

SERVICE RATES FOR 2009/10 FINANCIAL YEAR

General Rates

A general rate of 6.6227 cents in the dollar of the AAV is levied on all ratable land within the municipal are. The general rate is levied in order to cover the cost of all non-property specific services such as roads, parks, planning, recreation and administration.

Revaluation Rate

A revaluation rate of 0.0486 cents in the dollar of the AAV is levied on all land. The revaluation rate is levied to cover the cost of the periodical full revaluation of the municipal by the Valuer General.

Fire Levy Service Rate

The urban fire levy rate of 1.3857 cents in the dollar of the AAV is levied on all urban land within the municipal area. The rural fire levy service rate of 0.3711 cents in the dollar of the AAV is levied on all rural land within the municipal area. The levy is collected on behalf of the State Fire Commission (this is not a Council owned or operated service).

The minimum fire levy is \$33.00.

Waste Management Service Rate

A service charge for waste management which is based on capacity provided and frequency of collection in relation to each property to which the Council provides a *mobile recycling bin* service as detailed below:

- \$52.80 for 140 litre fortnightly collection;
- \$52.80 for weekly collection for shared bins at multiple tenancies;
- \$105.50 for 140 litre weekly collection;
- \$86.10 for 240 litre fortnightly collection; and
- \$172.50 for 240 litre weekly collection.

These charges do not attract GST, with the exception of services that are provided to commercial properties which will attract GST.

A service charge for waste management which is based on capacity provided and frequency of collection in relation to each property to which the Council provides a mobile garbage bin service as detailed below:

\$46.70 for 140 litre fortnightly collection;
\$46.70 for weekly collection for shared bins at multiple tenancies;
\$93.40 for 140 litre weekly collection;
\$80.10 for 240 litre fortnightly collection; and
\$160.00 for 240 litre weekly collection.

These charges do not attract GST, with the exception of services that are provided to commercial properties which will attract GST.

All local government rates are exempt from GST.

Penalty and Interest

Penalty of 6.5% flat will be charged on unpaid installments in accordance with Section 128(1) (c) of the Local Government Act 1993, and thereafter interest at the rate of 10.4% per annum.

Rate Notice Information

An annual rates notice shows total rates due for the current financial year and also includes the breakdown of the Council charges, these are as follows:

- General Rate
- Waste Management Service Rate
- Revaluation Rate
- Fire Levy Rate

If you are entitled to a pensioner remission on your property this will be shown on your rates notice.

Should you wish to change your postal address you will need to do this in writing. A change of address form can be accessed [here](#) or in person at the council chambers.

Pensioner Remissions

Pensioners eligible for assistance under the Local Government (Rates and Charges Remission) Act 1991 may receive a rebate as follows, noting that limits apply:

- State Government 30%
- State Fire Commission 20% (of the fire levy service rate)

Pensioners are eligible for a remission if they hold a current pensioner concession card, a Centrelink Health Care Card or a Department of Veteran Affairs gold card and are legally responsible for the rates on the property, which is their principal place of residence. In the case of joint ownership, at least one of the owners must meet the eligibility criteria. There is a limit of one remission per year per pensioner household.

Pensioners who received a remission last year should receive a remission automatically. Any pensioner who has not previously received a remission must complete an application form and possess a current Pensioner Concession Card (PCC) with a date of grant on or before the 1st July of the current financial year.

Application forms are available from the Reception Counter, 374 Main Road Glenorchy. It is necessary that current concession cards be presented to be witnessed by our Customer Service Team.

Please Note: Eligibility of a pensioner remission is determined by the State Government – Department of Treasury and Finance.

Methods of Payment

Payment in Person

The rates notice should be presented intact when making a payment at the Cashier, 374 Main Road Glenorchy, by the payment date shown. Opening hours are 8:30am to 4:45pm.

Payment by Credit Card & Eftpos

These are available at the Cashier throughout opening times.

Payments by Mail

These should be addressed to The General Manager, Glenorchy City Council, PO Box 103, Glenorchy 7010.

Payments through Australia Post

Payments may be made at any Australia Post office within Tasmania. Such payments must be made by the due date and the notice presented intact at time of payment. (Note: The council will not be held responsible for delays in the postal system.)

Cheques

Cheques should be made payable to the Glenorchy City Council. (Note: Receipts for cheques are subject to due collection of money. Post dated cheques will not be accepted.)

Credit Card Payments

Telephone payments can be accepted for holders of Visa or MasterCard by calling the Payments Hotline on 1300 276 468, 24 hours a day, everyday or by phoning the Rates office on (03) 6216 6781. (Note: Please have your rates notice with you when paying over the phone.)

Telephone & Internet Banking BPAY

Call your bank, credit union or building society to make this payment from your cheque or savings account. More information available at www.bpay.com.au

Credit Card Payment by Internet

Internet payments can be made by Visa or MasterCard at council's internet address www.gcc.tas.gov.au

Payment by Direct Debit

Payment can be made by direct debit, please ask for an application form.

What is a Direct Debit?

It is the electronic transfer of money from your bank account to pay your rates.

How does this affect my rate payments?

Instead of paying by the two installment dates, you can authorise the Council to debit your nominated bank account with weekly, fortnightly, or monthly payments from the first **Friday in August through to the first week in April**. Direct debit allows you to pay in smaller frequent amounts over a longer period of time and avoid lump sum payments.

What do I need to do?

If you wish to take up the direct debit then a direct debit request form will need to be filled in, they are available [here](#) or in person at the Council Chambers.

You are able to amend or cancel your direct debit at any time within the five days council requires to make the change. Amendment and cancellation forms are available [here](#) or in person at the council chambers.

Further information please phone our rates section on (03) 6216 6776.

When are Rates Due

Rates are due and payable each financial year, 1st July to 30th June. Payments can be made as one payment, or in two equal installments on the due dates shown on the notice and below. An annual rates notice is sent out in July followed by an installment notice prior to February's due date.

Installment	Due Date
1 st Installment	15 th August
2 nd Installment	1 st February