfair and created huge division in the community by funding a rate drop to 80% of residents - ie most the of district but in the process penalising 20% of the community like the 500 odd residents of Oakville who have had rate increases of 180% in one hit.

This rate redistribution and change of rates formulas by the current Hawkesbury Council is **unjust and obviously unfair** and has created enormous hardship for long term payers. Most definitely the worst rates mistake in the history of the Hawkesbury. Under no circumstances should an SRV be considered until the rates have been normalised. People cannot afford the current 180% rates increases imposed by the council, let alone another 20-30%. Elderly people have to change their lifestyle and some have half their available income going to fund the council to become viable and it must change.

This (Council) literally drew a circle around a suburb/community and ‘picked on’ them because they are situated right next door to the Northwest Growth Centre. What do we receive back for our rates – NOTHING-- do not have footpaths, we do not have kerb and gutter, the roads are not maintained regularly—do not recall the last time my road was graded.

There was no consultation with the community – we received no direct correspondence from Hawkesbury Council.

*This year we had rang to have the drain near our place cleaned out as it heavily blocked - still waiting 6 months later.*

**WE STRONGLY OBJECT OBJECT TO THIS  
PROPOSAL AND UNDER NO CIRCUMSTANCE SHOULD A  
SPECIAL RATE VARIATION BE CONSIDERED UNTIL YOU  
GET BACK TO A FAIR RATE MODEL**



10th November, 2017

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 12:54:19 +1100  
**To:** Hawkesbury City Council  
**Subject:** Draft Supplementary Resourcing Strategy/Draft Supplementary Delivery Program Submission

Mr. Peter Conroy,  
General Manager,  
Hawkesbury City Council

Dear Mr. Conroy,

**Draft Supplementary Resourcing Strategy 2017-2027 incorporating Draft Supplementary Delivery Program 2017-2021**

Having read through this document I am making this submission in support of the Council's preferred Option 3 investment strategy.

I have earlier made a submission regarding a large number of spelling, grammatical and formatting issues within the draft documents which I hope will be addressed prior to formal issue of the same, and particularly before any submission is made to IPART.

It is obvious that Council staff has put an enormous amount of work into the preparation of these documents and the process leading up to this point, and that the Hawkesbury community places significant demands on Council to provide services, programs and infrastructure. In order to meet this demand it is apparent that there is a price that must be paid, particularly in the current environment where the State government continues to provide less than it should.

While fully supporting the Option 3 investment strategy, there are a number of issues which also need to be addressed moving forward.

**1. Need to monitor distribution of notional yield.**

The recent valuation by the NSW Valuer General revealed a concerning trend where land zoned for business use is not increasing in value at anything like the rate of adjoining residential land. As a result, the proportional value of business land is falling in comparison to residential, leading to a transfer of the rates burden from income-producing business land to the residential category. In terms of "ability to pay", it would seem that, for instance, a registered club that is continually expanding is in a far better position to pay increased rates than a resident on a fixed wage.

While investment in business is to be encouraged, the rating system needs to be examined to ensure the burden is appropriately shared when valuations, as the basis for distribution, are not moving in the same direction.

**2. Rating structure**

The 2017/2018 change to the rating structure was an election promise for most of the current Councillors, who committed to reversing the change introduced in 2013/2014. While the change resulted in savings for the vast majority of ratepayers, the impact was compounded for those who had major revaluation changes. I have provided most Councillors with a revised rating structure model using "centre of population" distribution as used by a large number of "regional" councils with similar issues to the Hawkesbury, with the aim being to redistribute rates so that a larger proportion is collected from the populated areas with most access to services.

As rates are reviewed each year during the budgetary process, it is technically possible to change the spread so that a majority of ratepayers are paying a similar amount. This means rates may increase by more than the illustrated percentages in the documents, or in fact less. The possibility of changes to the rating structure is not mentioned in the draft documents.

### **3. Affected Council policies**

A significant proportion of current Council policies have not been updated for many years.

It would appear from the draft documents that the Community Buildings, Provision, Management and Use Policy, which was adopted in April 1988 and last revised in May 1998, will need to be revised as it provides that “the funding of improvements to community buildings should wherever possible, be carried out from within the resources of the Community Management Committees”. It further provides that “before any application for provision of a new community building is considered by Council, the possibility of joint use of existing buildings be fully examined”. The Works Plans referred to in the draft documents appear inconsistent with this policy.

The Community Services Policy adopted in February 1993 and revised May 1998, while appearing to be complied with by the current process, should probably be reviewed for currency.

The Debt Recovery Policy adopted in June 2010 and the Pensioner Rating Concessions Policy adopted in July 1999 and revised in November that year will apparently be replaced by the Debt Recovery, Pensioner Concession and Hardship Policy currently on display, although there is no mention in the draft that it supersedes the existing policies.

### **4. Interference in the process by the State Treasurer**

The following statements were made by the Member for Hawkesbury at a meeting of the Oakville Progress Association on Wednesday 4 October 2017:

“You can’t tell me that they are driving every single dollar efficiently”

“I have informed the minister that the community is up in arms about it”

“I have raised with the minister as late as today that in my view there should not be a rate variation”

“My advice to you would be get very very loud, get very very active, as part of that (public consultation process)”

“Post that period I will continue to make my strong views to her to the minister for when that recommendation from IPART comes across her desk”

“In addition to that I will be continuing to advocate on your behalf and if I can ensure that the rate variation doesn’t go through anyway that I can play a role in that I will”

Council should make formal representation to the Member advising that his interference in the process is not appreciated, that he was elected to represent the entire electorate, and that Council has followed the appropriate and legislated procedures in ascertaining that the majority of residents are in favour of paying more in order to receive the benefits of improved infrastructure and services.

A copy of the recording of his address is available.

Regards,



Virus-free. [www.avg.com](http://www.avg.com)

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 12:16:13 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

We strongly oppose and object to option 2 and 3

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 13:25:08 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

██████████

**Address**

██

**Please provide submission below**

To Hawkesbury Councillors, My wife ██████████ and I live on 5 acres in Oakville. We have recently been hit with a massive 180% increase in our rates and find this to be completely unfair and without merit. We are both in our 70's and on the pension. We have been living at this same address for 32 years and have never had a hike in our rates like this ever before. We are struggling to make ends meet as it is. We rely on our daughter and her husband to help us financially and try our best to pay our current rates off at \$100 per fortnight, if the money is available. To think that you will be following this massive increase up with a further 30% increase in an attempt to make council seem viable is inexcusable and outright blood-minded. Last year we were informed by council that we didn't need to merge with The Hills and that we were fit for the future. Now you are forcing only a few suburbs, including Oakville, to finance your 'viability' plans whilst giving approx 80% of the district a drop in rates so they won't feel the pain of the further 30% increase required. This has got to be the most obvious mistake that council has ever made. It is so blatant in its sculduggery and political overtones that I suggest you may be digging an even bigger hole for yourselves than the actual merge would have created! To make matters worse you have recently employed the services of a debt collector to extract unpaid rates from us even though we have attempted to pay small amounts regularly to try to keep up. I would have thought that a call from council to discuss our circumstances prior to 'setting the dogs onto us' would have been an appropriate option. We are 70 and 72 year old pensioners still working hard on the upkeep of our property and my wife and I are doing it tough. We have had to take out a small mortgage to make ends meet and we feel that council have abandoned us when they should be showing compassion and support. I suggest that with stories like ours together with the massive opposition shown by affected rate payers and certain action / lobby groups that council may end up having to deal with significant unwanted media attention. This situation is a powder keg waiting to explode given the controversial circumstances and the sheer scale of discrimination involved. All that said I am not totally opposed to an SRV as long as it is fair and reasonable and that the current rates hike is normalised and gets back to a fair model. My wife and I are now looking to get my daughter and son in law to move out here with

us in an attempt to ease our financial difficulties and to allow us to remain in the district that we love dearly. We really can't see any other way and implore that you reconsider and re-evaluate your current position. Yours Sincerely, [REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 12:07:08 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

I support Hawkesbury City Council's third option - a Special Rate Variation which would allow improvement of our assests and provision of new services. As a ratepayer in the Hawkesbury LGA, I see improvements in our assests and services as the only way we can move forward as a community and for the Hawkesbury to maximise its potential. By meeting community expectations and providing twenty-first century services Hawkesbury City Council will be well placed to encourage tourist and investment dollars to our region.

**From:** Col Mackrory  
**Sent:** 10 Nov 2017 11:50:03 +1100  
**To:** Hawkesbury City Council  
**Subject:** Draft Supplementary Resourcing Strategy Submission  
**Attachments:** Draft Supplementary Resourcing Strategy Submission.pdf

Please find attached a Draft Supplementary Resourcing Strategy Submission from the NRDCAA.

Regards  
Colin Mackrory  
NRDCAA Secretary

North Richmond and Districts Community Action  
Association Inc. (NRDCAA)

3 Gregory Street  
North Richmond  
NSW 2754

General Manager HCC

Dear Mr. Conroy,

I write on behalf of the North Richmond and Districts Community Action Association Inc. supporting an application to IPart for a special rate variation.

We have advocated for better services for many years and realise that meeting these costs requires higher rates.

It also requires creative thinking to ameliorate infrastructure problems.

We support Option 3.

We also ask that if ratepayers have difficulty in paying the new rates as per Option 3 that Council wave the interest payments.

We thank Council for the excellent communication and consultation which has taken place.

Kind Regards

Colin Mackrory  
NRDCAA Secretary

Beatriz Insausti - President 0414 709 303    Colin Mackrory - Secretary 0408 265 622  
[www.nrdcaa.org.au](http://www.nrdcaa.org.au)

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 11:35:23 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

It has come to my attention that the LG wish to increase SRV Rate. \*I STRONGLY OBJECT TO THIS PROPOSAL. \*To date the recent rate redistribution and change of rates formulas by the current Hawkesbury Council is unjustly unfair and has created enormous hardship for long term rate payers.. \* Most definitely the worst rates mistake in the history of the Hawkesbury. \*Under no circumstances should an SRV be considered until the rates have been normalised. \* Families cannot afford the current unfair 180% rates increase imposed by the council, let alone another 20-30%. \* Elderly people have to change their lifestyle and some have half their available income going to fund the council to become viable and it must change. \* Last year these councillors said we didn't need to merge and we were fit for the future! \*Very unfair to increase the rates in Oakville and a few other suburbs by 180% to fund a rate drop for 80 % of the district, before and SRV. \*Under no circumstance should you consider an SRV until you get back to fair rate model. [REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 11:13:12 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

The redistribution of rates prior to the proposed SRV has created a class structure for rates in the Hawkesbury. An us and them mentality, divisive and creating great hardship for a few to pander to the many. Under no circumstances should an SRV be considered until the rates have been normalised. The impost that the SRV will create on top of the unbalanced rate structure will send long term residents of the Hawkesbury to the wall. It is unfair to increase the rates in Oakville and a few other suburbs by up to 180% to fund a small rate drop for 80% of the district, before an SRV. I oppose the SRV and ask that Council consider postponing such an increase until rates are fair for everyone in the Hawkesbury.

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 10:45:35 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV RATE INCREASE - FOR THE ATTENTION OF THE GENERAL MANAGER

To : The General Manager

Being a resident in the Hawkesbury area for 30 years I'm am very concerned with the recent rate increases and future increases.

Living in the semi rural area of Maraylya it was my plan to live here for at least another 30 years but now with excessive rate increases

there may be a change to my long term plans. Many other locals are also concerned and it is difficult to comprehend why the residents of

the rural part of the Hawkesbury are being targeted with these hefty rate increases while the residential part have their rates reduced.

Cost of living expenses are through the roof and now council rate increases are going to cause financial hardship to many residents that

may have no other option than to sell up and leave the Hawkesbury.

Shame Hawkesbury Council.

[REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 10 Nov 2017 10:37:31 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

object option 2 & 3

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 08:46:02 +1100  
**To:** Hawkesbury City Council  
**Subject:** Draft Supplementary Resourcing Strategy/Draft Supplementary Delivery Program Submission

The following comments relate primarily to spelling, grammatical and formatting issues within the documents available on Council's website. A separate submission will be lodged regarding content.

Draft Resourcing comments

#### **Page iv**

The three investment options presented in this in the Supplementary Resourcing Strategy 2017-2027

This sentence needs the 2 words "in the" removed so it reads "in this" alone

**Page viii** – The use of the phrase "the Supplementary Resourcing Strategy" in the second sentence of the first paragraph and the first sentence of the third paragraph should read "this Supplementary Resourcing Strategy".

What is the purpose of the asterisk \* in Table 1? There is no explanation for its existence.

The second last paragraph, Draft Delivery Program is for **2017-2021**, not **2017-2027**.

**Pages ix, x and xi** – Contents. The numbering of sections is incorrect.

Starting with Section 2 Hawkesbury Snapshot, 1.8-1.11 should be 2.1-2.4 and the subsections adjusted.

Section 3. Supplementary Long Term Plan should then change numbering from 1.12-1.19 to 3.1-3.8. There should also be a line inserted before the Appendices.

Section 4 Workforce Management Plan needs renumbering from 1.20-1.23 to 4.1-4.4.

Section 5 Asset Management Strategy from 1.24-1.27 to 5.1-5.4 with a line before the appendices.

Section 6 is correctly numbered.

**Page xi** – Section 6 the Delivery Program should be **2017-2021**, not **2017-2027**.

This makes the numbering in the contents pages consistent with the body of the report.

**Page 2**, second sentence should read "its tributaries", not "it tributaries".

**Page 3.** Figure 2 Community Strategic Plan - The description is a little vague, should it read "identifies aspirations" rather than "aspirational"? Aspirational does not actually exist in my word processor dictionary. Also, the words "Action Plans" could be removed as only the Delivery Program and Operational Plan are linked to this stage in the diagram.

Last sentence before section 1.2, should this read **challenges** rather than **challenge**? It would appear there is more than one challenge.

1.2, first sentence should read "as **at** June" not "as **a** June", and I believe it should be **2017** not **2016**? The next paragraph refers to Council's balance sheet showing total equity at 30 June 2016 of \$964M, but the Financial Statements show the total equity at 30 June 2016 as \$1,052M. The total equity as at 30 June 2017 per draft financial statements is \$1,006M. I cannot find any year where the total equity is \$964M.

**Page 4.** The second sentence where it reads “sufficient revenue, to fund on an ongoing basis” should have the comma moved to read “sufficient revenue to fund, on an ongoing basis”.

Is the table in Figure 3 correct? If the shortfall over the next 10 years is \$69M, shouldn't the cumulative shortfall be the combined total of the current shortfall PLUS the \$69M? It might also be appropriate to include commentary here that the Figure represents the situation under the Option 1 funding scenario, as it will change if either of the other options is taken.

The last sentence in the second last paragraph does not make sense. It might be better to say that “Investment to restore these assets can often be far more costly than the cumulative cost of preventative and regular asset maintenance”. Comparisons between “investment” and “annual cost” should be avoided.

**Page 6.** First paragraph, should the external contribution of the waste levy be included when talking about the rate pegging, given the levy should be covered by charges imposed at the waste depot? Whilst this is a cost that has to be met, if it is not covered by the waste disposal charge then surely that charge should be increased and not used to illustrate the shortfall “caused” by rate pegging?

Can all figures be updated to use numbers up to 2017 rather than 2016?

**Page 7.** The last paragraph begins with two unnecessary commas – the sentence should read “While the revaluation of the community assets managed by Council resulted in”, not “While, the revaluation of the community assets managed by Council, resulted in”.

**Pages 9-10.** In Section 1.5.1 where the words “Community Strategic Plan” are enclosed in brackets, this should show “CSP” which is the abbreviation used in the subsequent paragraph. The first paragraph on page 10 should probably refer to the CSP and not the title given, and only the first reference to the strategies includes the abbreviation CSP.

**Page 12.** Point 1.5.4 should say **Sustainable** not **sustainable** in order to be consistent with other headings and Figure 6 below it.

Halfway down the page the sentence beginning with “Stage 2” ends with a comma which should be a full stop after the words “service levels”.

Bullet points. Is the \$700,000 a saving or additional revenue?

**Page 14.** Section 1.6.4 Affordability and impact on ratepayers.

A couple of points should probably be stressed here. Firstly, that although 75% of all rateable properties received a reduction in rates, the total rates collected increased by the rate pegging amount. The change in the rates distribution was done to remove the unfair advantage being received by a small number of residential properties to the detriment of many.

Secondly, I would stress that due to the massive changes in property values in some suburbs, particularly Oakville and Maraylya, those suburbs were burdened with unexpected and “unfair” rates increases. I am aware that councillors and Council alike are striving to amend the current rating structure to achieve a fairer distribution of the rates burden while remaining within the confines of the available options under the Local Government Act.

While this draft Strategy is not the appropriate place to be discussing rating structures, it would appear beneficial to comment somewhere here that the current valuation should remain in force for at least the next 3 years, and accordingly there should be no hidden surprises in the period where the SRV is having an annual impact. (I assume that there is no immediate plan to revalue properties again for the purposes of the aborted FESL). Given the total lack of understanding by the public of the rating

system that I have witnessed recently, and the propensity of a section of Council to spread misinformation, that a bit more detail on the impact of the changes needs to be provided. As it stands, the potential SRV may or may not result in an increase of x% due to the structure of the current rates policy, which includes requirements that the ad valorem amount for Business is twice that of the residential and the Farmland category is 90% of residential, and the residential base is used across all categories. As a result, not all rates change by the same percentage.

It is also very misleading to claim that the recent rating reductions lessen the impact on low income households – the income level is irrelevant, and the restructure actually lessens the impact on “low valueproperties”, not “low income households”.

The first sentence of the last paragraph is **totally wrong**. The impact will be in the **2018/2019** year, not the **2017/2018** year for which rates notices have already been issued.

**Page 15.** First sentence, **ratepayer** is one word, not **rate payer**.

Should the heading of Figure 8 read “Outline of **the** threerating options”?

**Page 16.** Where did the information in Figure 9 come from (other than the brochure sent out to ratepayers)? The averages do not agree to the information in the adopted Operational Plan 2017/2018.

In the first bullet point – should the **\$1 billion** be changed to be consistent with previous instances shown as **\$xM**, either by removing the space or using the abbreviation B? It appears the remainder of the document retains the former format so this will be assumed the preferred option.

**Page 17.** There should be a comma after the word **residents** in the first line to be grammatically correct.

**Page 19.** Third paragraph, there needs to be a comma after the word **meetings**, or the comma after the **2017** should be removed. There should also be an apostrophe in **Council’s response**.

1.7.1 ‘Listening to our community’ – Stage 1 – August 2016, the first sentence has Stage 1 indicated as July 2016. The Spring 2016 Newsletter shows this actually took place **throughout** July AND August. The heading could show **July/August** removing the need for the July 2016 in brackets.

**Page 20.** As with 1.7.1, the heading 1.7.2 ‘Hawkesbury 2036: It’s Our Future’ – Stage 2 – February 2017 is immediately contradicted by stating this stage occurred in January 2017. The Summer 2017 Newsletter indicates that the process occurred over both months, although the first public meeting was scheduled on or after February 1. The heading should be changed to **January/February 2017** and the January 2017 in brackets removed.

The first sentence needs to be corrected to read “Council needed to take **to** deliver the future”.

In section 1.7.3, the repetition of (August 2017) is superfluous.

**Page 21.** Figure 12, the use of capitalisation is very inconsistent. It would appear there is no need for a capital C in the word Consultation. Service Level Review should have a capital R in both instances, or neither, not a different capitalisation in each.

**Page 22.** The first sentence, third line should read “services and facilities that **Council** and other”, with a capital C.

**Page 25.** The third sentence should read **its tributaries** not **it tributaries**.

The fifth paragraph refers to **2,800** square kilometres, while on page 24 the number is given as **2,793** – it would seem appropriate to have the same figure each time.

The last sentence referring to the last 10 years should either beshowing **2007 to 2016** or refer to **11 years** if 2006 is included. The interval 2006-2016 is 11 years.

**Page 26.** As just noted previously there is a **six year period 2011 to 2016**, not a five year period.

Table 7. It was stated in the bullet points the unemployment rate was 6.26%. Why not show the percentages to a consistent level of decimals each time?

**Page 27.** Should the words “**local government area**” be capitalised to be consistent with other uses in the document? It appears there is a number of instances where this phrase is capitalised and others where it is not. It seems that when the words follow “**Hawkesbury**”, they are normally capitalised, whereas when they do not, they are left in lower case.

**Page 28.** First line, the term **middle ring** should be enclosed in apostrophes as it is in the next 3 uses. Second line should read “**than the urban centre**” not “**then** the urban centre”.

Second sentence should read “**than the urban centre**” not “**then** the urban centre”.

The use of the term “middle ring” through the first paragraph then shows as “rural villages” in Table 8. It may be more correct to remove middle ring and call it Rural Villages?

Second last paragraph, first line – should the sentence read “have **a** higher incidence” rather than the existing “have higher incidence”? I am not sure whether the use of “incidence” is as a singular or plural in this case.

Are those council rankings and numbers pre or post amalgamation?

**Page 30.** First line, Residential Land Strategy does not need to be italicised – it is not anywhere else in the document.

**Page 31.** Third paragraph - the Plan for Growing Sydney was released in **2014**, not 2104.

Is section 2.2.4 correct given the recent changes, or is this information now obsolete? Continuing in to section 2.2.5 on the next page the use of italics when referring to the *District Plan* and *Draft West District Plan* should be consistent. In some instance italics are not used.

**Page 32.** Figure 17, there is no need to fully capitalise SEWER PUMP STATIONS, it is the only caption treated in this manner.

**Page 33.** Is the valuation of the asset portfolio at \$1.1 billion correct? The financial statements do not show this number, having a gross of \$1.394 billion and net of \$931M for infrastructure, property, plant and equipment at Note 9.

It appears the first paragraph should be indented as it comes under the first bullet point “Size of asset portfolio:

Bullet point “High infrastructure to resident ratio” – the last line, reference to **Figure 2.10** is incorrect, it should be **Figure 18**.

Figure 18. The number for Blacktown is incorrect.

The paragraph under Figure 18 should also be indented as it is part of bullet point “High infrastructure to resident ratio”. It should also read “assets **than** residents” not “assets **then** residents”. The words **three** and **nine** should be replaced with numbers **3** and **9** to be consistent with the number 16.

Bullet point “Cost of service delivery” – the apostrophe in **council’s** in the last line should be removed. The use of the word here is as a plural, not to signify ownership.

**Page 34.** The last 2 paragraphs need to be indented to align with the bullet points above Figure 19.

The last paragraph should read “threats as well **as** upgrading” not “threats as well upgrading”.

**Page 35.** On the second line, the use of commas after **factors** and the closing bracket ) is not required, as the brackets serve the same purpose as the commas.

In Figure 20, there should be a space between Hawkesbury and the – symbol, not **Hawkesbury-**.

The paragraph immediately under Figure 20 should be indented. Once again, the period **of** 2001-2011 is an 11 year period, not 10, unlike the period **between** 2011 and 2016 being a five year period.

**Page 36.** The paragraph immediately under Table 10 should be indented in line with the remainder of the bullet point “Average rates”.

**Page 40.** The last line of the second paragraph the word **enquiries** is incorrectly spelt, missing the second i.

In Section 2.4.1 the second sentence needs to be corrected. It should probably read “Two of **these** options (the *Stabilise* Option and Council’s preferred investment option, the *Improve* Option) will involve Council making an application...”. The use of brackets currently is not correct. It might also be more correct to replace **Option 1** with **the Reduce Option**, although this is debatable given the following section clearly defines the options with numbers.

It would seem appropriate at this point to emphasise that Council is committed to reviewing the rating structure to attempt to lessen the impact of the latest revaluations and provide a more fair and equitable distribution considering the affordability and capacity factors. The numbers provided are on the basis that there is no change to the current rating structure, which in fact is highly likely to undergo change following workshopping of ideas on the rating policy.

It would also seem beneficial to stipulate what the assumed rate peg % increase is.

**Page 43.** Given the previous section referred to the average rate in 2017/2018, it would seem sensible to look at those numbers for the comparison rather than reverting to 2016/2017 numbers which are lower. Table 12 should include the latest numbers.

Table 12 is also comparing median income with average rates. What happens if you compare median rates with median income, or average rates with average income?

**Page 44.** The last paragraph and poor eyesight have me confused. The text refers to shading in **green** and **orange**, but the last sentence refers to shading in **light red**. I can only make out 2 colours, and no light red. Should **light red** be **orange**?

**Page 46.** The second sentence should begin with **These** not **The**.

Second bullet point, the comma after 2017 is not required.

Last paragraph should read **July 2017** not **July 2107**.

**Page 47.** The last paragraph, second sentence should read “charts **Council’s** outstanding rates”, not “charts **Councils** outstanding rates”.

**Page 48.** Figure 26 heading is incorrect – should be **2010** (or maybe 2011??) not **20010**.

**Page 50.** In section 3.2 Overview of financial challenges, the first sentence should read **In September 2014, the** removing the capital T from The.

The last paragraph, the comma after **page** is not required.

The last sentence is not technically correct – doubling the average of \$9.4M would give a figure of **\$18.8M**, not **\$16.8M**.

**Page 52.** Table 14 shows an increase in Operating Shortfall in 2018/19 of \$0.4M between Option 2 and Option 3. Is this because service levels will increase, as the numbers above show the same level of cost containment, revenue generation and special rate revenue? Also, if the operating shortfall is zero one would assume there is in fact a surplus. Can the extent of this surplus be shown?

**Page 54.** The second paragraph refers to **a substantial round of additional service level reductions**. As there is no previous mention of service level reductions having occurred, can this be explained better or should the word “additional” be removed?

**Page 55.** The second paragraph first line should read “**the** Fit For The Future Improvement Plan”

Shouldn’t the table be numbered? Every table prior to this one has been numbered with a heading.

Table cell 1.1 third column should read **Council’s yearly**, not Councils yearly.

Cell 1.3 should be **Plant/Fleet** not Plant and Fleet, to be consistent with the description in Table 2.

Cell 1.5 should stop after **Coverage**, leaving out **and self-insurer model**, to be consistent with the description in Table 2.

Cell 2.1 should read **Resourcing Strategy (Special Rate Variation)**, to be consistent with the description in Table 2.

**Page 56.** Cell 2.3 should read **Special Levy for New Development**, to be consistent with the description in Table 2.

Cell 2.4 should read **Review of Waste and Sewer Business Units**, to be consistent with the description in Table 2.

Cell 2.5 should read **Review of Pricing Structure for Business Units**, to be consistent with the description in Table 2.

Cell 2.6 should read **roads**, to be consistent with the description in Table 2.

Cells 3.1 and 3.2 – the word **NIL** should be replaced with **\$0** for consistency.

Cell 3.3 should be numbered **4.1** to be consistent with the description in Table 2. The third column – should this read **S94/94A** rather than S94/94?

**Page 57.** Cells 4.3b onwards the cell numbering is not aligned with the earlier cells.

First bullet point should read **Road** not Roads (same as cell 1.1 in table). The word roads in the second line may also need to be changed to road, but the sentence reads the same (badly) regardless.

**Page 58.** First bullet point - there should be a space between **\$820,000** and the word **over**.

There should be a row inserted between the second and third bullet points.

In the bullet point Resourcing Strategy (Special Rate Variation), the second sentence should read **Council's capacity**, not Councils capacity.

In the bullet point Special Levy for New Development, the first sentence does not make sense. I believe it should read **Glossodia will**, rather than Glossodia to, in order to correct this. The number of \$416,000 also makes little sense given the table shows a 4 year income of \$832,000, and should probably state **per year** or **per annum**.

**Page 59.** The first bullet point should read **Review of Pricing Structure for Business Units**, to be consistent with the description in Table 2. The "s" in the word "Structures" should be removed.

The second bullet point should read **Lobbying for increased regional roads funding**, without the capitals, to be consistent with table 2 and the previous table on page 56 (after correction referred to above).

Bullet point Service Level Review, the first line should read **have been undertaken**, not "has been undertaken" as it follows a plural (rounds).

The last line in that same bullet point should read **a Special Rate Variation**, not "an Special Rate Variation".

The last bullet point, the word **Works** should not be capitalised.

**Page 60.** The bullet point OPEX Expenditure. Reduction> has an unnecessary full stop after Expenditure which should be removed. The word Reduction then should be in blue.

In the same bullet point, is the ending of the second sentence "**a contract already in place for materials and contracts**" correct? That is, is the duplication of the word "contract" intended and what does it mean contracting for contracts?

The bracketed **(RSA)** is not required in the second-last bullet point.

The second-last line, should the word trend be **trends**? The sentence seems to reference a plural rather than singular noun.

**Page 62.** The ending of the first paragraph appears incorrect. It would seem the word **of** is not required and the sentence should conclude **to arrest declining infrastructure**.

Point 2(a) should read "a number **of** acceptable methodologies".

Point 3(b) the words **Year** and **Period** should not be capitalised.

Following on from point 3, are the remaining 4 paragraphs part of Council's response, in which case they should be indented, or not? Reading through it, it seems to be part of the response and therefore should be indented in line with the remainder.

The second last line, the word "investments" should be "**investment**".

**Page 63.** Should the Appendices appear here or at the end of the document where they normally would?

Table row 1, the comma should be after the word fund, not revenue, so that it reads **generating sufficient revenue to fund, on an annual basis, the required level.**

Table row 4, the word “an” should be “a”, so it reads **does not approve a Special Rate Variation.**

In the same sentence, the word “it” should be “its”, so it reads **need to review its services.**

**Page 64.** Who is HCC’s auditor, the correct name is **PriceWaterhouseCoopers** not “Price, Waterhouse and Coopers”. The second sentence is incorrect also and should read **have seen this,** not “haves seen this”.

Last row of table, there needs to be a space between the words “**Future**” and “**Plan**” (second last paragraph).

**Page 65.** Table row 2, the fifth line should read **Council’s rating income,** not “Councils rating income”. Should the last sentence read **works programs** rather than “works program”? Table row 3. Are the figures available for 2017 and if so, why are they not used?

The last paragraph on this page should begin **Council disposes,** not “Council’s disposes”.

**Page 66.** Table row 1, the last sentence should read **fund to enable Council to invest in income-producing,** not “fund to enable Council invest in income producing”. The word “to” is required and “income-producing” should be hyphenated.

Table row 3, the second sentence reading “where rate of returns or return are” is incorrect and should read **where rates of return are** or **where the rate of return is.**

Table row 6, what investments does Council have, the last line the word **with** is incorrectly spelt as **wih**

The second-last paragraph, there should be a full stop after the word **revenues,** and the word **Some** should be capitalised. The sentence makes no sense without this break.

**Page 67.** Under Council Operations, the first Question/Comment should read “Will there be an increase” not “Will there be increase” given increase is a singular in this instance.

In the response to that question, there should be a space between **Option** and **3** in the first line. In the second paragraph there should also be a full stop after **Program** rather than a comma, with the next sentence beginning with the word **These.**

Second Question/Comment, the word **Council** should be capitalised.

Third Question/Comment – both instances of the word **Councils** in the Response should read **Council’s** with an apostrophe. Why does this response exclude 2016/2017 as a comparison, and why the switch between dollar amounts and percentages? It would make more logical sense to use consistent measures. In the Income Statement of the adopted Operational Plan for 2017/2018, the number for Employee Benefits and On-Costs is shown as \$26.879M, **not \$25.2M.**

The last Response should end with a **full stop after the word Services.**

**Page 68.** Second Question/Comment – the first sentence should read **materials** not **material.**

Second Question/Comment – this should read **State Government** to be consistent with the capitalisation used in the next question/comment.

Third Question/Comment – there should be a hyphen between “Council” and “managed” to read **Council-managed**. Re the levy on development applications, is it appropriate to include that here? One would assume the levy charged by Council would at least equal this cost? Shouldn’t the correct name for the Department of Planning **and Environment** be used?

The last response regarding the FESL needs to be updated to reflect its non-implementation. The current response should probably read **State** rather than **NSW** to be consistent with the question.

**Page 69.** The first sentence should read “**a** Special Rate Variation”, not “**an** Special Rate Variation”.

Fourth bullet point – should this not read “**the** Local Government Act and **Regulations**”?

Second Question/Comment – the word **application** should not be capitalised. In the Response, the third sentence should begin with the word **In**, not **If**.

*I should point out at this time that I have a recording of the Treasurer, our “local” member, stating that he has already lobbied the Local Government Minister to reject Council’s application during an address to a local public meeting.*

Fourth cell, Question beginning “After three years...” – the second sentence of the response should read “Option 2 proposes **a** Special rate Variation” not “**to** Special Rate”. The fourth sentence should read “Variation **increases**” not “Variation **increase**”

The last Response should read “rates **notices**” not “rates **notice**”.

**Page 70.** The word **control** in the second Question should not be capitalised. The brackets are not required around the word **elected** in the second Response.

Third Response, the reference to “**an** Special Rate Variation” should be “**a** Special Rate Variation”. The comma after the word **cycle** is not required.

Fifth Response, the word “**years**” in the first line should be “**year**”.

The final Response does not answer the Question. Does the backlog increase? Yes or no?

**Page 71.** In the first Question, **State Government** should be capitalised.

Second response should read **community assets** rather than **community**.

Third Response, what is the backlog as at 30 June 2017?

Last Response before Community Consultation, second-last line **council** should be capitalised as **Council**.

Under Community Consultation, the second part of the first Question should refer to “**a** Specialrate Variation” not “**an** Special rate Variation” in both instances.

The end of the first paragraph in the response should refer to “**in** an online survey” not “**on** an online survey”. Should the last sentence be in the past tense, since the process has already happened (ie use “has been” rather than “will be”)?

**Page 72.** Second response, Richmond **Marketplace** is one word, not **Market Place**.

Third response, last bullet point, **website** is generally used rather than **web-site**.

**Page 73.** First Response, the use of **on-line** should be **online** to be consistent with the previous page and most other instances. The term is used twice in this Response, and a full search of the final document should be done to ensure consistent use of this term where not previously corrected.

The section Impact on Ratepayers, the first Response is very poor, barely answers the question and does not address the existence of pensioner concessions available under the Local Government Act, Chapter 15 Part 8 Division 1. The Debt Recovery, Pensioner Concession and Hardship Policy is now one document, placed on public exhibition after the Council meeting 26 September 2017.

The second Response, is this in fact the case that Council considered the impact of any rating increase in reviewing and amending the rating structure? The minutes of meetings on October 11 2016, January 31 and 10 April 2017 make no reference to this being a factor, with all Councillors bar the Liberal Party having contested the election with a review of the rating structure as a key factor in their election platforms. The section reading “**in consideration of the possible impact of future rating increases,**” should be removed. There is also no need to refer to **an median** which is incorrect and should simply read “**a land valuation**”, not a median.

**Page 74.** First response, the hyphens in **ad-valorem**, **land-values** and **Valuer-General** should be removed. In the second paragraph, the total rate income is shown twice as **\$30.5M** which is different to the **\$31.1M** shown in the Operational Plan. The third paragraph is **NOT** correct. The stated \$21.8M assumes the #30.5N is correct but the ad valorem rates for Business and Farmland are actually pre-determined by the Option 3 Amended Rating Structure which categorically states the ad valorem rate for the Business category is twice that of the Residential Rating Category, and the Farmland Category ad valorem is 90% of the Residential ad valorem. These predetermining factors mean the ad valorem rate for the Residential Rating Category is effectively “reverse engineered” in working out the distribution of rates between categories. Only the last sentence is correct.

The last sentence of the first Response should read **It is applied equally to all councils**, without the extra “to”.

The last Response, first sentence, the hyphen should be removed from **ad-valorem**. Technically, this sentence should probably remove **mining** and refer to **three** rating categories, as there are no mining properties, or category, in the LGA.

The last Response second sentence is also a little misleading, as councils can distribute the rates across categories in virtually any manner, not merely the way described, and can definitely distribute a **higher** amount to a category if they so choose, not just a lower amount. The words **Local Government Area** should probably be capitalised for consistency.

**Page 75.** In the first Response, the term **Rural Residential** should be consistently capitalised each time it is used, as it is in the Question. This also applies to **Residential**.

Second response, the use of **Farmland** should also be capitalised (four instances) and where the word **Residential** is used to refer to the Rating Category (three instances) it should be capitalised appropriately. In the second sentence, the word **that** after the comma should probably read **which** in order to be grammatically correct and consistent with the Act. Second paragraph the word **ad-valorem** should NOT be hyphenated.

Last Question and Response, again the use of capitalisation for **Rural Residential** and **Residential** should be maintained. Second sentence, the duplication of **(to) the rating structure** should be removed so the sentence reads simply **The current Council changed the rating structure to reverse the changes that took place in 2013/2014...** It may be useful at this point to include reference to the

anomaly including properties having the same value whether Rural Residential or Residential, the only difference being land size, as was the case in many instances.

**Page 76.** Can the first Response be re-worded to emphasise the restructure was done to improve equity? I would suggest **The majority of Councillors voted to change the rating structure to remove the anomalies created in 2013/2014 and achieve a more fair and equitable distribution of rates across all ratepayers.**

**Council reviews its rating structure, including the base rate, each year as part of its budgetary process and has resolved to do so again in the coming months, as requested by residents, to address issues arising from the significant changes in land valuations from the Valuer General. Changing of the base amount is one option among a number of alternatives that will be examined.**

Second Response, again the capitalisation is inconsistent and needs to be fixed. The second sentence should begin **These increases** not **These increase**. It should also be pointed out here that some Rural Residential properties (691 of 4415) actually experienced a decrease in rates as a result of the change.

Last Response, should **Rural Fire Service** sheds be capitalised? The word **and** should be inserted before **vehicular ferries** and the word **cross-subsidisation** hyphenated

**Page 77.** The words **State Government** in the first Question should be capitalised.

Third Response, last sentence - the number **20017/2018** should be **2017/2018**.

Second-last Question, **Council** should be capitalised. The first sentence of the Response should read “change to **the** rating structure”, not “change to rating structure”.

The last response, the second sentence should show **Rural Residential** in capitals.

**Page 78.** In the third Response, the words **State Road** should be capitalised. The full word Street in Macquarie Street should be abbreviated to St. for consistency with the rest of the sentence.

In the fourth response, the second-last line, the words **Regional Roads** should be capitalised.

Under the section Planning Controls and Subdivision, in the first Response the word **Residential** should be capitalised. Preferably the full title of the documents Hawkesbury Local Environmental Plan **2012** and Development Control Plan **2002** should be used.

The last response, **add-valorem** is spelt incorrectly and should be **ad valorem**. The words **land-values** and **Valuer-General** also should not be hyphenated.

**Page 79.** The last sentence of the first Response has an unnecessary **is** and should read **is currently occurring**, not “is currently is occurring”.

The second Response should refer to the Hawkesbury Local **Environmental Plan 2012**. The second paragraph the word **expansions** should read **expansion**.

The third Response, the document is the Local **Environmental Plan 2012**. The Flood Study has now been released and the last sentence of this response should be amended to reflect the current situation..

In the section Council Amalgamations, the second Question should end with a question mark ? and the Response should refer to **Ku-ring-gai**, not **Kuringai**.

**Page 80.** In the first Response, the last sentence of the second paragraph should read **of Council’s existing** not **of Council existing**.

In the second Response, the merger was proposed in **January 2016**, not **December 2016**, according to the documents issued by the NSW Government.

**Page 102.** The second bullet point should read **a special rate increase**.

Figure 28 is missing entirely.

**Page 103.** The second sentence should read “This result is **even** more telling”, not “This result is **event** more telling”. The sentence should conclude “**Council’s** workforce”, not “**Councils** workforce”.

In section 4.3, the first paragraph should end in a **full stop** not a **semicolon** (ie . not ;).

Under Our Community, the second last bullet point should read **area’s** not **areas**.

Under Workforce investment priorities, the third bullet point should read **place-making**, not **place making**, so as to be consistent with the hyphenation on the following page. The fourth bullet point should read **long-term**, not **long term**.

**Page 104.** The last sentence before point 4.4 should read **realigned** not **re-aligned**.

The heading of section 4.4, the word **priorities** should be replaced with **options**.

The first sentence under point 4.4, the word **Term** should be capitalised.

Under option 1, in the last sentence **decommission** is incorrectly spelt as **decommision**.

Under option 2, the first sentence should probably read **asset-related**, rather than **asset related**.

In the fourth paragraph, the comma is not required after the word **include**, and the word **a** should come before **dynamic**.

Under option 3, again the first sentence should be **asset-related** and the last sentence should read **a dynamic**.

**Page 105.** In the column for Option 3, the second bullet point should read **Spaces x 1**, with the x in lower case and a space between the x and 1.

**Page 108.** In the second paragraph, **cost-effective** should be hyphenated.

Under Asset Management Policy, the second sentence should read **reviewed and updated**, not **reviewed an updated**.

Under Asset Management Plans, in the second sentence again **cost-effective** should be hyphenated.

The third sentence should begin “These **plans** define” not “These **plan** define”.

The sentence reading **These documents can be accessed from Council’s website**, the word **Councils** needs to have an apostrophe to be **Council’s** and the sentence needs to be updated to **indicate exactly where the documents are**, as they are extremely hard, if not impossible, to find. It appears they are, in fact, part of the adopted Resourcing Strategy, not individual documents, and the wording of the only one I could find indicated the individual plans are maintained in draft only. The individual plans appear to also have different titles which, from the Resourcing Strategy, are:

**Road and associated assets** NOT Roads and associated infrastructure  
**Buildings and facilities** NOT Buildings  
**Parks and recreation**  
**Stormwater** NOT Storm Water Drainage  
**Sewerage** NOT Wastewater (Sewerage)

The last sentence should read “The information on the following pages **highlights** the”, not “The information on the following pages **highlight** the”,

**Page 109.** In section 5.2, the first sentence is totally incorrect, as Figure 29 **does not appear prior to this point and therefore can not have “previously highlighted” anything.** The forecast expenditure of \$394M is not in fact even highlighted anywhere in Figure 29.

The fourth paragraph, the last sentence should read **(Council’s preferred investment option)**, the same as it does in the following point.

Best Practice Asset Management, the first sentence should read **waiting for assets** not **waiting for asset.**

The last sentence should read **a rolling program** not **an rolling program.**

**Page 110.** The heading for section 5.3 should read **of the three**, not **of three.**

**Page 111.** The first sentence in section 5.4 should read **works programs** not **works program.**

The second sentence should read **Council’s technical**, not **Councils technical.**

In the Eastern district, there should be a comma between Scheyville and Vineyard.

The following suburbs are not listed in the District table:

Central Colo  
Central Macdonald  
Colo  
Cumberland Reach  
Fernances  
Higher Macdonald  
Leets Vale  
Lower Macdonald  
Mellong  
Mogo Creek  
North Richmond  
Perrys Crossing  
Pitt Town Bottoms  
Putty  
Upper Colo  
Upper Macdonald  
Webbs Creek  
Wisemans Ferry  
Wrights Creek

The table includes “Colo and Macdonald Valleys”, but not the individual suburbs.

For simplicity, each table cell should be in alphabetical order – currently some are and some are not.

**Page 112.** Figure 32, the individual district totals are correct, but the All Districts totals are wrong. The Road Improvements total does not equal the sum of the districts by \$3,739,785 for each option. The Kerb and Gutter total does not equal the sum of the districts by \$300,000 for options 1 and 2, and by \$850,000 for option 3. The figures shown are higher in every instance. The grand total for Option 1 should be \$167,137,816, for Option 2 \$209,685,302 and Option 3 \$234,333,667.

Appendices 3 and 4 on pages 113-145 have not been reviewed at this point in time.

**Page 147.** The cover of the Draft Supplementary Delivery Program correctly reads 2017-2021, however the “bookmark” shows this document as 2021-2027.

**Page 149.** Section 6 incorrectly describes the section as Supplementary Delivery Program 2017-**2027**, not 2021.

**Page 150.** The heading Section 6 incorrectly describes the section as Supplementary Delivery Program 2017-**2027**, not 2021.

Third paragraph second line should read **and provides details** not **and provide details**. Third line should read **Council’s** not **Councils**.

Under section 6.2, the last sentence of the second paragraph makes no sense. I am not sure what “**organise its financial, human and assets**” is actually trying to say in order to correct it, but there appears to be one or more words missing. It may be that it should read **human and financial resources and assets**.

**Page 153.** Should the second sentence read “**the** Delivery Program” rather than “Delivery Program”?

Table 18, there appears to be some errors but without the source data it is not possible to check. Under Option 1, the number for Shortfall in Asset Renewal for 2018/2019 should be \$0.3**M** not \$0.3. Under Option 2, the number for Shortfall in Operating Performance in 2019/2020 should be shown as **\$0** not **-\$0**, to be consistent with all other zero amounts. Under Option 3, the number for Shortfall in Operating Performance in 2020/2021 should be \$1.0**M** not \$1.0.

**Page 154.** Paragraph four the first line should read **will be progressively** not **will be will progressively**.

Paragraph eight should begin “This under-investment **in** asset renewal”, not “This under-investment **is** asset renewal”.

In the last paragraph, should the term **additional service level reductions** be used, as to this point there has been no mention of any existing service level reductions?

**Page 155,** in the second paragraph there is no need for the comma after the **2017-2036**.

Third paragraph line 2, there is no need for the comma after the word **variation**.

Fourth paragraph line 1, there is no need for the comma after the word **Surveys**.

Above Table 19, the term should be **asset-related** not **asset related** as separate words.

In Table 19 cell 2, the term should be Town Centres **and** Villages without capitalisation of the **And**, to be consistent with all other uses.

**Page 156.** The second line use of **council** should be capitalised as **Council** in this context.

In the fourth paragraph, this appears the only time **2017/18** is used as opposed to **2017/2018**.

**Page 157.** The first line should read **also realigned**, not **also re-aligned**.

The second and third lines, the Supplementary Resourcing Strategy covers the period **2017-2027**, not **2017-2021**. It would seem the phrase **the workforce implications** should read **different workforce implications**.

Under Option 3, in the second paragraph the word **co-ordinate** should be **coordinate** as it is in Option 2.

The third paragraph, the correct word is **increases** not **increase** since it refers to expenditure as a singular item.

**Pages 157 and 158.** The description in the last sentence on page 157 and the heading for Table 21 on page 158 are incorrect since the table shows all three options, not just Option 3. The description in that last sentence also has the wrong dates if the table heading is correct.

**Page 158.** Table 21 in the cell for Our Community, there should be commas between the words **employment, housing and health**.

In the cell Our Future the correct word is **area's** not **areas**.

The total in the table should read Total **Programs** and Services, not **Program**.



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**From:** [REDACTED]  
**Sent:** 10 Nov 2017 08:30:31 +1100  
**To:** Hawkesbury City Council  
**Subject:** NO SRV - I oppose the councils proposed Special Rate Variation

## **NO SRV - I oppose the councils proposed Special Rate Variation**

The General Manager

Hawkesbury City Council

9th November 2017

I STRONGLY oppose the Hawkesbury Council Special Rate Variation as outlined in the draft release on Exhibition from Oct 13 to Nov 10 2017. I present the following reasons for my opposition to the SRV:-

1- The Rates Review by council for 2017/2018 rates resulted in an increase for our area of 110% to 160% over the rates of 2016/2017. This is UNAFFORDABLE and TOTALLY UNFAIR seeing 80% of ratepayers in Hawkesbury received a rate reduction of 10% to 20%.

2- To impose a 20 or 30% SRV on rates that have had a 110 - 160% increase will be totally unaffordable to local ratepayers in my area.

3 We have an aging population and most of the local residents have lived here for 30 and 40 years and are now in their senior years. Their income is basically fixed and to demand more rates will need to come from the same fixed (pension) income which will be most distressing for them.

4- This year I will pay \$80 a week to Hawkesbury City Council and all I get for this is a Garbage Pick Up. Council never cuts the roadside grass (We do it ourselves) and never fixes the road. Never use the facilities that the Windsor and Bligh Park residents have available as they are too remote from my home. Government seems to be financing everything on a user pay criteria why not let the users fund the facilities that they use. I will pay for the garbage pick-up in that case.

5- Until the UNFAIR RATE structure is revised any SRV cannot be approved.

6- The fact that Land Value has increased has NO RELATIONSHIP to our DISPOSABLE INCOME and yet Council uses this excuse to demand a huge slice of our already tightly budgeted fixed income. Perhaps I can give you a few square metres of my LAND as my rate payment.

7-Last year Hawkesbury Council told the NSW Government they were Fit for Future to prevent a merger with the Hills Council. Now you need a SRV because you are NOT Fit for Future. Can we trust the current councillors to run the Hawkesbury district effectively?

8- The UNFAIR RATING FORMULA currently used by the Council needs to be revised back to the old rating structure and a better way to assess rates other than estimated land value which is a NON CASH asset needs to be found. Perhaps increasing the BASE RATE to better share the rates around the total ratepayer base. Not all Oakville residents fall into the median income published in your draft report and certainly do not all fall into the higher privileged Socio - Economic index bracket as suggested in your draft SRV report. That is a common error when you only use averaged data in making your deductions.

Kind regards

[REDACTED]

Resident of Oakville

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 22:56:36 +1100  
**To:** Hawkesbury City Council  
**Subject:** Emailing: Objection to SRV Rate increase  
**Attachments:** Objection to SRV Rate increase.jpg

The General Manager,

Please find attached letter of objection to proposed SRV Rate increase.

Yours faithfully,

[REDACTED]

9<sup>th</sup> November 2017

The General Manager  
Hawkesbury City Council  
PO Box 146  
Windsor NSW 2756  
Ph 4560 4444 Fax 4587 7740  
Email: [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)

Dear Sir/Madam

Objection to: **SRV Rate Increase**

I write to you as an Oakville resident of some 37 years standing.

Whilst being an aged pensioner, currently struggling to solely maintain my acreage and continue to meet my commitments on time, I would be majorly disadvantaged should the SRV Rate increase be introduced.

I understand that the Council rate formula is based on land values and these values have substantially increased in recent times.

However any increase in my land value would only be of benefit to me if I intended to sell my property.

Any additional increase to my rates would be detrimental to my current situation and require a change to my lifestyle.

My strong feelings are that an introduction of the planned SRV is totally unfair and under no circumstances should this even be considered.

Yours faithfully,

A large black rectangular redaction box covering the signature area of the letter.

**From:** Your Hawkesbury Your Say  
**Sent:** 9 Nov 2017 19:45:37 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

I only received notification of Councils intention to request a SRV today, not from Council, but from another ratepayer.. I have received two pieces of correspondence from Council since June, both were rate notices. There was a flyer with the first notice saying Council has pegged the rates to 1.7%. What they did not say was that land was revalued. My rates went from \$2625.44 in 2016-2-17 to \$3031.22 which is an increase of 14.7%, I believe Council is seeking 9.5% over the IPart increases. This increase is outrageous and I strongly object to it. To say the least it is offensive in the extreme. There has to be a question mark over Councils ability to manage their portfolio. If we are lucky we can get a wage rise that is related to inflation and we have to manage our affairs on that. Why cant Councils do the same. I also object to the fact that Council says it hss sent information to me, You have my address why havent I received anything, [REDACTED]

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 07:53:26 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV Rate Increase

The General Manager  
Hawkesbury City Council

As long time residents of Oakville, we wish to express our concern about the SRV Rate Increase.

As you would be aware, Council did a predetermined massive redistribution of rates and, the 500 odd residents of Oakville had \$1 million rates increase in one hit and 80% of residents of Hawkesbury Council received a rate drop. We accept council rates do rise, like all other expenses of day to day living, however the massive increase in Council rates for Oakville residents is blatantly unfair and unjustifiable.

We understand that Hawkesbury Council was deemed unfit by the State Government unless a 30% rates increase was implemented.

We raise the following questions:-

1. How can Council justify increasing the rates in Oakville by 180% to fund a rate drop for 80% of the district before an SRV? How is this fair and just for the residents of Oakville?
2. Why did 80% of the Hawkesbury Council district receive a rate drop if Council was deemed unfit by the State Government?
3. The massive rate rise has caused enormous hardship not only on ourselves personally but on the elderly people who live in Oakville. How does Council expect residents, particularly the elderly, to be able to afford another rates increase of 30%?
4. The formula Council has used for the redistribution is clearly unfair and unconscionable as the long time residents of Oakville will be forced to make lifestyle changes. Why should we be forced to make lifestyle changes??

The current formula Council has used for the redistribution of rates has created a huge division within the Hawkesbury community. Under no circumstance should Council implement an SRV until a revised formula that is fair for all Hawkesbury residents is calculated.

We await to hear from you.

Yours faithfully

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 00:30:55 +1100  
**To:** Hawkesbury City Council  
**Subject:** Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

To the GENERAL MANAGER OF HAWKESBURY COUNCIL.

We have been informed about the Recent Rates Redistribution at Windsor Downs and we are very dissapointed about this proyect.

Kindly re-consider this Proyect and recive our support for Option 1. which is to hold rates as per normal IPART which is fair for the residents of the Shire. Please consider our age group (67y.o.) before taking any decisions.

Kind Regards,

[REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 9 Nov 2017 23:59:58 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

Hello Council, We totally support Option1 : which is to hold rates as per normal IPART allowable increase, and totally oppose to Option 2 and Option 3. We have never seen such a kind of cumulative increase above the rate peg or any additional 9.5% each year for three years over the IPART... This is not acceptable. !!! Kind Regards,

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 23:46:16 +1100  
**To:** Hawkesbury City Council  
**Subject:** NO SRV -- I OPPOSE the councils proposed SRV

The General Manager

Hawkesbury City Council

9 November 2017

I STRONGLY oppose the Hawkesbury Council Special Rate Variation as outlined in the draft release on Exhibition from Oct 13 to Nov 10 2017. I present the following reasons for my opposition to the SRV:-

1- The Rates Review by council for 2017/2018 rates resulted in an increase for our area of 110% to 160% over the rates of 2016/2017. This is UNAFFORDABLE and TOTALLY UNFAIR seeing 80% of ratepayers in Hawkesbury received a rate reduction of 10% to 20%.

2- To impose a 20 or 30% SRV on rates that have had a 110 - 160% increase will be totally unaffordable to local ratepayers in my area.

3 We have an aging population and most of the local residents have lived here for 30 and 40 years and are now in their senior years. Their income is basically fixed and to demand more rates will need to come from the same fixed (pension) income which will be most distressing for them.

4- This year I will pay \$80 a week to Hawkesbury City Council and all I get for this is a Garbage Pick Up. Council never cuts the roadside grass (We do it ourselves) and never fixes the road. Never use the facilities that the Windsor and Bligh Park residents have available as they are too remote from my home. Government seems to be financing everything on a user pay criteria why not let the users fund the facilities that they use. I will pay for the garbage pick-up in that case.

5- Until the UNFAIR RATE structure is revised any SRV cannot be approved.

6- The fact that Land Value has increased has NO RELATIONSHIP to our DISPOSABLE INCOME and yet Council uses this excuse to demand a huge slice of our already tightly budgeted fixed income. Perhaps I can give you a few square metres of my LAND as my rate payment.

7-Last year Hawkesbury Council told the NSW Government they were Fit for Future to prevent a merger will part of the Hills Council. Now you need a SRV because you are NOT Fit for Future. Can we trust the current councillors to run the Hawkesbury district effectively?

8- The UNFAIR RATING FORMULA currently used by the Council needs to be revised back to the old rating structure and a better way to assess rates other than estimated land value which is a NON CASH asset needs to be found. Perhaps increasing the BASE RATE to better share the rates around the total ratepayer base. Not all Oakville residents fall into the median income published in your draft report and certainly do not all fall into the higher privileged Socio - Economic index bracket as suggested in your draft SRV report. That is a common error when you only use averaged data in making your deductions.

Kind regards

[REDACTED]

Oakville NSW

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 22:04:33 +1100  
**To:** Hawkesbury City Council  
**Subject:** NO SRV

Attention Peter Conroy, General Manager

Dear Sir,

I wish to express my strong opposition to the proposed SRV. I submit the following points as the basis for my objection:

1. There is significant waste in current council expenditure on a wide range of items which need to be seriously evaluated before any review of rates is considered. These items include repairs & maintenance of assets, traffic monitoring of state roads, flags, the "yes" campaign and others. Council must do what all organisations must do when facing a shortfall between income and expenditure; that is, have a serious look at costs and expenses. I have personally seen a number of examples of waste in local maintenance and repairs of assets, and would be happy to provide further details should you wish.
2. Some rate payers have had reductions in rates. It seems to me to be incongruous to reduce rates when there is an identified need for an increase in revenue.
3. Re-valuation of properties within the Hawkesbury has seen a very significant increase in rate income. Some of these increases, while consistent with state government formula, clearly impose an unreasonable burden on land owners and should be pegged to (say) two or three times CPI; not 50% to 150% as has been reported by residents of Oakville.
4. In Pitt Town, over the last few years there are approximately 900 new ratepayers who are paying rates on land values much higher than the average for the Hawkesbury; and we have seen virtually no improvement in community facilities and local infrastructure.
5. During the recent "fit for the future" assessment, HCC argued strongly against amalgamation with the Hills Shire arguing that it was financially viable; now you are saying that you need a 30% increase in revenue to be viable. Maybe we should have amalgamated with the Hills Shire after all?
6. Show the community what you can do with the resources you have before increasing rates.

Sincerely,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 21:25:42 +1100  
**To:** Hawkesbury City Council  
**Subject:** Expression of disappointment in the Hawkesbury Council rates

**Dear General Manager,**

**I am writing this email to express my disappointment in the current rates we are paying. This increase has significantly affected our quality of life.**

**I have lived in the Hawkesbury region in Oakville for over 25 years and never imagined to be paying this much only to have restricted use of my property in comparison to the Hills Council. Having a larger block of land without the opportunity to build a granny flat for family members or to earn a higher income is unfair, when blocks with smaller area of land in other council areas are reaping the benefits. The current rate increase will create long-term hardship for families who wish to live in the Hawkesbury. I believe if we are paying so much in council rates we should be reaping the benefits not suffering from a lack of infrastructure and a lengthy development application process. Furthermore, the recent rate redistribution and change of rates formulas by the current Hawkesbury Council is unfair. Wasting money, restricting projects and delaying the growth of the Hawkesbury is not beneficial to improving the growth for future generations.**

**Please do not make the mistake of creating the worst rate level in the history of the Hawkesbury.**

**Regards,  
Disappointed Hawkesbury residents.**

**From:** Your Hawkesbury Your Say  
**Sent:** 9 Nov 2017 19:09:18 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

[REDACTED]

We object to the draft Supplementary Resourcing Strategy 2017 - 2017 submission in its current form for the following reasons:

- The Special Rate Variation (SRV) that is recommended in the strategy will result in an unfair and inequitable rate increase to a number of ratepayers especially in the Oakville area due to the current unfair rating structure. A rating structure that has a significant number of ratepayers paying up to 180% more than other ratepayers is not an equitable system and should not be allowed
- The actual document doesn't present an honest overview of the effects of SRV & the current rating structure on the ratepayers of the Hawkesbury City Council to IPART. For instance, in 'Section 2.2.3 Rate Changes – addressing equity & fairness' no mention is made of the disparity in rates between Oakville & other parts of the Hawkesbury & the hardship that the rate changes have caused to the residents of Oakville. In 'Section 2.4 Affordability and Capacity to Pay' modelling is done on 92% & no mention is made of the capacity of the other 8% of ratepayers to pay. Considering that Oakville has a large proportion of aged pensioners and self funded retirees their inability to pay should be addressed in the document. Averages should not be used as in calculating the ability to pay under an equitable system rather it should be a capacity for everyone to pay. IPART should be given all the facts not a distorted view of the facts.
- When council has been advertising the SRV they have implied that the SRV is only temporary for 3 years, yet in the document it states that the rise in rates will become permanent. Council has by not stating this publicly been deceptive and until all ratepayers have been made aware of this any SRV should be put on hold
- Last year Hawkesbury City Council councillors declared that council was fit for future and that there was no need for a merger with the Hills Shire Council so there should be no need for a SRV.
- If there was a need for the an SRV why were council rates decreased for a large number of ratepayers in the current rating period at the expense of other ratepayers?

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 17:34:00 +1100  
**To:** Hawkesbury City Council  
**Subject:** Special Rate Variation

Attention General Manager

Dear Sir

We object most strongly to the preferred Special Rate Variation of option 3 - a 30% increase

Any increase in addition to Hawkesbury City Council's recent outrageous rates increase to us is unacceptable.

In our case the rate at 1st July 2016 was \$1810 p.a. (before pension rebate), this year \$3968 p.a. (no pension rebate applicable) an increase of 216% with no prior notice received! Since we are retired on no fixed income, another increase is even more objectionable.

Regarding the matter of Council's rates generally, we have several comments/complaints which we are voicing through our local community so will not elaborate here.

Yours sincerely

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 Nov 2017 01:49:28 +1100  
**To:** Hawkesbury City Council  
**Subject:** Council rates

*To the Manager Mr Peter Conroy.*

*Dear Sir,*

*With the pending decision of the Council to impose a 30% SRV on all rate payers. I strongly suggest that the huge increase of the rates already implemented for Oakville residents should be reconsidered.*

*After the forty years I lived in the area concerned I have never seen such an absurd increase in rates and despite the artificial increase in land values, I hope that you can reconsider your decision and come to a fairer conclusion, as many of the residents affected are well passed retirement age, like myself, and exist on a very limited income.*

*Yours sincerely,*

[REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 9 Nov 2017 21:02:25 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

██████

**Address**

████████████████████

**Please provide submission below**

I oppose option 2&3.

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 07:49:40 +1100  
**To:** Hawkesbury City Council  
**Subject:** Rate increase

I have been a resident of Oakville for over 32 years.  
I am discussed with the council's decision to unfairly increase the rates in my area by such a large amount.  
My husband and I are now retired and this large increase will put significant strain on us.  
Just because some people have a bit of land does not mean that they have wealth in the bank and how dare you suggest we just sell the home we have built, gardens we have created and cared for, friends we have made just because the council has decided to unfairly increase our rates whilst leaving other rate payers untouched. VERY UNFAIR.

[REDACTED]

Sent from my iPad

**From:** [REDACTED]  
**Sent:** 8 Nov 2017 20:04:07 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV Rate Increase  
**Importance:** Normal

The General Manager  
Hawkesbury City Council

As a long time resident of Oakville, I wish to express my concern about the SRV Rate Increase.

As you would be aware, Council did a predetermined massive redistribution of rates and, the 500 odd residents of Oakville had \$1 million rates increase in one hit and 80% of residents of Hawkesbury Council received a rate drop. I accept council rates do rise, like all other expenses of day to day living, however an increase in our Council rates from \$1,999.67 for the 2016/2017 rating period to \$4,164.11 for the 2017/2018 rating period is woeful and unjustifiable.

I understand that Hawkesbury Council was deemed unfit by the State Government unless a 30% rates increase was implemented.

I raise the following questions:-

1. How can Council justify increasing the rates in Oakville by 180% to fund a rate drop for 80% of the district before an SRV? How is this fair and just for the residents of Oakville?
2. Why did 80% of the Hawkesbury Council receive a rate drop if Council was deemed unfit by the State Government?
3. The massive rate rise has caused enormous hardship not only on me and my family personally but on the elderly people who live in Oakville. How does Council expect us to be able to afford another rates increase of 30% which would bring our rates to approx \$5,300.00?
4. The formula Council has used for the redistribution is clearly unfair and unconscionable as the long time residents of Oakville will be forced to make lifestyle changes. Why should we be forced to make lifestyle changes??

The current formula Council has used for the redistribution of rates has created a huge division within the Hawkesbury community. Under no circumstance should Council consider an SRV until a revised formula is used for all of the Hawkesbury Council area.

I await to hear from you.

Yours faithfully

[REDACTED]

**From:** [REDACTED]  
**Sent:** 8 Nov 2017 18:31:26 +1100  
**To:** Your Say  
**Subject:** SRV

This rate rise STINKS !!! It spells corrupt !!

You people put up the rates in Oakville to save your skin not for the good of the community . It should have been a 30% rise over the entire Hawksburry area not a 180% rise over Oakville, and now you want more!! Another 30% And I'm guessing there will be another rise in 2019 , and it won't end there, your making the Oakville residents forced to sell there homes that they have lived in for years , long before any development was looming over the horizon, this amounts to half of there yearly income from investment if there lucky enough to have any , would you like this happing to your parents or grandparents!! Are these people able to cook , eat , use there car's , there power to keep warm and cool ? . Bucket, Wheeler, Calvert, Reynolds, Ross, Rassmussen, Garrow and Cotlash you are all a disgrace Obviously you don't live in Oakville or the extreme rate rise wouldn't have happen . Its Obviously unfair the way You have calculated this rate rise , or are you hoping to pick up a bargain ? . You should have merged with Baulkham Hill's !! NOT HAPPY !!

Sent from my SAMSUNG Galaxy S7 on the Telstra Mobile Network

**From:** [REDACTED]  
**Sent:** 8 Nov 2017 20:25:37 +1100  
**To:** Hawkesbury City Council  
**Subject:** Rates

I would like somebody to explain to me why wages go up between 2.5% and 4% and our rates go up 180% .

And the money you received from the residents oakville where will be spent?

And why did other suburbs rates get a decrease?

[REDACTED]

**From:** [REDACTED]  
**Sent:** 8 Nov 2017 15:30:12 +1100  
**To:** Hawkesbury City Council  
**Subject:** srv increase

General Manager,

I am contacting the council to voice strongly my alarm to their changes regarding their massive increases of rates.

I have been lucky to live in the Hawkesbury for the past twenty years and these increase being made including the SRV until they make rates fair will be disastrous for myself and many others.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 8 Nov 2017 14:11:47 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV rate increase.

The General Manager.

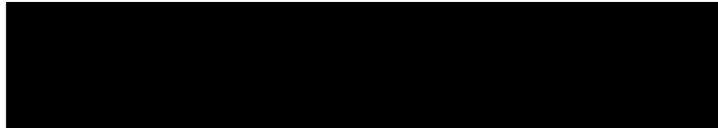
Dear Sir,  
I would like to take this opportunity to appeal to the council  
About my recent rate increase.

[REDACTED]  
I feel that property owners should not be compelled to subsidise  
Others in the community unfairly, as I am nearly 70 years old  
These increases are impacting upon me & making my life style stress full.  
I feel that under no circumstance should you consider an SRV until you get back to a fair rate model.

Yours Faithfully.

[REDACTED] [REDACTED].

7 NOV 2017



7th November 2017

General Manager  
Hawkesbury City Council

Hawkesbury City Council  
08 NOV 2017  
Records

Dear Sir,

Special Rate Variation (S.R.V.) Rate Increase Protest  
due to inequity of increase for residents of Oakville,  
Pitt Town, Maralya and Windsor Downs

Whilst I support the S.R.V. and agree with the need at the highest level I do have an issue with the manner in which the increases in rates will be imposed on the residents of the above areas.

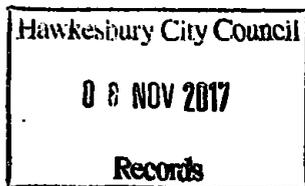
Specific issues are:-

- The age of many residents who are no longer earning an income from which to pay such a large increase in rates along with the many other increases in the cost of living. \$250 extra per year is minimal.
- Whilst many other Council areas had applied and received an S.R.V. Hawkesbury Councillors had voted against an S.R.V. in the past 5 years. A previous S.R.V. would have led to a smaller increase now.
- Funding of local roads: NRMA magazine recently highlighted the cost of local roads in N.S.W. and recommended alternative methods of increasing funding. Are Councillors supporting these measures?

Yours faithfully,

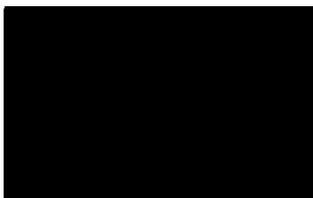


SCANNED



Hawkesbury City Council  
366 George Street  
WINDSOR NSW 2756

06<sup>TH</sup> November 2017



To Whom it may concern

I am writing to voice my concern and my offence Re: Hawkesbury City Councils Community Newsletter. Why are council spending rate payer's money advertising the Rainbow Flag raising ceremony, and spending money on a flag to fly outside council chambers.

I was always going to vote yes but with all the money council has spent on advertising for the yes campaign and a flag to fly outside council chambers we have now changed our preference, we are sick of having your views pushed down our throat, it was supposed to be fair for all and people to vote on their preference not councils. Please keep your advertising for this campaign out of our letterbox.

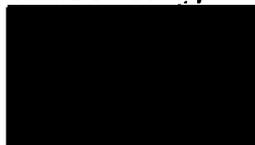
Please NOTE that we also oppose the SRV rate increase of 30% or any increase for that matter.

The recent rates redistribution and change of rates formulas by the current Hawkesbury Council is grossly unfair.

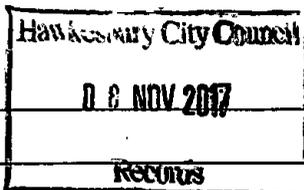
Elderly people are being unduly affected so council can become viable. Last year these councillors said we didn't need to merge and we were fit for the future.

Under no circumstance should you consider and SRV until the rates have been fairly redistributed across the Hawkesbury, and council STOP wasting money on unnecessary advertising and spending.

Yours sincerely



**SCANNED**



6/11/2017  
BOUNDARY RD  
OAKVILLE  
2765

General Manager  
Hawkesbury City Council

Dear Sir,

We strongly oppose the Hawkesbury Council intentions to proceed with an SRU. Your rating formula and our VCI, you have increase our rates for 2017/2018 by 180.5% changing it from Rural Residential to Residential and its your intentions to add a further 30% over 3yrs with an SRU. It has created enormous hardship for us without adding an SRU increase for the next 3 yrs, being pensioners we have to change our lifestyle - limited pension income only. We will have to cease our Health Fund membership which we have been members for the past 50yrs continuously, just to pay the unfair rate formula by the current Council and you want to increase the rates a further 30% with a SRU for the next 3yrs and probably more yrs.

We have paid rates since 1967 - long time residents, the Council is making it very hard.

Valuer General zones us Rural Small Holding not Residential. I have cattle approx 4 ha - can't do this on Residential land.

If this present Council keeps moving in this direction, can't wait for the next election - the problem it's in 3 yrs time.



SCANNED





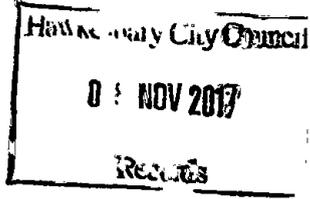
# Dominic Perrottet MP

## Member for Hawkesbury



Ref 17/1338

Mr Peter Conroy  
General Manager  
Hawkesbury City Council  
PO Box 146  
WINDSOR NSW 2756



Dear Mr <sup>Perrottet</sup> Conroy

Please find enclosed a letter from [REDACTED]

[REDACTED] has contacted me in relation to the Council rate rise in Oakville.

Please advise what Council is doing in relation to the issue and what steps, if any, have been taken to address the matter.

Thank you for your assistance in this matter and I look forward to hearing from you.

Yours sincerely

Dominic Perrottet MP  
Member for Hawkesbury  
Treasurer  
Minister for Industrial Relations

3/11/17



**SCANNED**

Mail: PO Box 505, Richmond NSW 2753

Office: Building R4, Western Sydney University, Hawkesbury Campus, College Drive, Richmond NSW 2753

## David Rossi

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**From:** [REDACTED]  
**Sent:** Thursday, 26 October 2017 3:19 PM  
**To:** ElectorateOffice Hawkesbury  
**Cc:** Oakville Progress Association  
**Subject:** Objection To Huge Rise In Council Rates for Oakville NSW 2765, other.

**Categories:** Rossi Corro

26 October 2017

Attention: The Hon Member Dominic Perrottet  
[Hawkesbury@parliament.nsw.gov.au](mailto:Hawkesbury@parliament.nsw.gov.au)

RE: Huge Rise in Hawkesbury City Council Rates for Oakville 2765, other.

Dear Sir,

Thank you for your attendance at Oakville Progress Association meeting to hear the concerns of Oakville residents regarding rate rises of between 110% to 180% and an additional SRV increase of 30% (pending).

Certain Hawkesbury City Councillors assured us last year that Council was "fit for the future" and viable as a Council. We therefore supported them in rejecting State Government's move to amalgamate. It appears that this assurance was not correct and as a result Oakville (most heavily) and several other suburbs have suffered the huge rate rises mentioned.

Further to this massive increase in rates, Council now advises residents it will seek a further 30% SRV increase. Both the huge rate rise and the impending SRV rise are excessive and unaffordable.

A large proportion of rate payers received a reduction in rates, while Oakville residents subsidise this injustice but receive no services for same. Oakville residents have no street lights, kerbing, guttering, bus services or sewerage pumpout services as other truly residential rate payers enjoy. Still we have been reclassified as Residential for rating purposes rather than Rural Residential but are denied the same rights re dual occupancy as other Hawkesbury residents who do not have acreage. In terms of rights, services and charges, this is discrimination.

While I understand recent development has caused a very sudden jump in land values here from approx \$607,000 to 1.9 million it does not excuse the Council for changing the way it determined rates based on land values from 50% to 30%, or give us the ability to pay more. Furthermore, it does not excuse Council for misleading residents as to its viability.

Council does not provide us a way forward to pay the huge rate rise. Many Oakville residents are retirees, small business owners and farmers on small incomes, annual annuities (like myself), or pensions. Ability to pay is always a pressing issue.

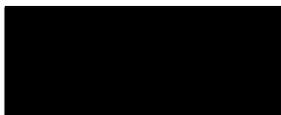
I am in an even more difficult situation as I now pay huge State land tax on my property as a Company house. Our business was closed years ago when we retired, but we are still required to pay the equivalent of a commercial rent to live here as well as the increased rates and taxes.

It is a sad affair that after 33 years I will be forced to sell because I cannot afford the rates and taxes, forced out before we can reap the long awaited benefits of rezoning. If Council and the State Government are now

charging such huge rates and taxes we ask to be rezoned for development like our Box Hill neighbors, whose property is worth far more, but whose rates are less than half those of Oakville.

Thank you for taking the time to listen to my concerns.

Yours Sincerely,



Virus-free. [www.avast.com](http://www.avast.com)

NOV 2017

6/11/17.

The General Manager, Hawkesbury Council,

I am writing to lodge my opposition  
to the proposed S.R.V.

I want council to be aware of my  
shock at the enormous & unfair increase in  
my rates.

Having lived in Oakville for almost  
50 years, this is the first time I have felt  
compelled to complain about what I  
consider, very unjust treatment by  
Hawkesbury Council.

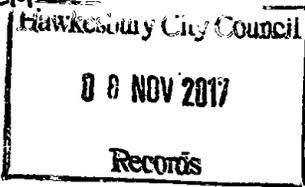
I do hope to see a return to fair,  
sensible & more affordable rates in  
the immediate future.

From a very shocked & disappointed  
rate payer.



Hawkesbury Council

5 Nov. 2017



Dear Sir / Madam

Re: SAV Rate Increase

The recent Rates, and change of rates formulas by the current Council is very unfair.

This Increase will create enormous hardship for myself, as I am now retired and have owned my property since 1969.

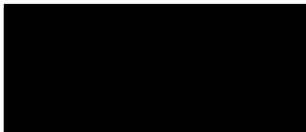
Under no circumstances should Council consider an SAV.

I cannot wait for the next Council Election when I will be voting for those who opposed your current changes.

Please be kind enough to reply to me.



Yours sincerely



SCANNED

**From:** [REDACTED]  
**Sent:** 7 Nov 2017 21:02:29 +1100  
**To:** Hawkesbury City Council  
**Subject:** Letter to General Manager, re: SRV rate increase  
**Importance:** High

*Dear General Manager,*

*We highly oppose the proposed SRV rate increase. As residents from Oakville, our rates have already more than doubled from last financial year and a further 30% increase would be devastating to our family. The recent rates redistribution is very obviously unfair. We went along to several meetings to hear the explanations on the increase and while we understand that the increase is mainly due to the Valuer General's land valuation, the council is also responsible for changing the rating of Oakville residents from Rural Residential to Residential. We do understand that council is only allowed to increase the rates by 1.5% as a whole, but the redistribution and reclassification has meant that now Oakville is funding the rest of the Hawkesbury in how the rates are collected. While we understand the reasoning for the land price increase, we also know that as Oakville residents, we are not allowed to subdivide our properties, nor have a second dwelling to help our income to fund the rates increase. Our land does not produce any income of its own, and as such, our family are now under extreme hardship having gone from rates of \$1998 in the previous financial year to \$4270 in this financial year. A further 30% increase would basically mean that our children will be affected as we will not be able to provide them with the necessities they need. Our families' income has not increased by more than double, nor by an additional 30%, yet our rates have and you think we will be able to support an additional 30% increase of approximately \$1280 on top of the \$4270 we are now faced with. We would like to know how anyone can survive from going from \$2K per year to \$5.5K per year?*

*Due to the reasons above, we vehemently OPPOSE the proposed SRV rate increase. Thank you.*

*Kind Regards,*

[REDACTED]

**From:** [REDACTED]  
**Sent:** 7 Nov 2017 12:01:03 +1100  
**To:** Hawkesbury City Council  
**Subject:** Council Rate increase in Oakville (127 Bocks Rd: Rate no. 707)

General Manager  
Hawkesbury City Council

I have lived and brought up my family here for 35 years. My property has always remained as a residence/hobby farm and never used for business .

I am now retired on a fixed pension.  
I do not want to move away from here. We love the Hawkesbury.

I was shocked to find that Council has increased my rates this year by 100%, from \$1836 to \$3612. I see Council has changed my zoning from Rural Residential to Residential .

Council has simply applied the new rate to the new , unrealistic VGs figure, without thought to the above issues.

I know Council cannot increase rates overall by more than a few %, so that means many others have had a sizeable rate decrease.

***This massive increase is hard enough to budget for, but now I am told that Council is intending to proceed with an SRV to add up to 30% more.***

I had heard of people forced to sell in development areas when rates changed because of zoning changes, but Oakville is still in a 5 acre undevelopable area. All the development is happening in the Hills and Blacktown City areas around us..

I cannot even cut down a tree under the 10/50 Rule as I have been placed in an Endangered Species Riparian Zone, according to Council's website.

I have read Council's Meeting Minutes about this and all that is proposed is to ask VGs to consult with us about their method of valuation.

***I call on Council to reconsider the massive shift of rates burden onto people like me, and to amend the rates impost before imposing any SRV.***

Sincerely,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 7 Nov 2017 11:16:05 +1100  
**To:** Hawkesbury City Council  
**Subject:** DRAFT SUPPLEMENTARY RESOURCING STRATEGY

General Manager,  
Hawkesbury City Council.

Dear Mr. Conroy,

I am writing to support Councils decision to tackle the problem of deteriorating assets by means of a rate increase and particularly the proposed adoption of Option 3.

I have been particularly impressed by the effort made to provide the community with information and determining the views of residents. It is noticeable that support for Option 3 is greatest from those attending the town meetings. This indicates that more detailed understanding of the issues generates more support for Option 3.

I wish Council well in its negotiations with iPart to achieve a Special Rate Variation as, without approval, the services and asset condition will decline contrary to clearly expressed community wishes.

Yours sincerely

[REDACTED]

**From:** [REDACTED]  
**Sent:** 7 Nov 2017 11:04:14 +1100  
**To:** Hawkesbury City Council  
**Subject:** DRAFT SUPPLEMENTARY RESOURCING STRATEGY

For the attention of General Manager.

Dear Mr. Conroy,

I support Option 3 on the grounds that Hawkesbury City Council should obtain a Special Rate Variation so that the community could be , not just maintained but improved.  
The supporting document is very well thought out and communication with the ratepayers has been well considered and implemented.  
Council staff are to be congratulated.

Yours sincerely,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 6 Nov 2017 19:37:13 +1100  
**To:** Hawkesbury City Council  
**Subject:** Complaint of Land Rate rise - [REDACTED]  
[REDACTED]

Attention: General Manager

Please be advised, [REDACTED]  
[REDACTED] to express her disgust of the recent land rate rise.

As she is 92 years of age & been a loyal & diligent rate payer to Hawkesbury Council for many years, she found the recent rate increase imposed on her to be absolutely outrageous & very unfair. As a senior citizen & living off the aged pension, to meet these new commitments has created enormous hardship & cannot afford the current unfair rate increase. Her lifestyle has changed dramatically since these new rates were imposed this year & now has to forfeit lots of things to try & find funds to pay her land rates & this is very stressful for an elderly person. Why is the increase so severe?

For many years there has been very little attention given to this part of Oakville, transport services to this area are none, accept catching a school bus; Road works are very minimal eg Cusack Road is still a dirt road, hardly ever gets any road maintenance done, always full of pot holes, corrugations, blocked drains; Midson Road has only had a few minor repairs done to it over 55 years since it was made bitumen, the Maraylya end of Midson Road is still dirt & not even a formed road; Martin Road has had no repairs to it, same for Hession & Dormitory Hill Roads; Old Pitt Town Road has pot holes & broken edges; road side grass verge grows wild, never looked after by Council, hence traffic hazard & bush fire hazards. What are our rates actually covering?

My family has been living in Oakville since 1921, we have very worked hard to maintain our property & feel the recent high rate rise is very unfair & are seeking you & your fellow Councillors to look into this matter with URGENCY & make effective & affordable rates for us & also other families in the area. We are feeling dissatisfied with what Hawkesbury Council has imposed this year, what is Council going to do to reduce these rates?

Also, please do not proceed with an SRV until Hawkesbury Council make rates fair.

Looking forward to hearing from you soon.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 6 Nov 2017 19:31:52 +1100  
**To:** Hawkesbury City Council  
**Subject:**  
**Attachments:** Hawkesbury Rates.docx

Attention  
The General Manager  
Hawkesbury Local Council

Attached letter concerning the Hawkesbury Local Council review the recent rate increase for the Oakville residence and not to proceed with the SRV until the rates are made Fair.

From [REDACTED]  
[REDACTED]

The General Manager

Hawkesbury Council

Sir,

My name is [REDACTED] I am a rate payer to the Hawkesbury Council for almost 50 years.

Last year when Local Council mergers were in progress, Hawkesbury Council was going to be merged with The Hills Shire Council. The Hills Shire Council new building at Bella Vista allocate Office space for all Hawkesbury council staff, desks computers etc. a complete floor in the new complex.

The Hawkesbury Local Council decline this merger it would appear on the Sunday, the local residences were not informed prior to the merger not taking place. But on the following Monday through gossip local residence were informed that the merger was not going to take place as expected. The Hawkesbury Councillors told us, the residence, that we did not need to merge as "we are fit for the future"

Now I, as well as other residence in the Oakville area with my latest rate notice received an increase of 180% so much for the Hawkesbury council being fit for the future, further with this increase in my rates it is quite obvious that I as well as other rates payers in the Oakville area are now subsidizing a rate drop for 80% of the district. How is this fair/just and equitable.

It is quite obvious that this recent rates redistribution and present change of the rates formulas by the current Hawkesbury Council is obviously unfair and unjust when 20% of rates payers, those in the Oakville area which comprise of some 500 odd residence, myself included subsidise a decrease in rates for 80% of the rate payers in the Hawkesbury Council area.

These 500 odd residence properties, myself included receive nothing from the Hawkesbury Council in the way of services, garbage collection is not a service provided by council as I and all other residences pay for this service, no footpath, no curb and gutter no storm water, no sewerage. This has been nothing other than the worst rates mistake in the history of the Hawkesbury area.

The majority of the 500 odd residence in the Oakville area including myself are mostly retired and elderly people that have been living/rate payers in this area for a long period of time. This present rate increase and the current 30% increase under consideration with the SRV has and will create enormous hardship for all long term rate payers.

Elderly people on fixed incomes like myself will not only have to change our life styles which is by no way lavish but live very frugal as on top of other Government increase in electricity etc. the current rate increase and proposed increase of 30% on top of that by the SRV is nothing but absurd.

Why am I as well as the 500 odd residence in the Oakville area be punished as individuals and in some cases have half our personal income going to fund the council so as to become viable, this must change. The Hawkesbury Council must not and should not place this hardship on 500 odd rate payers in the Oakville area just for the benefit of council.

This present council must not under circumstances even consider to proceed with an SRV until they have rectified this current miscarriage of justice rate increase of 180% to the residence of Oakville, me being

one, when only less than 12 months ago this same council when it declined to merge with The Hills Council stated quite openly and emphatically that “we didn’t need to merge and we are fit for the future.” If that was the case what has changed in less than 12months, a lie, and the best they can come up with is to penalize 500 odd residence so that 80% of the rate payers receive a discount.

The Hawkesbury council has decided to rezone the Oakville residence as being Rural-Residential, well I as well as other Oakville residence are either, Rural or Residential, as you, the Hawkesbury council have rezoned us Oakville Rural/Residential as one, we cannot be both. Rural/ Residential, if you as the Hawkesbury council want both, I for one will demand that I expect the same services from the Hawkesbury council as other residential area residences have access to, curb and gutter, storm water, sewerage, street lighting, upgrade of road surface to an acceptable safe standard.

Yours faithfully,

A solid black rectangular box used to redact the signature of the sender.

5<sup>th</sup> November, 2017.

**From:** [REDACTED]  
**Sent:** 7 Nov 2017 08:24:21 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV

To.. The General Manager

I am sending this email to you to let you know that we are very much against your proposed Special Rate Variation, especially after we have been slugged by your Rates redistribution and the change of rates formulas, which seem to be very unfair. As we see it, the council has been incompetent in the management of their affairs and we are being used as a cash cow to remedy a lot of this. We feel that it is a great pity that the Hawkesbury Council did not merge with the Baulkham Hills Shire Council because then we might not have seen this great MONEY GRAB that we are facing now. My husband [REDACTED] was born in Oakville 74years ago, and we can't understand why you are treating this area like you are.

Thank You ... [REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 7 Nov 2017 06:24:01 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

Under no circumstances should you go ahead with the SRV until you make the rates distribution fair again. You made the biggest mistake in the history of rates in the hawkesbury when you changed the rates model this year. As a direct result of your actions people will be forced to sell. The way you marketed your strategy means most people are not aware of your plans, your rates redistribution, what and SRV is or the impact of what you did and your sample is not representative of the district. Some people will get a net increase of about 8%, and some 220%, you created huge inequity, on the premise at least what you told people you were doing was to make the rates fair. You either completely failed, or you intentionally created an unfair system. Either way stop the SRV until you fix your mistakes.

**From:** [REDACTED]  
**Sent:** 4 Nov 2017 10:15:06 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV

General Manager

Hawkesbury City Council

George St

WINDSOR NSW 2756

Dear Peter,

I strongly object to your proposed Special Rate Variation especially on top of your recent Rates redistribution & change of rates formulas. This will most definantly bring extreme hardship to many longterm hawkesbury rate payers & is immensely unfair. Local residents are battling to come to terms with the recent unfair 180% rate increase imposed by the incompet council let alone another 20% to 30% increase.

The current council recently stated they were fit for the future & oposed merging with niebouring councils, this has proven to be incorrect & the merging should take place. Hawkwesbury City Council has been mismanaged for many years & this mismanagement should be addressed **NOW** in a fair & sustainable way, not just a money grab you are proposing which is at best a short term solution.

Under no circumstances should you consider any SRV especially on top of your other recent rate hikes.

Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 5 Nov 2017 20:18:32 +1100  
**To:** Hawkesbury City Council  
**Subject:** Objection to Special Rate Variation (SRV) proposed by Hawkesbury Council

Objection to Special Rate Variation (SRV) proposed by Hawkesbury Council

[REDACTED]

[REDACTED]

[REDACTED]

5<sup>th</sup> November 2017

To whom it may concern,

I am writing this letter to strongly oppose any SRV rate increase.

As a long term resident of Oakville (circa 1986), I am appalled by the suggested SRV rate increase of 30%. This is obviously unfair. Oakville residents already bore a significant rate increase last year which brought financial hardship into the lives of many residents, and another increase could bankrupt families forcing them out of their homes. The rate formula needs rejigging. Ideally back to how it was. You are trying to pull the wool over our eyes by making a change last year and then another proposed increase next year. But we see what you are doing and are disgusted. You are meant to be exemplary members of the community.

The fact other suburbs have seen a rate decrease adds salt to the wound. Oakville and surrounding suburbs aren't your scapegoat and we shouldn't have to fund your poor planning. What happened to "fit for the future"? Your actions don't exactly inspire confidence in our elected council.

I believe you should return to the way the rates were calculated in the past, placing less importance on land value. Land value in Oakville means nothing because Oakville properties cannot be subdivided like the large blocks in Box Hill, part of the Hills Shire Council that can be.

As you are aware, it also doesn't mean residents can magically afford a 180% rate increase, as they don't see the fruits of a "land value increase" unless they sell up.

When will council amalgamate with the Hills Shire Council?

When are we going to be able to subdivide?

Until then, you have no argument for increasing our SRV rates as this is extremely unfair!.

I look forward to your reply.

Kind Regards



**From:** [REDACTED]  
**Sent:** 5 Nov 2017 18:37:56 +1100  
**To:** Hawkesbury City Council  
**Subject:** Outrageous rate increase

The General Manager  
Hawkesbury City Council,  
Dear Sir,

As one of those people affected by this unfair demand, I strongly object to this decision. Had we been able to build a granny flat on our acres to offset the increase just as those in town it might be acceptable. What is Council's real agenda, to force those who cannot afford these huge increases?

Could it be that Council might be able to acquire those properties at a bargain price and at a future date rezone the area for subdivision?

Wake up Council and come back to the real world.

Yours in disgust, [REDACTED].

Sent from my iPad

**From:** Your Hawkesbury Your Say  
**Sent:** 5 Nov 2017 17:44:19 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

I vote for Option 2. I do not support Councils efforts in raising funds by a special rate rise when an unfair rate rise has been passed onto ratepayers. The rates should be paying for these types of infrastructure maintenance. When was the last time Hills council had to request additional funding on its ratepayers this way? Very poor performance indeed. If there is any further rises of any kind, I will be moving out of the Hawkesbury LGA.

**From:** Your Hawkesbury Your Say  
**Sent:** 5 Nov 2017 16:03:30 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

The recent rates redistribution, and change of rates formulas by the current Hawkesbury Council is obviously unfair. It has created enormous hardship for long term rate payers. Under no circumstances should an SRV be considered until the rates have been normalised. People cannot afford the current unfair 180% rates increase imposed by the council, let alone another 20-30%.

**From:** [REDACTED]  
**Sent:** 5 Nov 2017 15:51:13 +1100  
**To:** Hawkesbury City Council  
**Subject:** Attention of General Manager - SRV Rate Increase

Good Afternoon,

I refer to the recent increase of rates up to 180% in the Oakville area.

It is obviously unfair and the biggest rates mistake ever made by a Hawkesbury council.

It has created enormous hardship for our family. I cannot even imagine how our elderly residents are coping as some have half their available income going to fund the council. They must be absolutely devastated and in extreme financial hardship. I cannot believe how ruthless and unfair this is.

Under no circumstances should council consider an SRV until it gets back to a fair rate model.

Please show some empathy and re-consider this unjust decision.

[REDACTED]

Oakville Residents

**From:** [REDACTED]  
**Sent:** 5 Nov 2017 16:34:00 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV/ to General Manager  
**Importance:** Normal

Dear General Manager

Please consider the impact of the SRV will have on Oakville residents, myself and others are finding it hard to pay council rates now, yet alone with an increase for the SRV.

Regards

[REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 5 Nov 2017 15:13:25 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

As long standing residents of the Hawkesbury we feel we must voice our concern for our situation, and that of other residents, of the Hawkesbury City Council ratepayers. Under no circumstances should an SRV be considered until the rates you administer, have been normalised. We have experienced the worst rates mistake in the history of the Hawkesbury area and we would go as far as to say that a Council Amalgamation would have been far more beneficial to the ratepayers. We are both retirees with limited income, and the fact that your last increase in our rates had greatly impacted on the quality of our retirement. Any further increase may force us out of our home of 34 yrs. It amazes us that NSW Government offices classify 5 acre holdings as RURAL PROPERTIES, and as such we have to hold a PIC, and each year submit a stock return, yet you now rate us as a residential property, imposing a further substantial increase of over \$600 per year. An SRV will no doubt add another hike to an already substantial increase. In our area we have no town water, no curb and guttering, no sewage, no street lighting and have been waiting 6 years to have the stormwater drain, on the street at the front of our home, properly maintained. We have tried to make enquires but managed to get no further than the receptionist who promised a return call from the engineers, but we are still waiting. The fact that we were surprised to get some low grade resurfacing done to our road this past weekend, was marred by the fact that Council didn't consider us important enough, to give appropriate notification to the street's residents. We were blocked from entering our street, impacting on all concerned both socially and financially. How can you, with a clear conscience, substantially increase rates in some areas, and drop 80% of the districts rates, before an SRV. Is it to make you look better in some way? What happened to being, as you put it, "fit for the future"?

**From:** Your Hawkesbury Your Say  
**Sent:** 5 Nov 2017 12:07:31 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

I strongly believe that the Recent Rates distribution is the worst rates mistake in the history of the Hawkesbury. My rates have increased by over 100% in one year. I strongly oppose to the SRV rate increase. The increase in rates has and will continue to place a lot of financial strain on our family. It has created an enormous amount of hardship for long term rate payers. This is not right. This is very unfair and unjust. Something needs to be done and we need to be heard.

**From:** [REDACTED]  
**Sent:** 4 Nov 2017 15:19:24 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV

General Manager  
Hawkesbury City Council,  
George street ,  
WINDS

I strongly object to your proposed Special rate Variation especially on top of your recent rate redistribution & change of rates formulas , this is going to cause me great hardship as I am on a fixed income,

I have lived in Oakville for 60 years and have been a rate payer for all those years ,I have never seen such terrible treatment to the to the residents of our area .

The current council recently stated they where fit for the future& and opposed merging with neighbouring councils, this has proven to be incorrect &the merging should take place, Hawkesbury City Council has been mismanaged for many years & this should be addressed immediatly in a fair & sustainable way ,and not just a money grab you are proposing which is at best a short term solution.

Under no circumstances should you consider any SRV especially on top of the recent rate hikes.

Regards,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 4 Nov 2017 14:10:37 +1100  
**To:** Hawkesbury City Council  
**Subject:** rate increase  
**Importance:** Normal

TO WHOM IT MAY CONCERN, WE [REDACTED] DO NOT  
AGREE WITH A RATE INCREASE TILL  
COUNCIL FIXES UP THE ROADS IN OUR AREA, AND HELPS TRAFFIC FLOW. ANY RATE INCREASE  
BY THE COUNCIL AND I WILL HELP TO TAKE A CLASS ACTION  
AGAINST THE COUNCIL. [REDACTED]



Virus-free. [www.avast.com](http://www.avast.com)

**From:** [REDACTED]  
**Sent:** 4 Nov 2017 14:17:21 +1100  
**To:** Hawkesbury City Council  
**Subject:** General Manager re rates

Dear General Manager,

It has been brought to my attention that the Hawkesbury Council intends to increase the SRV Rates. I am appalled to hear that this would even be considered given the fact that my rates have already increased dramatically in the last year.

It angers me to think how much my rates have increased over the last 20yrs years with very little benefit to myself or anyone in my area.

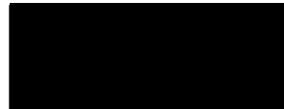
I understand that money is required to improve the district but not at the expense of myself and others having to move out of our homes because of the outrageous cost in rates.

Another increase would seriously compromise my lifestyle and cause considerable hardship to me as a widowed elderly person with no foreseeable increase to my income now or in the near future.

I strongly oppose any increase to the SRV Rates and hope you understand that people in the Hawkesbury are currently at breaking point with the high rates already imposed.

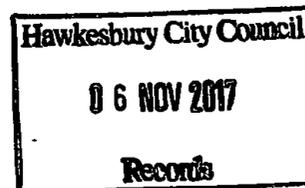
With Regards

[REDACTED]



30/10/2017

The General Manager  
Hawkesbury City Council  
366 George Street  
WINDSOR NSW 2765



Dear Sir,

**Re: Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program**

The change to rating formulas and rates redistribution by the Council is the worst mistake made by the Hawkesbury Council in all of its history.

The HUGE rise in our Council rates is alarming and I cannot imagine how your Council can vote for Option 3 – this would mean rates would rise an EXTRA 30%. Most Oakville residents cannot afford your recent rating increase as it is.

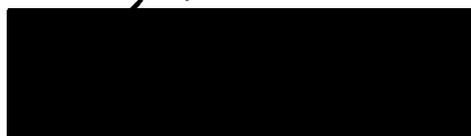
I have lived in my home in Oakville for 45 years and I am a pensioner. I voted for the Hawkesbury Council NOT to merge with The Hills Council, thinking the Hawkesbury Council would keep us RURAL, that obviously was a mistake as Council is showing NO loyalty to the people of Oakville. I do not want to move from my home but may be forced to if Council cannot come up with a more equitable ratio for the rates in my area and other close areas. The increase of 180% is atrocious and totally unfair.

Council should not have changed our classification from Rural Residential to Residential (this alone put an extra \$807 on my rates). The extra 0.17 from 0.13 was totally unnecessary as Council would have been aware the new land valuation would have netted Council a lot of extra rates anyway.

On the subject of classification, could Council please explain why the change? In my personal surroundings I have next door to me a Truck Depot (Council Approved) and on the other side a neighbour (obviously running a business) running 3 trucks which would not be allowed in other Residential suburbs (say McGraths Hill, Windsor, Kurrajong Village or Bligh Park). Oakville also has market gardens, mushroom farms, alpaca studs, sheep, goat, cattle, and horses, hardly Residential. So again the question is why if not only to make extra money from rate payers.

In NO circumstances should Council consider an SRV in the current climate and certainly not for the people of Oakville. Rethink your strategy and repair the errors you have made.

Yours Sincerely,

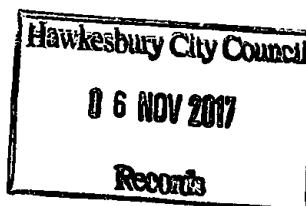


**SCANNED**



2<sup>nd</sup> November, 2017

The General Manager  
P O Box 146  
Windsor. NSW. 2756



Dear Sir

The Recent Rates redistribution, and change of rates formulas by the current Hawkesbury Council is obviously unfair. It has created enormous hardship for all Oakville residents.

We voted to stay with Hawkesbury Council instead of amalgamating with the Hills Council as Hawkesbury assured us they were a viable Council but they misled us and we deeply regret that decision.

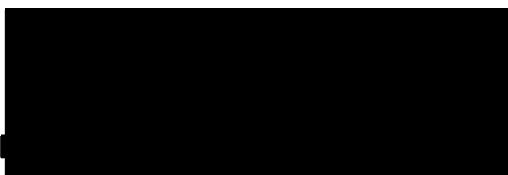
It is the worst rates mistake in the history of the Hawkesbury. Under no circumstances should an SRV be considered until the rates have been normalised.

People cannot afford the current unfair 180% rates increase imposed by the council, let alone another 30% We are on the pension and do not have the funds to pay ever increasing rates, especially as we have lived here for nearly fifty years and rarely get any money spent at Oakville. I note that Oakville rates amount of \$1.83 million has been invested in the Windsor sewerage Scheme Pump Station. We are not a "cash cow" for the Hawkesbury!

We will have to change our lifestyle just to survive and it seems unfair developers have pushed up our land value but we are not allowed to subdivide our land. We had always hoped our property would be our superannuation as we received very little contributions to super all our working lives. If we are forced to sell now the developers will swoop in and buy our property and get the advantage of further development.

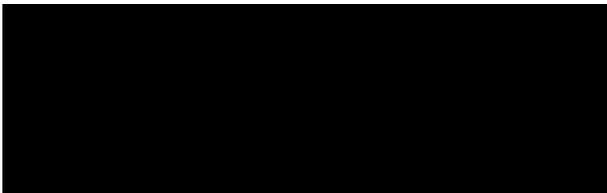
It is unfair to increase the rates in Oakville and a few other suburbs by 180% to fund a rate drop for 80% of the district. Under no circumstance should you consider an SRV in the current climate until the method of rating in the Hawkesbury is fairer and evenly contributed to by all residents.

Yours faithfully



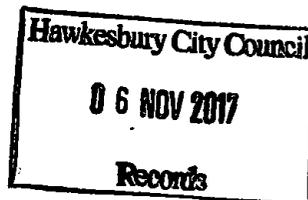
**SCANNED**

P (02)9627 2656



3 November 2017

The General Manager  
Hawkesbury City Council  
PO Box 146  
WINDSOR NSW 2756



Dear Sir,

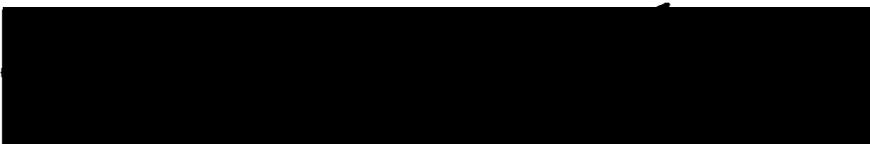
**Proposed SRV Rate Variation**

As rate-paying residents of Oakville of long standing we wish to protest in the strongest possible terms the Council's unfair recent Rates redistribution and proposed SRV.

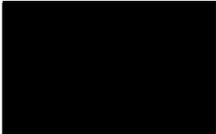
1. Reclassification of Rural Residential holdings as Residential ignores the differences in current use, the permissible use of these properties and the facilities available to them compared to truly residential-only properties.
2. We feel that the enormous increase in Rates for 2017-8 for our area, coupled with the proposed SRV, is tantamount to a gerrymander.

Please make our protest known to Council.

Yours faithfully,

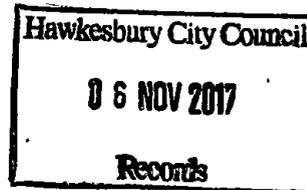


**SCANNED**



2<sup>nd</sup> November, 2017

The General Manager  
Hawkesbury City Council  
P.O. Box 146  
Windsor  
2756  
N.S.W.



Dear Sir,

**Re: Special Rate Variance - Rate Increase**

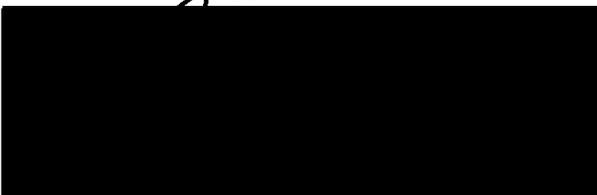
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The purpose of my letter is to ask council to take into consideration the following before proceeding with an S.R.V. rate increase:

1. Under no circumstances should an S.R.V. be considered until council gets back to a fairer model.
2. The Recent Rates redistribution, and change of rates formulas by the current Hawkesbury Council is obviously unfair.
3. People can not afford the current unfair 180% rate increase imposed by the council, let alone another 20-30%.
4. It is unfair to increase the rates in Oakville and a few other suburbs by 180% to fund a rate drop of 80% of the district.
5. It has created enormous hardship for long term rate payers.
6. Elderly people have to change their lifestyle. And some have half their available income going to fund the council to become viable.

In conclusion I would ask you to take into consideration these factors.

Yours Sincerely,



**SCANNED**

**From:** [REDACTED]  
**Sent:** 3 Nov 2017 14:26:16 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV Rate Increase

Attention: The General Manager,

We are most concerned at the councils lack of fairness with regard to the proposed rate increases throughout our district.

We have lived in this district for over 55 years and have never seen such an unfair adjustment to the shire rates as you and your team are now proposing. How could anyone in their right mind propose such an extreme adjustment and particularly when you are supposed to be acting on our behalf as our representatives.

In the Australia of today, there is no place for rate increases of up to 180% for anyone.

There appears to us onlookers, to be vested/biased interests in your councils approach to the recent rates redistribution and the change in the rates formulas.

There also appears to be no openness in your actions resulting in massive rate increases for some and drops for many others.

As a result you have now created huge divisions within our community and a sense of unfairness throughout.

How can I, as a pensioner, afford to pay the massive increases you are proposing which will give enormous hardship to myself and the many others similar to myself within the shire affected by such a poorly informed decision.

As a long term citizen of the area, we, therefore, ask you to suspend the SRV immediately and establish a fair rate model for all concerned before proceeding with any increases.

We await your confirmation of the above suspension and if it is not forthcoming we ask for the councils resignation in full to help establish a fair and just council for all concerned.

We await your just decision on this matter.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 3 Nov 2017 14:25:06 +1100  
**To:** Hawkesbury City Council  
**Subject:** Oakville Rates

To General Manager

I am writing to oppose the proposed Raye increase.  
It is unfair and has created serious hardship. My husband can not work as of a serious back injury. I can't make ends meet. Don't you have any heart Baulkham Hills Council should definitely merge and take over Hawkesbury.  
I will be sending a letter to the Premier.

Sincerely

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 2 Nov 2017 18:31:32 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV increase objection

The General Manager, The Mayor, Councillors,  
Hawkesbury City Council

1 November 2017

Dear Sirs/Madams

We are strongly objecting to the intended SRV rate rise

This is irrational and very unfair, to expect decent people to pay the recent rate rise, and then to impose a further 30% SRV rise is totally outrageous

Many residents have lived in Oakville for 30 - 40 years, and despite the increase in land values Oakville residents incomes have not gone up 100 x 180%, so how are we expected to pay the exorbitant rate rises let alone an SRV rise

If the majority of the councillors who supported option 3 for the SRV were to be imposed with such an injustice, certainly they too will be up in arms

Oakville residents are indifferent to anyone living within the Hawkesbury boundaries, rates should be distributed more evenly, so why ??? this injustice upon Oakville residents

Please reconsider and rectify this unfairness

Again we appose to an SRV increase

Yours sincerely

[REDACTED]

**From:** [REDACTED]  
**Sent:** 2 Nov 2017 09:03:03 +1100  
**To:** Hawkesbury City Council  
**Subject:** Rates in hawkesbury/Oakville

I am a resident of Oakville and I fully agree with the Oakville Progress Association that the new rate increase is disgusting and unfair (I get NOTHING) for it! Haven't even got a normal garbage bin!!

I say that you should not proceed with an SRV until you make rates fair!! Mine have doubled and I am retired.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 2 Nov 2017 09:04:25 +1100  
**To:** Hawkesbury City Council  
**Subject:** Oppose Proposed SRV

The change of formula for calculating rates is unfair. To give 80% of the district a rate reduction or no change in rates & then impose a 100% to 180% increase on a small section of the district is not only unfair, but based on statements made by councillors in open meetings, could be considered to be corrupt.

While an SRV may be reasonable in normal circumstances, when the majority of residents will pay approximately \$150.00 extra per year, the recent unfair rate change will mean that the resident in the remainder of the district will be forced to pay approximately \$1,300.00 extra per year.

There is no basis on which this could be considered reasonable or fair.

The current councillors, when members of the previous council, fought against any rates rise. Now they are forcing an unfair and unjust rise on a small section of the district, while making "Good Fellows" of themselves with the majority. This alone could be considered corrupt conduct to ensure their re-election in the future. An extra \$1,000,000.00 from 20% of the district without any extra services is unjust.

I request a reassessment of the rate distribution and formula for a more equitable one, prior to any SRV being levied.

Yours sincerely

[REDACTED]

Sent from [Mail](#) for Windows 10

**From:** Your Hawkesbury Your Say  
**Sent:** 1 Nov 2017 16:43:24 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

As a rate payer I believe OPTION 1 is the best. I strongly oppose and object to any SRV for the following reasons:- \* The recent rates redistribution and changes to rates formulas by the current HCC is obviously unfair. \* It has created enormous hardship for most Oakville residents. \* Under no circumstance should an SRV be considered for any Oakville residents until the rates have been normalised. \* The current rate hike / increase is the worst rates mistake in the history of the HCC. \* The residents CANNOT afford the current unfair 180% rates increase imposed by the council, let alone an additional 30% SRV. \* There elderly people who have had NO choice but to change there lifestyle, and some have half their income going to fund the council to help it become financially viable, this MUST change. \* Last year the current councillors said that HCC didn't need to merge with Hills Council and that the HCC was FIT FOR THE FUTURE and now they want to impose massive increases to rates!! ??? \* It is totally unfair to increase the rates in OAKVILLE and a few other suburbs by 180% to fund a rate drop for 80% of the shire before trying to impose an SRV. \* Under NO circumstances should an SRV be considered in the current climate. \* I'm in an RU4 / Farmland zone and now I'm going to be paying residential rates?? Give me a break, I'm only a farmer barely paying my way. \* Please reconsider this decision and fix this mistake. Regards, [REDACTED].

**From:** [REDACTED]  
**Sent:** 1 Nov 2017 17:48:49 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV Rate Increase  
**Importance:** Normal

The General Manager

I am writing to oppose the proposed SRV Rate Increase.

Due to the latest increase in our rates which increased recently nearly doubling we consider this to be very unfair for the residents of Oakville as we seem to be the ones that have been disadvantaged by your sudden decision to change our property from Rural/Residential to Residential owing to the development on the other side of Boundary Road.

This has caused enormous hardships for the majority of Oakville residents and we have been shown no consideration by Council to this situation at all.

Under no circumstances should a SRV be considered until some sense is taken by the Council and our rates normalised.

Most of the residents of Oakville are elderly or have been in their homes for 20-30 or more years and came here when no one else wanted to move this far out. They are now being penalised.

I think you should consider what you have done to the people of Oakville and a few surrounding areas by this massive increase in our rates before you start imposing an SRV.

[REDACTED]

Sent from [Mail](#) for Windows 10

Attention The General Manager  
Hawkesbury City Council  
[council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)

[REDACTED]  
[REDACTED]  
[REDACTED]

Monday 31<sup>st</sup> October 2017

**Re:- SRV- Special Rate variable**

Again we find it necessary to write to you in relation of the above S.R.V. yet another “*small*” increase to be bestowed on the folk of Oakville and surrounding acrerages being unfairly democratic and unjust.

After spending a very exciting weekend at the North Richmond World Polo championships- so professionally well done and executed hats off to the Higgins family to show determination to go straight to STATE government for a speedy resolve allowing this important event to go ahead and helping the local economy.

It would appear if this (HCC) council had its way would have scuttled and made impossible for the organisers to go ahead due to constant stumbling blocks and or copius ammounts of red tape and ineptitude which consequently reminds how insular and inferior this council has become.

H.C.C. unable see vision for this unique area by holding great events to encourage global and local involvement but allowing only small perokial local events which this council can manage and control and appears to stifle any large events for the future, and of course show the rate payers how versed they are at charging outrageous fees for no infrastructure return- I wonder did a representative from H.C.C. attend the World championships which would given them an opportunity to network and possibly create future great area events pertaining to this hawkesbury history- ie “The river” - “The people” - “Foundation members” - “Food qualities” etc -although I would assume this would be out of the league of Mayor Bucket to discuss.

It also begs a question as to the combining with Castle/Baulkham Hill Councils a couple of years ago -although pulled at the very last minute- B.C.C. are showing a greater planning infrastructure operation potential. If Oakville may have been included in the development belt through to Windsor instead of being left to hang out to dry and pay your exorbidant fees - for what or who’s benefit??

We would remind the general manager with the imminent Box hill-Gables development occurring already there is a significant amount of increased traffic & damage to our local road networks this is disgraceful and should be dealt with immediately.

**From:** [REDACTED]  
**Sent:** 1 Nov 2017 14:25:32 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV Rate increase

Att: General Manager

The recent rates redistribution resulted in my rates being increased by aprox 200%.  
An SRV should not be considered until rates have been normalised instead of the unbelievable rate hike to customers in Oakville and rate cuts elsewhere. I and many other residents in Oakville are pensioners and cannot afford the present rates let alone a further SRV increase.

Regards .....

**From:** [REDACTED]  
**Sent:** 31 Oct 2017 18:42:35 +1100  
**To:** Hawkesbury City Council  
**Subject:** Draft Supplementary Delivery Program Submission

We wish to make a formal submission, in regard to the totally unfair rate travesty, which is being perpetrated on the people of Oakville, and surrounding areas. Our rates have already been increased in our case by 105%. This has been partially caused, by property development in adjoining Council areas namely Hill's Council. A privilege we don't have, even though our rating category does say 'Residential'. But it has forced our values up. But also by Council lowering the base rate, and so artificially inflating our rates, to make it more dependant on values. Council has also changed our rating categories from 'Rural Residential' to 'Residential'. This has been done deliberately by Council, so as to force us into a higher rating category, and so rip the maximum amount of money out of us. This decision is probably the worst, and most heartless decision, ever made by a Hawkesbury Council. Attacking one section of the community, for the benefit of another section. Don't they realise, that a vast number of people in these areas, are made up of pensioners, and self funded retirees, like ourselves. We are on a limited income, and cannot afford a 105% in rates, let alone another 30% on top of that. The 105% increase is already causing enormous hardship, and a further 30% increase will be the final straw. People will now have to allocate a lot of their disposable income, towards a Council, which provides nothing in the way of services to our area. They only pick up the rubbish, and have even increased the fee for this basic service. Council said last year they were 'fit for the future' and didn't need to merge, but 'could stand alone'. They have just proved they can't. If the merger had gone ahead with Hill's Council, we would have had our rates frozen for three years. It is totally unfair to extort extra money out of us, to fund rate drops in other so called 'less affluent areas'. Because our values have artificially gone up, doesn't mean our income has gone up. It's the classic case of 'asset rich' 'cash poor'. People will literally be forced out of their homes. We now wish to formally oppose option C as it is a travesty, a tragedy, and totally unfair to people in our area and surrounding areas. Council has to go back to the drawing board, and work out a formula which is fair to 'all their residents'. Not just to some. Yours Sincerely [REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 31 Oct 2017 23:12:37 +1100  
**To:** Hawkesbury City Council  
**Subject:** Special Rate Variation Draft Release ending Nov 10 2017

The General Manager

Hawkesbury City Council

31 October 2017

I STRONGLY oppose the Hawkesbury Council Special Rate Variation as outlined in the draft release on Exhibition from Oct 13 to Nov 10 2017. I present the following reasons for my opposition to the SRV :-

1- The Rates Review by council for 2017/2018 rates resulted in an increase for our area of 110% to 160% over the rates of 2016/2017. This is UNAFFORDABLE and TOTALLY UNFAIR seeing 80% of ratepayers in Hawkesbury received a rate reduction of 10% to 20%.

2- To impose a 20 or 30% SRV on rates that have had a 110 - 160% increase will be totally unaffordable to local ratepayers in my area.

3 We have an aging population and most of the local residents have lived here for 30 and 40 years and are now in their senior years. Their income is basically fixed and to demand more rates will need to come from the same fixed (pension) income which will be most distressing for them.

4- This year I will pay \$80 a week to Hawkesbury City Council and all I get for this is a Garbage Pick Up. Council never cuts the roadside grass ( We do it ourselves) and never fixes the road. Never use the facilities that the Windsor and Bligh Park residents have available as they are too remote from my home. Government seems to be financing everything on a user pay criteria why not let the users fund the facilities that they use. I will pay for the garbage pick up in that case.

5- Until the UNFAIR RATE structure is revised any SRV cannot be approved.

6- The fact that Land Value has increased has NO RELATIONSHIP to our DISPOSABLE INCOME and yet Council uses this excuse to demand a huge slice of our already tightly budgeted fixed income. Perhaps I can give you a few square metres of my LAND as my rate payment.

7-Last year Hawkesbury Council told the NSW Government they were Fit for Future to prevent a merger with part of the Hills Council. Now you need a SRV because you are NOT Fit for Future. Can we trust the current councillors to run the Hawkesbury district effectively?

8- The UNFAIR RATING FORMULA currently used by the Council needs to be revised back to the old rating structure and a better way to assess rates other than estimated land value which is a NON CASH asset needs to be found. Perhaps increasing the BASE RATE to better share the rates around the total ratepayer base. Not all Oakville residents fall into the median income published in your draft report and certainly do not all fall into the higher privileged Socio - Economic index bracket as suggested in your draft SRV report. That is a common error when you only use averaged data in making your deductions.

Kind regards

A solid black rectangular box used to redact the sender's name or signature.

Oakville NSW

**From:** [REDACTED]  
**Sent:** 31 Oct 2017 20:15:27 +1100  
**To:** Hawkesbury City Council  
**Subject:** NO to SRV

Sent from my iPad  
General Manager  
Hawkesbury Council

I am emailing you to OBJECT to the SRV because my rates have almost doubled this year 2017 from \$3,084.68 to \$5,348.80 an increase of \$2,264.12. Non rural rate payers have paid LESS this year 2017 then last year 2016 this is unfair and discriminatory. Residential rates went down in about 80% of residential properties. These properties have curb and guttering, sewer, street lights etc, roads that are repaired. We have none of this, roads in very bad state damaged edges at least 20 pot holes In my street alone with speeds on these roads of 70 Kms plus. Trucks and Semi trailers using these roads constantly.

Non rural properties can have granny flats on very small blocks of land but on 5 acres we can't ?  
It Cost more to up keep residential properties than acreages so residential properties should pay more than acreage.  
If you need any more funds charge the residential properties the SRV and DO NOT hit the rural residents in Oakville because we have already paid to much to the council with the restructure of the rating system.  
We in Oakville can not keep paying these astronomical Rates to support the council if you need extra funds SRV the residential properties and NOT the RURAL properties that do not receive all services.

The council said they had enough funds to stand alone when council mergers were bring discussed obviously this is not the case as the ridicules rate increases on rural property show. You now need more money WHY?

Perhaps you should consider rezoning Oakville to proper residential allowing development. This would solve many issues, council having no money and allowing the rating system being fair to all residents of the Hawkesbury. In short council would have more money, resolving the problem of the astronomical a Rates, roads, lights sewer etc .  
Developers would fix road etc.

Regards

[REDACTED]

**From:**   
**Sent:** 31 Oct 2017 08:16:08 +1100  
**To:** Hawkesbury City Council  
**Subject:** ATTENTION GENERAL MANAGER

The recent rates redistribution, and change of rates formulas by the current Hawkesbury Council is totally unfair.

It has created enormous hardship for all Oakville residents. We voted to stay with Hawkesbury Council instead of amalgamating with the Hills Council and deeply regret that decision.

It is the worst rates mistake in the history of the Hawkesbury.

Under no circumstances should an SRV be considered until the rates have been normalised.

People cannot afford the current unfair 180% rates increase imposed by the council, let alone another 30%

Developers have pushed up our land value but we are not allowed to subdivide our land

Last year these councillors said we didn't need to merge and we were fit for future and now you want to impose a huge increase.

Resurfacing of roads is a waste of our rates. With all the trucks driving up and down these roads they will need to be done again once all the new developments are finished.

It is unfair to increase the rates in Oakville and a few other suburbs by 180% to fund a rate drop for 80% of the district, before an SRV.

Under no circumstance should you consider an SRV in the current climate.  
Rethink it and fix your mistakes please.

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 21:14:22 +1100  
**To:** Hawkesbury City Council  
**Cc:** hawkesbury@parliament.nsw.gov.au;Oakville Progress Association;DPE CSE Information Planning Mailbox  
**Subject:** SRV Rate Increase for Hawkesbury City Council

Dear General Manager,

I am writing you regarding the latest attempt to impose a SRV on already hard hit residents in Oakville & surrounding suburbs.

It is no secret that increasing land values have contributed to rising rates. But to inform residents that this is the sole reason is misleading, and quite frankly, a lie. That is something that I cannot accept. I cannot accept the explanation that Council had "no idea" of the timing of the increase of VG valuations, and quite frankly found it all too convenient that the rating re-classification happened at the same time.

***The bottom line is, this SRV will increase rates to levels not sustainable for the average couple and/or family. It will mean it will cost me more than \$100/week in council rates to keep our property.***

***We are now facing the prospect of paying more land rates than people in the Eastern Suburbs. It is being seen as wealth re-distribution by stealth.***

I know first hand of land owners in Schofields, Kellyville & waterfront property in Putney, who all have a VG well in excess/similar to ours ***AND THEY ARE PAYING LESS RATES AND ARE ABLE TO USE/DEVELOP THEIR LAND IN MORE WAYS THAN WE ARE ALLOWED!***

I attended both community presentations regarding the SRV, and feel that it is just an abrasive, ill-thought out, last minute grab for cash. Why not increase the base rate city-wide? Why make small families and pensioners suffer? Alas, this would be dare I say a non-issue if landowners in Oakville we able to develop their land, or at the very least build detached dual-occupancy.

You can't have your cake and eat it too, ***you want to charge us top dollar rates, I expect top dollar return on my investment.*** Our proximity to the Growth Centres and heavy rail should be enough to allow increased development on our land, then at least people have that option. If HCC doesn't want to budge on this matter, I'm afraid it needs to step aside and let someone who is able to take us forward, not backward. People want to see action, not words or rhetoric!

Also, State Planning has yet to respond to my calls for a clearer indication of where it intends to place the Outer Sydney Orbital corridor/alignment, since reading the Greater Sydney Commission draft, this issue seems to be yet to be clarified.

I await your response.

Thanks,



**From:** [REDACTED]  
**Sent:** 30 Oct 2017 21:32:53 +1100  
**To:** Hawkesbury City Council  
**Subject:** Attn General manager - SRV Objection  
**Importance:** High

Dear Sir

I would like to strongly oppose the councils intended plan to implement an SRV on the residents of the Hawkesbury.

We have recently received an astronomical rates increase which is now putting our everyday lives in a position of hardship and anxiety. With the cost of living already difficult for us to combat an additional increase would be unbearable.

I urge the council to reconsider the unjust rate structure already imposed before a consideration is made to squeeze more money from our already tight family budget.

If the only way for this council to become viable into the future is to continually increase rates and fees to its constituents then something is terribly wrong.

The council must consider other avenues to increase income. There are many other neighbouring councils who seem to be able to manage tourism, development and maintenance in a way that does not have such a huge impact in one fell swoop on its rate payers.

Please do not inflict further hardship on the members of the community who are already struggling with recent increases imposed by Hawkesbury Council.

Thank you,

[REDACTED]  
Resident Oakville.

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 21:58:11 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV objection

Dear Sir

As a young family with both myself and my wife working we struggle to maintain the lifestyle we have always dreamed of here in the Hawkesbury, with the most recent rates increase it is even more difficult to make ends meet.

We have recently learned that the council would like to now impose an SRV on families and pensioners who are already struggling with daily bills and the general cost of living.

I would like to strongly oppose any further increases imposed by the Hawkesbury council on those living in the region. It seems astonishing that you could allow such an increase in rural rates in the first instance, but then to add insult to injury and request a further increase via this SRV is quite simply unconscionable.

We do not want to have to sell our house and move out of the area my family has come to love.

Please do not impose this SRV on the people of the Hawkesbury.

Thank you.

[REDACTED]

Hawkesbury Resident.

**From:** Your Hawkesbury Your Say  
**Sent:** 30 Oct 2017 20:12:51 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

Dear General Manager, I wish to object in the strongest possible manner to the proposed SRV increases. I am voting for Option 1 and refuse to accept Options 2 and 3 based on the following points; 1. As a rate payer of the Hawkesbury I have just received a 108% increase on my rates and a further increase is unsustainable. 2. If HCC was "Fit for the Future" then why does HCC require a SRV? 3. As a ratepayer, I have been unfairly treated in the change to how rates have now been calculated with changes in category and ad valorem base that discriminates on residents with increases in VG's. HCC should could have remained with the same base and minimal disruption with a SRV across the board. 4. Under no circumstances should you consider a SRV in the current climate of escalating power and health insurance increases as this is unsustainable from a personal budgeting point of view. 5. Has HCC considered the effect of the rental market whereby low cost rentals and those who can ill afford their own property will also be feeling the affect of increased rents as landlords pass on this ludicrous increases. 6. By extracting increased rates and increased SRV on my current wage, my spending power will be reduced and I will be unable to support local business or industry in the Hawkesbury therefore having a ripple effect onto our community. 7. Last year these councillors said we did not need to merge and we were "Fit for the Future" and now you want to impose a HUGE SRV increase. 8. HCC voted on Option 3 regardless of what ratepayers had voted for, Option 3 was not an "Option" in its own right. What is the point in voting or participating if HCC is going against what rate payers are voting on.

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 12:45:42 +1100  
**To:** Hawkesbury City Council  
**Subject:** SRV Complaint

General Manager

Dear Sir,

These councillors should be ashamed of themselves and action should be taken to have them removed as incompetent. My reasons for this are as follows

1. We the residents were not informed of the fact that The Council were not Fit for the Future
2. That to be Fit for the Future a 30% SVR was required
3. The recent rate redistribution and changes of the rate formulas have caused a vastly unfair increase to some residents of the LGP
4. The addition of a 30% SVR will see many residents of the already heavily effected residents having to sell their homes.

Look at the demographics of the area and you will see many residents are elderly and self-funded retirees or like myself pensioners. I now have to pay \$80 per week out of my pension of \$310 and you want to increase this again with this SRV. Does the council expect me to give up my home and community just to be able to afford to feed my family?

5. The stress that this has placed on myself and many other elder residents is unfair and the council should be ashamed of themselves.
6. To decrease the rates this year to the majority of the LGP just before asking for 30% increase is underhanded and should be investigated.

Yours

[REDACTED]



Virus-free. [www.avast.com](http://www.avast.com)

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 11:50:55 +1100  
**To:** Hawkesbury City Council  
**Subject:** Att to General Manager re SRV

Dear Sir,

I am sending you this email in the hope that something will be done to rectify the totally unfair increase of 100+% increase to my rates. This burden to us is having the effect of us of considering having to sell our home of 21 years.

If the SVG that council has approved goes ahead then selling will become a reality. No one is paying us an extra \$2000 this year or an extra \$400 if the rate increase is approved – for the first year and increasing again for the next 2. My husband is 72 and on the pension, where do you expect him to get this extra money? I am 54 self-employed (part time) and do a lot of volunteer work within the community. I have work related injuries that restrict my employability, please tell me where to find an employer that will take on someone with a back injury that has weight restrictions of not lifting more than 5kg nor standing more than 30 min without a break.

I find it incredible that some of the Councillors think that having to sell our home is a windfall for us and should be looked on as something to be grateful for. Councillor Wheeler's comment that the residents of Oakville should not expect the poor of Windsor to pay for our rates shows her contempt for us. We are being forced to pay for them. The rates burden to the residents of Oakville has increased by \$1,000 000 in one year.

This Council was elected by the community to work for the community and they have failed the 25% of the residents by allowing this horrendous increase to occur. They have the ability to help us but have refused.

So, this leads to a number of questions that need to be answered,

1. Why did the Council tell us that they were Fit for the future when it is not the case?
2. How did they get away with this? Surly this needs to be explained and investigated.
3. Why did the Council not see that the impact on some of its resident was going to be huge?
4. Why is a council that requires a 30% SRV giving a rate drop to 75-80% of its rate payers? Surly this is gross miss management or at least an attempt to mislead the residents as to the true financial situation of the council. Their desire to be seen as a fair, caring and considerate when it comes to re-election seems to all they are concerned about.
5. Councillor Lyons-Bucket came to the aid of the residents of Bowen Mountain when they received an increase to their rates of 26%, a few hundred dollars and yet when we received an increase of 100 to 180% increase – thousands of dollars, she is not anywhere to be seen. As Mayor she should be concerned about all her residents not just pick and choose according to a perceived political advantage.
6. Will the council consider not applying the SRV to the residents that have already had their rates increased by 100+%

I hope that fairness for all will be the outcome, I expect to pay my fair share but this is just not fair!

Your Truly

[REDACTED]

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 10:49:01 +1100  
**To:** Hawkesbury City Council  
**Cc:** Danielle Wheeler;Mary Lyons-Buckett;John Ross;Peter reynolds;Amanda Kotlash;Sarah Richards;Nathan Zamprogno;Emma-Jane Garrow;Paul Rasmussen;Tiffany Tree;patrick.connelly@hawkesburycouncillor.com.au;Barry Calvert  
**Subject:** Rates imposed on the Oakville community

To the General Manager and all fair thinking councillors,

I have been a resident of Oakville for 60 years, my father lived his whole life here, as did his father on the very selection granted to his father after gaining his 'Ticket of Leave'. One of my children and two grandchildren also live on the property. SIX generations!  
It seems that the rising cost of council rates will force me to sell my family's heritage, if this greed by this council is not checked.

***Some suburbs, including Oakville, have already had a massive increase of rates, up to 180%, or \$2000.***

This funded a small rate drop to 80% of residents (most of the district.)

Suburbs like the 500 odd residents of Oakville had \$1 million rates increase in one hit.

So now the Council wants to impose a rate increase to everyone in the Hawkesbury telling people a 'small increase' is necessary. What they are not telling people is some people are getting a \$3000 increase!

The rates I, and other residents, have to pay for little to no gain for Oakville, are bordering on theft by the Council. We receive no benefit from our exorbitant rates apart from a few shovels of hot-fill in one or two of the potholes prevalent in our local roads. I do NOT regard new chambers, art galleries or the un-historic 'Museum' and other more useless costs as a benefit to our community. Councils should be about roads, rubbish and making decisions to benefit ALL residents, and we obviously pay extra for our rubbish, as it is not included in the general rate.

The 'Rural Residential' rate seems to have been dropped and we are now charged 'Residential' rates. Supposedly a change in name only. . . . as well as an increase of .0423c in the \$.

The Recent Rates redistribution, and change of rates formulas by the current Hawkesbury Council is obviously unfair. It is creating increasing hardship for long term rate payers. People cannot afford the current unfair increase of up to 180% rates increase imposed by the council on our community, let alone other 20-30% proposed by the SRV application.

Under no circumstances should an SRV be considered until the rates have been normalised. Elderly people, including myself, have to change their lifestyle, and some have half their available income going to fund the council to become viable and it must change.

Last year these councillors said we didn't need to merge and we were fit for future and now you want to impose a huge increase. It is unfair to increase the rates in Oakville and a few other suburbs by 180% to fund a rate drop for 80% of the district, before an SRV.

Under no circumstance should you consider an SRV in the current climate.



**From:** [REDACTED]  
**Sent:** 29 Oct 2017 18:56:26 +1100  
**To:** Hawkesbury City Council  
**Subject:** Oppose SRV

- Under no circumstances should an SRV be considered until the rates have been normalised It has created enormous hardship for long term rate payers.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 07:18:43 +1100  
**To:** Hawkesbury City Council  
**Subject:** Rates Increases

Sent from my  
Dear Sir

We are very opposed to to the RSV that you are proposing to implement  
We have just been hit with a massive 120% rate increase for our Oakville property and now you  
want to have this other increase how are we retired couple supposed to afford to pay for your  
Massive increases of rates .  
We feel that this is the worst rate mistake that has been made in the history of the council

Regards

[REDACTED]

**From:** [REDACTED]  
**Sent:** 30 Oct 2017 10:19:37 +1100  
**To:** Hawkesbury City Council  
**Subject:** Srv

To the general manager,

We [REDACTED] want a  
fair rates.

We strongly oppose the  
SRV rate increase.

**From:** [REDACTED]  
**Sent:** 29 Oct 2017 13:08:55 +1100  
**To:** Hawkesbury City Council  
**Subject:** Council Manager - Special Rate Variation Proposal

Dear Sir

It is with quiet anger that I write to you regarding the proposed Special Rate Variation proposed for Property Owners within the Hawkesbury Council area.

It cannot have escaped your notice that the residents of Oakville have been hit hard in the latest Rate Charges. Through no fault of our own, we have been slugged with much increased rates, some for \$1000's of dollars more a year. Due to the formula used by council, the change in rateable categories as well as the increased valuations put on our land, many of the residents of Oakville, many of whom are retirees living on a fixed income, have been hit with outlandish rate notices which forces them into hardship. It will become a choice of whether to stay and do without or sell up and leave. We are not able to realise any increased value of our land by any other method rather than selling. This will force many of these residence to leave their homes and move to other areas.

Hawkesbury council claim that they did modelling on the new rate structure so I would like to know why no one seemed to care that some rates were rising by so much – especially while giving a rate cut to others in the council area?? This escapes me that no one on the council thought that this may be a bad thing? Also the practice of advertising that these are Open for Viewing in the local newspaper - A PAPER THAT IS NOT DELIVERED TO THE OAKVILLE AREA!!!!

So to add insult to injury and to show how much the Council couldn't care less about the residents of Oakville, you now expect us to swallow another increase to cover up for the "Fit for Future" mistruths spun to save the council from merging. The fact is that Oakville is disproportionately subsidising the rest of the Hawkesbury Area and now you want to hit us again. This cannot be tolerated.

Unless you can issue the special rate increase ONLY ON PROPERTIES WHO HAVE NOT SUFFERED A RATE INCREASE THIS YEAR, then I urge the council NOT to proceed with this option. Some other way must be found or else it is time to realise that Hawkesbury Council is NOT "Fit For Future"

Sincerely

[REDACTED]

**From:** Your Hawkesbury Your Say  
**Sent:** 23 Oct 2017 16:38:30 +1100  
**To:** Hawkesbury City Council;Andrew Kearns;Michael Laing  
**Subject:** Anonymous User completed Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program

Anonymous User just submitted the survey 'Supplementary Draft Resourcing Strategy and Supplementary Draft Delivery Program' with the responses below.

**Name**

[REDACTED]

**Address**

[REDACTED]

**Please provide submission below**

I strongly oppose any thought of further increases to my rates via a “Special Rate Variation” on the following grounds:- 1. As a resident at Oakville, our rate increase for the current financial year has risen by 46% over the previous financial year. 2. I am already paying over double the rates paid by Hawkesbury LGA properties in the more ‘urban areas’ and significantly more than similar sized properties further to the west within the Hawkesbury LGA. 3. Should a further 30% rate increase be introduced, it would make a total increase of around 75%. Just plainly ridiculous!! 4. If I were in The Hills Shire Council LGA, my rates would be \$768.33 p.a. cheaper than our current Hawkesbury City Council (HCC) rates. Please refer to the rate calculator within The Hills Shire website to verify this statement. 5. When a merger with The Hills Shire Council was proposed recently by the NSW State Government as it was claimed the HCC was not fit for the future, the HCC vehemently opposed the merger and stated “that they were fit for the future” . What dramatic event has caused this back flip by the HCC? The HCC has misled their residents into a false picture of the true facts, and now expect us to forget the misleading and deceptive information the HCC peddled to all only very recently. 6. The HCC have tried to shift the blame for the huge increases inflicted on to Oakville residents by blaming the Valuer General current valuations, but conveniently gloss over the fact that the HCC altered the formulae for rate setting by reducing the base charge from 50% to 30%. Surely they were aware of the increases in the land values in the Oakville area before they introduced such a draconian measure. 7. The current Council wastes money on unwanted political correctness, issues and studies that are not within the province of Local Government. They should focus on areas within their control. 8. As I am on a fixed income as a part pensioner, would you please let me know why I am being targeted for such punishment? 9. The HCC must address the completely unacceptable disparity in the current rating system before even thinking of imposing any further actions which will only increase the disparity further. On the above grounds I strongly reject any thought of the HCC seeking a special Rate Variation, and ask for some fairness with future setting of HCC rates..

**From:** [REDACTED]  
**Sent:** 9 Nov 2017 12:33:25 +1100  
**To:** Hawkesbury City Council  
**Subject:** RATES  
**Attachments:** councilhawkesbury.docx

**Attention: general manager**

**RE: property rates [REDACTED]: increase from 2016-2017 to 2017-2018 extreme changes over the last 12 months more than double the rate**

Why are my rates so high? I'm not in an approved subdivisional area. My rates have more than doubled from the last rates notice of 2016-2017. Plus there has been no increase to services eg: I am still under the septic system.

Regards [REDACTED]



Virus-free. [www.avg.com](http://www.avg.com)

council@hawkesbury.nsw.gov.au

**Attention: general manager**

**RE: property rates [REDACTED]: increase from 2016-2017 to 2017-2018 extreme changes over the last 12 months more than double the rate**

Why are my rates so high? I'm not in an approved subdivisional area. My rates have more than doubled from the last rates notice of 2016-2017. Plus there has been no increase to services eg: I am still under the septic system.

The recent rates redistribution and change of rates formulas by the current Hawkesbury Council is obviously unfair.

It has created enormous hardship for long term rate payers such as myself

It is the worst rates mistake in the history of the Hawkesbury

Under no circumstances should an SRV be considered until the rates have been normalised

Constituents like myself, cannot afford the current unfair 180% rates increase imposed by the council, let alone another 20-30%

Elderly people have to change their lifestyle, and some have half their available income going to fund the council to become viable and it must change

Last year these councillors said we didn't need to merge and we were fit for future

It is unfair to increase the rates in Oakville and a few other suburbs by 180% to fund a rate drop for 80% of the district, before an SRV

Under no circumstance should you consider SRV until you get back to a fair rate model

You need to be realistic with the rates in this rural area. I am a long term quadriplegic, on the disability support pension which leaves little room for increases of any kind.

I have suffered major increase without changes to the service

We heard rates were going to come down how far from the truth my rates have had a 100% increase for what? From \$2000 to \$4000 why?

This is not realistic. I been in the Hawkesbury for a long time & this particular matter you got seriously wrong **Well if you can't help us Who CAN?**

This affects every constituent in this area

[REDACTED]