

FOR MORE INFORMATION
CONTACT SINGLETON COUNCIL

T 02 6578 7290
E council@singleton.nsw.gov.au
W singleton.nsw.gov.au

Your

RATES AND CHARGES 2019 / 2020

CONNECT WITH US



SINGLETON
COUNCIL

DUE DATE FOR PAYMENT OF RATES

Payment in full – 31 August 2019

INSTALMENT DUE DATES

1st instalment	31 August 2019
2nd instalment	30 November 2019
3rd instalment	28 February 2020
4th instalment	31 May 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 7.5% per annum accruing daily on the overdue balance. Accounts that remain outstanding may be referred to Council's Debt Collection Agency for commencement of legal action.

PRIVACY AND PERSONAL INFORMATION PROTECTION

Council always endeavours to protect the personal information of ratepayers and the *Privacy and Personal Information Protection Act 1998* effective from July 1, 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 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 PCC card. All pensioner owners should fill in separate forms.

Forms can be completed at Council's Customer Service Centre. Applications cannot be taken over the phone. If you have a mobility issue, please call Council on **T 02 6578 7290** to organise alternative arrangements.

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 2019/2020 Operational Plan.

SPECIAL ARRANGEMENTS TO PAY

Council has a Hardship Policy to ensure a consistent approach in dealing with ratepayers who are experiencing financial hardship.

The Policy provides extensions of time and payment options with provision to waive or reduce interest charges on overdue payments.

If you believe the provisions of this policy may apply to you, please contact Council's Revenue Team on

T 02 6578 7290 to discuss.

CHANGING PERSONAL DETAILS

Please log on to Council's website **W 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 052 637** or **W lpi.nsw.gov.au** for further information.



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