

EASY WAYS TO PAY YOUR RATES

You can pay your rates in a variety
of ways, including:



Online services portal



Mail



In person



Direct debit



Phone



Bpay

All charges can be viewed
in Council's 2021/2022
Operational Plan.

YOUR RATES AND CHARGES

2021 / 2022



For more information contact
Singleton Council on:

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

12 - 14 Queen Street
Singleton NSW 2330



Like all councils across the country, rates are levied on a financial year cycle and can be paid in full by the 31 August or you can elect to pay the total amount by four equal quarterly instalments due on 31 August, 30 November, 28 February and the 31 May each year.

W singleton.nsw.gov.au



DUE DATES FOR PAYMENT OF RATES

Payment in full | 31 August 2021*

INSTALMENT DUE DATES

1st instalment	31 August 2021*
2nd instalment	30 November 2021
3rd instalment	28 February 2022
4th instalment	31 May 2022

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 **6.0% 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 + 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.

W singleton.nsw.gov.au



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 396 076 or **W** lpi.nsw.gov.au for more information.

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.

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 to discuss on:

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

