

Important information

GENERAL INOUIRIES

If you have any questions about your Rate Notice please contact Tweed Shire Council on 02 6670 2400 or email tsc@tweed.nsw.gov.au

IF YOU PAY YOUR RATES BY INSTALMENTS

You can pay your rates and charges by instalments. Any outstanding amounts owing from the previous rate period will be added to the first instalment. Daily interest is charged on instalment amounts that are not paid by the due date. Interest builds on amounts that are in arrears.

IF YOU PAY YOUR RATES IN FULL

If you want to pay your rates and charges in full, your payment must be received by Council before midnight on 31 August to avoid daily interest on the first instalment amount of the total amount due.

WASTE SERVICE CHARGE (if applicable)

Waste service charges only cover the base cost of these services. If the costs of these services increase, Council may charge an additional fee that applies from the date where the increased costs occurred.

LIABILITY FOR RATES

If you sell or transfer land, you must still pay a rate or charge for that land if the rate or charge was raised either (a) before the estate was transferred or (b) after the estate was transferred but before notice of the transfer was given to Council as required by the Local Government Act 1993.

APPEALS AGAINST VALUATION

The valuation of land adopted in the Rate Notice has been made under the Valuation of Land Act 1916 by the Valuer General and a Government officer. Council does not have the power to receive or consider any appeal relating to the value placed on land. Appeals should be made through the process outlined on the Notice of Valuation, which is issued by the Valuer General when the valuation is made.

POSTPONEMENT OF RATES

In situations where the Valuer General has valued land above what would normally apply if it was used as a single dwelling, Council provides some relief for impacted ratepayers. For further details contact Council's Revenue and **Recovery Unit.**

HARDSHIP DUE TO INCREASE IN VALUATION

If you are suffering hardship resulting from a new property valuation, you can apply to have your rates increase waived, reduced or postponed. Contact our Revenue and Recovery Unit for assistance.

INTEREST CHARGES

Interest accumulates for overdue accounts on a daily basis, at the rate shown on the front of this notice. Council may write off the accumulated interest on rates and charges if, in Council's opinion, payment of the interest would cause the person hardship.

APPEAL ON WHETHER LAND IS RATEABLE

An appeal against applying a rate on land must be lodged with the Land and Environment Court within 30 days of this Rate Notice being issued.

EXEMPTION FROM RATES

Some land is exempt from rates. Exemptions mainly apply to religious and charity organisations. For further details contact Council's Revenue and **Recovery Unit.**

OUTSTANDING RATES BALANCES

Annual rates notices are issued on 1 July each year. Any outstanding fees from the previous rating period will attract additional daily interest from 1 July.

RATING CATEGORIES (Farmland, Residential, Mining or Business)

If your rating category changes you must notify Council within 30 days of the change. If you believe your rating category is incorrect, you can provide a written application to Council for a change in category with details of your property and the category that you consider it should be. Council will notify you of its decision within 40 days. If you are unhappy with the decision you may appeal to the Land and Environment Court within 30 days of Council's decision.

PAYMENT PLANS

Council can provide a payment plan to support your financial situation. Please contact us or visit tweed.nsw.gov.au/paymentplan to set up a payment plan. Daily interest will be charged on all overdue rates and charges.

PENSIONERS (Excluding those pensioners with rebate amount automatically deducted)

Concessions are available for eligible pensioners for any quarter after they become eligible pensioners. Please note the pensioner concession does not transfer to a new property. For further details about pensioner concessions please contact council or visit tweed.nsw.gov.au/pensioner-rebates



GO PAPERLESS

tweed.nsw.gov.au/go-paperless-enotices Reduce your carbon footprint and ensure you always have a copy of your notice anytime you need it by registering for one of Council's paperless options.

Receive your notice by email Complete the email registration at tweed.nsw.gov.au/go-paperless-enotices

BPAY View® bpay.com.au/bpay-for-you





ePAYMENT AND PROPERTY SERVICES This type of payment is via credit card, (a surcharge applies to all credit card payments). eproperty.tweed.nsw.gov.au

BPAY Telephone and Internet Banking - BPAY®

Contact your bank to make this payment from your cheque, savings, debit, credit card or transaction account. More info: bpay.com.au ® Registered to BPAY Pty Ltd ABN 69 079 137 518.

POST BILLPAY

Visit postbillpay.com.au or phone 13 18 16 to pay with Visa or Mastercard.

BY MAIL Please make all cheques payable to Tweed Shire Council, crossed 'Not Negotiable' and mail to PO Box 816, Murwillumbah NSW 2484.



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DIRECT DEBIT You can request a direct debit at tweed.nsw.gov.au/ways-to-pay or contact your bank.

→	IN PERSON AT AUSTRALIA POST
	Payments can be made by cash, cheque or EFTPOS.

IN PERSON AT COUNCIL'S OFFICES in Brett Street. Tweed Heads and Tumbulgum Road, Murwillumbah between 9 am and 4 pm business days.

Council accepts payment by: cash, cheque, money order, EFTPOS, Visa and Mastercard. Surcharge applies to credit card payments.

PAYMENT PLAN You can request a payment plan at tweed.nsw.gov.au/payment-plan

CHANGE OF ADDRESS You can update your address at tweed.nsw.gov.au/change-mailing-address