

Pensioners

If you hold a current Pensioner Concession Card and you own and live on the property, you may be eligible for a rebate on your rates. Pensioners who have previously applied for a concession receive a pension rebate on their 2009-10 rate notice.

If you are not already receiving a rebate and you believe you are eligible then please contact Council on (02) 4350 5555 to discuss your details.

Rebates on your Rates - Where already granted these concessions are shown on your rate notice as a pension rebate.

Rebates on Water Usage Accounts - In most cases the maximum concession available on water usage accounts will be \$28.77 during 2009-10.

Depending on the amount of water you use you may receive the full \$28.77 rebate on your first water consumption account or it may be spread over the two water usage accounts issued during the 2009-10 year.

How to pay your rates

Council offers a range of payment options which are detailed on the back of your rate notice.

Want to make regular payments?

Did you know you can make weekly, fortnightly, four-weekly or monthly payments? Simply download a Direct Debit form from our website at www.wyong.nsw.gov.au or phone our Customer Service team for assistance. While we aim to provide you with flexible payment options, you must still ensure your instalments are paid by the due date.

Can't pay your rates on time?

If you are unable to make a payment by the due date please contact Council to make a suitable payment arrangement. Failure to pay or to make satisfactory arrangements can lead to debt recovery action that could affect your credit rating or even result in the sale of your property.

Interest charges

Overdue rates and charges incur interest charges at a rate of 9% per annum. To avoid interest charges please ensure your payments are received on or before the due dates shown on your rate notice.

Rate incentive scheme

WIN a \$5,000 Shopping Voucher

You will automatically go into the draw if you have elected to pay your annual rates in full, or by quarterly instalments, using the Direct Debit method.

You will automatically go into the draw **twice** if you pay your annual rates in full, including all arrears, by the 31 August 2009.

The winner will be drawn in October 2009 and notified by mail.



Need more information?

For further information about your rates please contact our customer service centre on (02) 4350 5555.

Website: www.wyong.nsw.gov.au

Street address: 16 Hely St, Wyong

Postal address: PO Box 20, WYONG NSW 2259

Business hours: 8.30am - 5.00 pm Monday to Friday

Fax: (02) 4351 2098

Email: wsc@wyong.nsw.gov.au

Wyong Shire Council

Your Rates Notice Explained

Win \$5,000
See inside

Rates and charges 2009-10

Your rates notice contains a number of different rates, charges and levies covering the provision of a wide range of services and activities as explained in this leaflet.

In 2009-10, due to reasons outside of the control of Wyong Shire Council, there are significant increases in the charges for:

- Water, sewer and drainage due to the latest pricing determination from the Independent Pricing and Regulatory Tribunal (IPART); and
- Waste management due to a 28% increase in the NSW Government levy on waste to landfill.

There has also been an increase in the total amount of ordinary rates charged in line with the State Government's rate pegging limit of 3.5% for 2009-10.

Ordinary rates

Ordinary rates help Council to provide a wide range of services like sporting fields, road works, community services, development control, libraries and environmental protection.

They are made up of two components - a base amount of \$154 and a variable rate which is based on the land value of your property.

Property valuations are set by the NSW Valuer General and are determined by the market value of the land based on its highest potential use. These valuations are reassessed every three years.

The latest valuations were determined in July 2008 and are being used for rates purposes from 1 July 2009.

While the revaluation affects the amount of rates payable by individual ratepayers it has not changed the total amount of rates that Council can raise (limited in 2009-10 to an increase of 3.5%).

This means that there is a re-distribution of the amount of rates payable across properties with some ratepayers paying less in ordinary rates and others paying more. Aside from the 3.5% general increase, if your property value decreased by more than the average decrease, your ordinary rates will be less than last year. But if your property value decreased by less than the average, or increased in value, your ordinary rates will be more than last year.

Enquiries about your property value should be directed to the NSW Valuer General: Ph: 1800 110 038 or visit www.lands.nsw.gov.au

Special rates

Wyong Shire Council has three special rates which help promote business activity in targeted areas.

Special rates only apply to properties that Council believe receive some benefit from the promotional activities funded by the special rates.

If you are required to pay a special rate it will be clearly shown on your rate notice.

- The Entrance Special Rate applies to:
 - Businesses within the suburb of The Entrance
 - Major facilities like clubs and motels in the suburbs from Bateau Bay in the south to Magenta in the north
 - Residential properties in The Entrance, The Entrance North, Blue Bay and Toowoan Bay that are rented for periods of three months or less.
- Toukley Special Rate applies to businesses in Toukley, Canton Beach, Noraville and Norah Head.
- Wyong Special Rate applies to businesses in the commercial and retail areas of Wyong and Watanobbi.

Waste management charges

Domestic waste charges pay for the provision of waste and recycling services. Charges are calculated on a cost recovery basis which means that the cost of running the service is funded entirely and solely from this income.

All residential dwellings and units within Wyong Shire incur a domestic waste management charge.

- For properties located east of the F3 Freeway the charge for 2009-10 is \$321.15. This entitles the occupants to Council's standard three bin waste service plus six kerbside collection services each year.
- Properties west of the F3 Freeway an annual charge of \$258.45 and receive a two bin service (excludes vegetation bin) plus six kerbside collections each year.
- Owners of vacant residential land are charged a domestic waste availability charge of \$50. These funds contribute to the cost of providing domestic waste services into the future.

Other waste management services are available for domestic and non domestic situations at additional costs.

Waterways environmental levy

The Waterways Environmental Levy provides funds to protect our local waterways.

The Shire's waterways are an integral part of our community's lifestyle and are the focus of many recreational activities including fishing, boating, cycling, walking and picnicking. Their long-term protection will ensure that they are there for current and future generations to enjoy.

The Waterways Environmental Levy only applies to urban areas and is not applied to vacant land.

- In 2009-10 this charge is \$25 for residential properties, and \$12.50 for residential strata lots.
- Business properties pay according to the area of the property at the rate of \$25 per 850 square metres (or part thereof) to a maximum \$5,000 per property.

Water, sewer & drainage charges

Water, sewer and drainage charges are independently set by the Independent Pricing and Regulatory Tribunal (IPART).

Your water service charge pays for the availability of your water supply service and contributes to the work being undertaken to make our water supply more sustainable in the future.

Most customers pay a water service charge of \$117.46. In addition, water usage accounts are issued twice a year based on water usage.

Sewer charges apply to all properties capable of connecting to Council's sewer system. For single residential dwellings and strata unit properties the charge is \$429.11. Vacant land has an availability charge of \$321.84. Other connected properties pay a minimum charge of \$429.11, but this could be higher depending upon the level of service provided and use.

To help fund Council's drainage works program, a separate drainage charge applies from 1 July 2009. Previously these works were funded from water and sewerage service charges. Drainage charges only apply to properties that are connected to Council's water supply system.

Charges for single residential dwellings are \$83.12, residential strata units \$62.34, other residential properties \$62.34 per unit. Non residential properties are charged a variable amount from \$83.12 according to the size of the property's water supply pipe.

