

ANSWERS TO COMMON RATE QUESTIONS

How do I change my personal details?

Postal Address: Advise Council by phone, in writing, email or complete an online form on our website.

Name Change: Supply Council with a copy of your marriage certificate, deed poll documents or other relevant documentation. This can also be done online through Council's website.

Add or Delete a Name: You must first change your title deeds with the Land Registry Services who will then notify Council of your new details.

How are rates calculated?

Rates are calculated on land values as supplied by the Valuer General of NSW and all properties are charged the same base amount. New valuations are issued by the Valuer General of NSW every three (3) years which Council uses for the following financial year.

Are pensioners entitled to a rebate?

If you hold a current Pensioner Concession Card you may be able to claim a rebate on your Council rates.

Requirements:

- You must reside at the property;
- The address on your Pensioner Concession Card must be the property address;
- You are the person liable for paying the rates and charges; and
- You are not claiming a rebate on another property.

To apply for a pensioner rebate visit Council with your Pensioner Concession Card or phone Council on 02 4654 7777 for more information. Existing pensioner rebates will show on your annual rate notice each year.

Can I make a special arrangement to pay my rates?

Ratepayers who are experiencing financial difficulties and are unable to pay by the due dates may be able to make alternative arrangements. Interest will still be charged in this instance.

What happens if my land is rezoned?

Council may be provided with new valuations from the Valuer General of NSW if certain suburbs are rezoned which could affect your rate payments.

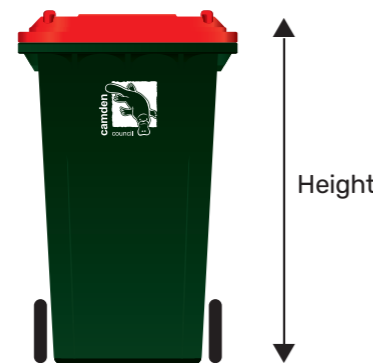
What are Postponed Rates?

If you live in a single dwelling on land that could be subdivided or is in a commercial zone, the rateable value may be more than usual. If you plan on residing at the property for some time you may apply to Council to have part of your rates postponed. Phone Council on 02 4654 7777 for more information.

DOMESTIC WASTE SERVICE

Camden Council provides its residents with a 2 or 3 bin waste management system. A 3 bin service is available to all urban residential properties consisting of a 240L recycling, 240L greenwaste bin and a general waste bin (varying sizes).

Bin Size	Height in millimetres (as shown in diagram below)
80 Litre (old)	910mm with false bottom
80 Litre (new)	800mm
120 Litre	930mm
240 Litre	1080mm



You must be in receipt of an Interim or full Occupational Certificate before bins can be ordered. If you purchase a property, the waste bins should be left by the previous owner.

To order bins or change a general waste bin size, phone Council on 02 4654 7777 or download a form from our website.

Residential properties (excluding vacant land) can book two (2) free kerbside clean ups per financial year. You can book a kerbside clean up on Council's App 'OurCamden' or by phoning 02 4654 7777.

WHERE CAN I PAY MY RATES?

Rates payments can be made at the following locations:

- Camden Council Administration Building
70 Central Avenue, Oran Park
- Camden Library
40 John Street, Camden
- Narellan Library
Corner of Queen & Elyard Streets, Narellan

DOWNLOAD OUR CAMDEN APP

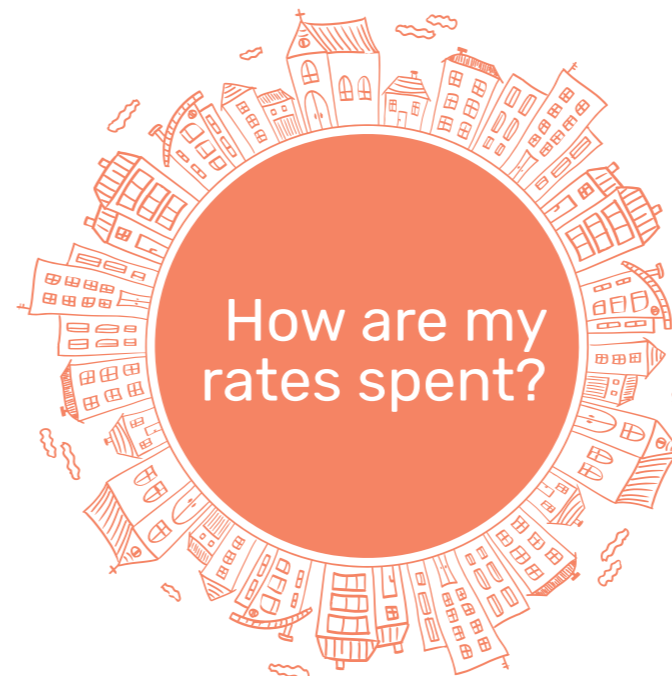
Use the app functions for:

- Reminders when rates are due;
- Lodging a customer service request;
- Booking a kerbside clean-up;
- Set reminders for waste collections; and
- Sport field updates.



CONTACT NUMBERS

Camden Council	4654 7777
Camden Library	4654 7951
Narellan Library	4645 5039
Oran Park Library	4645 5645
Camden Civic Centre	4655 8681
Mount Annan Leisure Centre	4648 4830
Camden War Memorial Pool	4655 8600
Narellan Police	4632 4499
SES	132 500
Narellan Community Health Centre	4640 3500
Hospital - Camden/Campbelltown	4634 3000
WIRES	1300 094 737
National Parks & Wildlife Services	1300 072 757
NSW Valuer General	1800 110 038
Land Registry Services	1300 396 076
Environmental Protection Authority (EPA)	131 555



Based on 2019/20 figures.



CURRY RESERVE WATER PLAY SPACE

IMPORTANT RATING INFORMATION

CAMDEN COUNCIL

70 Central Ave, Oran Park
8.30am - 5pm, Monday to Friday.

Ph: 4654 7777

www.camden.nsw.gov.au

Download **OurCamden** App



camden
council

Important information about Council Rates for new owners of land/property in the Camden Council area

RATES

Under the Local Government Act 1993 all land is rateable. The State Government requires all land to have a waste charge. Vacant land will have an availability charge.

There are 4 rating categories; Residential, Business, Farmland and Mining. Your category is shown on your rate notice. Different charges apply to each category.

Rates are levied from 1 July to 30 June each year and broken down into four instalments:

- 1st Instalment - 31 August
- 2nd Instalment - 30 November
- 3rd Instalment - 28 February
- 4th Instalment - 31 May

A rate notice is sent out approximately 4 weeks prior to the due date. Interest is charged on any overdue amount. Rate exemptions may be granted i.e. schools, hospitals and churches.

ELECTRONIC RATE NOTICES

eRates: To receive your rates via email, enter your details and email address via our website. Register for an account to view prior notices.

BPAY View: Register to view your rate notices and pay via Bpay.

RATE PAYMENT OPTIONS

Camden Council offers various rate payment methods:

- In Person
- Council's website
- BPAY
- Phone
- Australia Post
- Direct Debit
- Post Billpay
- Mail
- eservices

All credit card payments attract a merchant service fee except BPAY. For further information refer to the back of your rate notice, visit Rate Payments and Forms on Council's website or phone 02 4654 7777.

YOUR RATES NOTICE EXPLAINED

Interest: Accrues on rates and charges that are overdue at the rate indicated on the notice per annum calculated on a daily basis. If settling overdue rates please enquire about the exact amount as it will differ from the notice printed.

Base Amount: Is levied on every property and then the rating category levy is calculated using the land value. This rating structure provides a fair and equitable distribution of the rate burden.

Total Amount Due: If paying in full, this amount is due by 31 August

Instalments: Due 31 August, 30 November, 28 February and 31 May.

Waste: Charges vary, the bin size is shown on your rate notice.

Waste Management Availability Vacant: Is applied to each parcel of rateable land in accordance with the provision of section 496 of the Local Government Act, 1993.

Rating Category: Every property has been given a rating category based on the use of the land.

Septic Approval to Operate: Approval to operate a system of sewerage management (septic). This is a requirement for all unsewered properties where a septic system exists.

Stormwater Management Levy: Annual charge for stormwater management.

Arrears: The amount entered in this field is the arrears amount brought forward from the previous year.

Valuations: The Valuer General of NSW provides a valuation for each parcel of land. This is updated every three (3) years.

Debt Recovery: Failing to pay the rates and charges may cause debt recovery action to commence and legal fees may be incurred. If you are having difficulties meeting the payment phone 02 4654 7777 to discuss.

Deduct payments made since _____: This is the date that the total amount was due at the time of printing the Notice. If you have made any payment after the printed date please deduct from the amount owing.

BPAY & Post Billpay: Biller and reference codes to pay by these methods.

Annual Rate Notice Account Details

Tax Invoice
No GST has been charged
For the year 1 July 2019 to 30 June 2020
Assessment Number 123456
Posting Date 24 July 2019

Property Location & Description CAMDEN NSW 2570
Base Date 1 July 2018 LOT X DP 1234567

Rates & Charges/Category	Rateable Value or Number	Rate in \$ or Charge	Amount
Residential	28500.00	0.00155148	\$442.17
Residential Base Amount	1.00	655.00	\$655.00
Waste Availability Vacant	1.00	128.00	\$128.00
Total			\$1,225.17

Option 1 - Payment in Full
Summary
Rates Levied \$1,225.17
Please pay outstanding amount immediately to avoid additional interest charges. Current interest rate 7.5% PA
Total Amount Due \$1,225.17
Due Date 31 August 2019

Option 2 - Pay by Instalments
Instalment Amount \$307.17
Due Date 31 August 2019
Deduct payments made since 11 July 2019

Instalment	Due Date	Amount
1st Instalment	31 Aug 2019	\$307.17
2nd Instalment	30 Nov 2019	\$306.00
3rd Instalment	28 Feb 2020	\$306.00
4th Instalment	31 May 2020	\$306.00

PAYMENT OPTIONS

By mail Camden Council - Cheque payments only. PO Box 933 Camden NSW 2570

In person 70 Central Ave, Oran Park NSW 2570
8.30am to 5pm Monday to Friday

Direct Debit Download an authorisation form on Council's website www.camden.nsw.gov.au or phone Council's rates team on 4654 7777. Authority forms must be received by Council two weeks prior to commencing date. *Credit cards are not accepted for Direct Debit. Payments can still be made at any Commonwealth Bank. Just take this rate notice to any branch for payment. Please see reverse.

Eservices Credit Card payments are available by logging onto <http://www.camden.nsw.gov.au> or via our mobile app. **A merchant service fee will apply to all credit card payments.

Post Billpay Biller Code: 0535 Ref: 123456 40

Telephone 15 18 16

Internet Check on payments at www.bpay.com.au for payments by MasterCard or Visa only. AMEX or Discover Cards are not accepted. **A merchant service fee will apply.

BPAY Biller code: 999912 Ref: 123456
Payments can still be made at any Commonwealth Bank. Just take this rate notice to any branch for payment. Please see reverse.

SAMPLE

Your Community Your Council

In the past 12 months, we have received and responded to **110,000** phone calls.

In the 2019/20 financial year, Camden Council will invest **\$313 million** into the community.

107,000 people now call the Camden Local Government Area home.

Council maintains more than **712km** of roads.

We mow **500** sites every three weeks.

90% of animals who entered the Camden Council Companion Animal Shelter were released, sent to a rescue organisation or adopted.

Our Waste Services team collects more than **3.5m** bins per year.

More than **70,000** people attended our events each year.

There were more than **2,800** new houses built in our area over the past 12 months.

More than **589,000** people visited our Libraries over the past 12 months.

70 Central Ave, Oran Park 2570
4654 7777
camden.nsw.gov.au

camden council

Based on 2018/19 figures.

TRANSFER OF TITLE

Transfers are lodged at Land & Registry Services (LRS) by your Solicitor/Conveyancer. It can take 4 - 6 weeks following this for Council to be notified.

The names supplied by the LRS will be used by Council. If your name(s) differs or changes you will need to contact LRS.

Your Solicitor/Conveyancer should settle the rates as part of the settlement process. Enquiries about how your rates have been proportioned between seller and purchaser should be directed to them.

STORMWATER MANAGEMENT LEVY

Stormwater Management Levy is a service to manage the quantity and/or quality of stormwater that flows off a parcel of privately owned, developed urban land. This levy only affects residential and business properties. Vacant land and non-urban land are exempt as are pensioners receiving a rebate.

WASTE MANAGEMENT ON VACANT LAND

An annual Waste Management Availability Charge is applied to each parcel of vacant rateable land within the Camden Local Government Area and is levied in accordance with the provisions of section 496 of the Local Government Act, 1993.

The charge contributes towards:

- The administration costs associated with conducting a domestic waste management service
- Waste minimisation initiatives, such as household chemical and waste drop off days, Clean Up Australia Day and schools education days, etc

All ratepayers of Camden Council have access to these services and therefore share the environmental responsibilities of rehabilitating and protecting our local environment for the future. This charge will cease when the collection service commences.

CATEGORISATION

The Local Government Act, 1993 requires all land to be categorised according to its dominant use. You must notify Council within 30 days after receiving the annual rate notice if there is a change in the dominant use of the land eg. from Residential to Business, or if you disagree with your categorisation.

To request a change in the category download a "Change of Category of Land" form from Council's website.

RATING OF SUBDIVIDED LAND

Under Camden Council's Subdivision Policy the rating of subdivided land will be on a pro-rata basis from the date the deposited plan is registered.

Newly created lots will be rated from the date of registration once land values are received from the Valuer General of NSW.

LAND VALUES

Every three (3) years the NSW Valuer General provides Council with land values for each property in the local government area.

The values for newly created parcels are received on a supplementary list provided to Council on a regular basis. All land values are then used to calculate Council rates.

For more information on your land value, contact the Valuer General.

FARMLAND

A Farmland Application will need to be completed outlining the details of the farming activities and corresponding paperwork will need to be supplied. If the application is approved it will need to be reviewed every two (2) years. This application can also be found on Council's website or phoning Council on 02 4654 7777.

RATES FORMS

The following rates forms can be obtained from Council's website, under 'Payments and Forms' then 'Forms'

- Change of Address
- Change of Name
- Change of Category of Land
- Direct Debit Request form
- Farmland Rating Application form
- Pension Rebate application
- Waste (new service) form
- Waste (variation in size of additional bin) form

IMPORTANT

- Check to ensure names and addresses are correct
- Verify bins noted on rate notice are what is at the property
- Report any discrepancies on rate notice to Council