



Your

RATES +
CHARGES



T 02 6578 7290
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W singleton.nsw.gov.au

12 - 14 Queen Street
Singleton NSW 2330



2020 / 2021

DUE DATE FOR PAYMENT OF RATES

Payment in full – 31 August 2020*

INSTALMENT DUE DATES

1st instalment	31 August 2020*
2nd instalment	30 November 2020
3rd instalment	28 February 2021
4th instalment	31 May 2021

***For those experiencing financial hardship due to COVID-19, payment can be made by 30 September 2020.**

Instalment notices will be issued for each instalment amount one month prior to the due date. For payments made at agencies, please allow two business days for the payment to reach your assessment. All amounts listed on your notice as overdue are subject to interest and are payable immediately.

Interest on overdue rates

Interest on overdue rates and charges not paid by the due date will attract the statutory interest rate of 7.0% per annum accruing daily on the overdue balance after 31 December 2020. Accounts that remain outstanding may be referred to Council's Debt Collection Agency for commencement of legal action.

PRIVACY + PERSONAL INFORMATION PROTECTION

Council will always endeavour to protect the personal information of ratepayers and the Privacy and Personal Information *Protection Act 1998* effective from 1 July 2000 further enhances Council's practices.

REBATES FOR PENSIONERS

Council has a Pensioner Concession Policy to provide guidance for applying the provisions of the maximum rate and charges rebates applicable to eligible pensioners. Existing pensioners will receive their rates notice with a rebate deducted. If the rebate has not been confirmed by Centrelink a new application will be required.

New pensioners wishing to claim the reduction are required to ring Council to complete a verbal form or complete the form online, or drop into Council with their current Pensioner Concession Card and complete a form.

To be eligible the property should be the sole or principal place of living, and the address should be on the Pension Concession Card.

All pensioner owners should fill in separate forms. If you have a mobility issue, please call Council on **T 02 6578 7290** to complete a verbal form.

COVID-19 RATES + CHARGES REBATE SCHEME

A rebate is available to offset the increase in rates, waste, water and sewer fixed charges on your Rates and Charges Notice between the 2019/2020 and 2020/2021 financial years.

Residential, farmland and business ratepayers adversely financially affected by COVID-19 are eligible to apply. Please see the included brochure and complete an application.

EASY WAYS TO PAY YOUR RATES

See the back of your rate notice for easy ways to pay your rates.

All charges can be viewed in Council's 2020/2021 Operational Plan.

CHANGING PERSONAL DETAILS

Please log on to Council's website **W [singleton.nsw.gov.au](https://www.singleton.nsw.gov.au)** and complete an electronic change of address form, or advise Council in writing. Changes of address will not be accepted unless in writing.

Add or delete a name: Please contact Land and Property Information on **T 1300 396 076** or **W [lpi.nsw.gov.au](https://www.lpi.nsw.gov.au)** for further information.



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