



## Need help paying your rates?

Council understands that paying your rates and charges can sometimes be difficult. If you are experiencing substantial financial hardship, Council may be able to assist by:

- offering smaller regular payments
- extending the time for payment
- writing off accrued interest
- deferring payment of rates for aged pensioners against the property estate

Contact Council on 02 4988 0393 for confidential advice on whether you may be eligible for assistance.



## Pensioner concessions

Eligible pensioners, usually those who hold a pensioner concession card, can claim an annual rate rebate of up to \$250 (a concession will appear on your rate notice). You can apply for a concession over the phone on 02 4988 0393.



## What happens if you don't pay your rates?

Daily interest is charged at 7.5% on all overdue amounts. The following process is used to recover rates and charges:

- A quarterly instalment notice is sent one month before each payment is due. Due dates are shown on your rate notice.
- If you don't pay by the due date an overdue instalment notice is sent. You then have 14 days to pay or make a repayment arrangement.
- If you don't pay or make an arrangement, Council will send the debt to its debt collection agency and you may incur legal costs.
- In extreme circumstances, Council may sell property for unpaid rates after 5 years.



## Moving?

Update your postal address by visiting Council's website [portstephens.nsw.gov.au](http://portstephens.nsw.gov.au). Search "change of address" in the search box and complete the online change of address form.

# WIN up to \$2,000



## WIN \$1000 in the Port Stephens Council Direct Debit Promotion

You could win \$1000 just by paying your first quarterly instalment on your 2019-2020 rate bill in full by direct debit.

## Get your rate notices via email and WIN!

Do your bit for the environment and sign up to get your rates emailed! You will also be helping Council reduce its mailing costs so more can be spent on services the community values.

What's more, we'll add you to the draw of all existing email rates recipients, to win \$1000.

1. Go to [portstephens.nsw.gov.au](http://portstephens.nsw.gov.au)
2. Search "change of address" in the search box and complete the online change of address form
3. Choose "Yes" to "Do you want rate and instalment notices emailed to you?" and provide a valid email address - no extra logins or passwords are needed

## Double your chances of winning \$1000

Register to pay your rates by direct debit and register to receive your rates notices via email and go in both \$1000 draws. If you are already on direct debit or email delivery the good news is you are already in 1 or both draws.

NSW Permit Numbers LTPS/19/34753 and LTPS/19/34777

# Rates 2019-2020



## 2019-2020 Rates

Category	Sub-category	Base amount	Rate c in \$
Residential	Williamstown Primary Zone	\$189	0.1554
Residential	Williamstown Secondary Zone	\$283.50	0.2331
Residential	Williamstown Broader Zone	\$340.20	0.27972
Residential	Residential	\$379	0.31146
Farmland	Williamstown Primary Zone	\$189	0.1554
Farmland	Williamstown Secondary Zone	\$283.50	0.2331
Farmland	Williamstown Broader Zone	\$340.20	0.27972
Farmland	Farmland	\$379	0.31146
Business	n/a	\$1599	0.8742
Mining	n/a	n/a	0.8742
Catchment Contribution		n/a	0.01097

### How your rate is calculated

Rates income increased 2.7% this year. Your land category appears on your rate notice. The appropriate rate is applied to your 1 July 2016 base date land value. Council has made sub-categories for residential and farmland properties in the Williamstown Management Area for 2019-2020.

### Hunter Catchment Contribution

All properties within a defined area in the western half of the local government area (generally south and west of Salt Ash) are levied a catchment contribution on behalf of Hunter Local Land Services.

Hunter Local Land Services manage the catchments of the Hunter and Williams Rivers through Waterwatch programs; swamp and wetland rehabilitation; programs to reduce sedimentation, salinity, streambank erosion and address loss of vegetation; and flood mitigation works. To find out more visit [hunter.lls.nsw.gov.au](http://hunter.lls.nsw.gov.au) or call 02 4930 1030.

## Annual waste charges

Charge	Last year	2019-2020
Waste management	\$58	\$62
Waste service	\$418	\$428
Additional waste service (red lid bin)	\$240	\$250
Additional recycling service (yellow lid bin)	\$125	\$150
On-site sewage management	\$117	\$125



### Waste management charge

Applies to all rateable properties and contributes towards:

- management of waste transfer stations
- rehabilitation and environmental monitoring of old landfill sites



### Waste service charge

Applies to all developed residential properties, whether occupied or unoccupied and entitles the ratepayer to:

- weekly collection of waste (240 litre wheelie bin)
- fortnightly collection of recycling (240 litre or 360 litre wheelie bin)
- two annual on-call bulk waste clean up services per financial year



### Commercial waste charge

A non domestic waste service charge is applied to developed commercial and business properties, whether occupied or unoccupied and entitles the ratepayer to:

- weekly collection of waste (240 litre wheelie bin)
- fortnightly collection of recycling (240 litre or 360 litre wheelie bin)

Additional waste and/or recycling services are available on request for an additional fee.

240 litre recycling bins can be upgraded to 360 litre upon application and payment of a one-off fee of \$25.

## Fees and charges

Credit Card/PayPal fee	up to 1%
Direct debit dishonour	\$24.00 (GST exempt)
Cheque payment dishonour	\$70.80 (GST exempt)
Cheque payment dishonour made through Australia Post	\$77.80 (GST exempt)
Property enquiry fee	\$16.10 (GST exempt)
Refund fee	\$24.50 (GST exempt)



## Conditions of competition entry

### Direct debit promotion

Eligibility for inclusion in the Direct Debit Promotion:

1. Port Stephens Council ratepayers who pay the first quarterly instalment of their 2019-2020 rate bill in full by direct debit will have their name automatically placed in the draw.
2. The prize will be \$1000.
3. The draw will be conducted at Port Stephens Council Administration Building 116 Adelaide Street Raymond Terrace at 10am on Tuesday 10 September 2019.
4. The prize will be paid in the name of the ratepayer as it appears on Council's records at 31 August 2019.
5. The winner will be notified in writing and their name will be published on the Port Stephens Council website.
6. Councillors and employees of Port Stephens Council are not eligible for inclusion in the prize draw.

NSW Permit Number LTPS/19/34753

### Rates via email promotion

Eligibility for inclusion in the Email of Rates Notices Promotion:

- Port Stephens Council ratepayers who register by 31 August 2019 to have their rates notices delivered by email will have their name automatically placed in the draw.
  - To register you need to go to the Port Stephens Council website [portstephens.nsw.gov.au](http://portstephens.nsw.gov.au). Search "change of address" in the search box and complete the online change of address form. You will need to answer "Yes" to the question "Do you want rate and instalment notices emailed to you?" and provide a valid email address.
1. The prize will be \$1000.
  2. The draw will be conducted at Port Stephens Council Administration Building 116 Adelaide Street Raymond Terrace at 10am on Tuesday 10 September 2019.
  3. The prize will be paid in the name of the ratepayer as it appears on Council's records at 31 August 2019.
  4. The winner will be notified in writing and their name will be published on the Port Stephens Council website.
  5. Councillors and employees of Port Stephens Council are not eligible for inclusion in the prize draw.

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