

## FIRE SERVICE RATE

The Tasmanian Government has increased the contribution required from Tasmanian ratepayers for fire services for the 2017–18 financial year.

Hobart ratepayers will contribute \$10.25 million, an increase of 5.5%.

As required by the *Fire Service Act 1979*, the City of Hobart collects the fire service rate on behalf of the Tasmanian Government, and then passes it on to the Tasmania Fire Service.



## FOR MORE INFORMATION ABOUT RATES:

### General enquiries

T (03) 6238 2711

E coh@hobartcity.com.au

### Customer Service Centre

16 Elizabeth St, Hobart

Office Hours: Mon–Fri 8.15 am – 5.15 pm

### Postal address

GPO Box 503

Hobart Tasmania 7001

hobartcity.com.au

Photo credit: Alastair Bett, Brad Harris (above)

## RATE PAYMENTS

City of Hobart 2017–18 rates are due for payment on the following dates:

- first instalment: 15 August 2017
- second instalment: 15 November 2017
- third instalment: 15 February 2018
- fourth and final instalment: 15 April 2018

City of Hobart rates may be paid:

- in full by the first instalment date
- half on the first instalment date and half on the third instalment date
- in four equal amounts on each instalment date.

Payment methods are listed on the back of your rate notice.

## PENALTIES FOR LATE PAYMENT

We will send you a reminder notice about one month before the November, February and April due dates.

Rates not paid before or on the instalment dates will be charged a penalty of 3 per cent, then any unpaid amounts will be charged interest of 8.72 per cent monthly.

## PAYMENT OF RATES BY DIRECT DEBIT

Paying rates by direct debit allows you to choose weekly, fortnightly or monthly payments automatically paid from your bank account. You can also set up direct debit so payments are made by the four instalment due dates.

What are the benefits?

- you pay your rates over time
- you don't have to worry about penalty and interest charges being applied for late payments\*
- it is fast and secure
- we do it all for you
- you pay nothing extra for direct debit.

Direct debit application forms are available from [hobartcity.com.au](http://hobartcity.com.au) or from the Hobart Council Centre at 16 Elizabeth Street, Hobart.

\*Conditions apply.

## RECEIVING RATE NOTICES

Would you prefer to go paperless and receive your rate notices electronically instead of in the mail? If so, there are two options.

### EMAIL

To get your rate notices emailed instead of posted please send your preferred email address to [rates@hobartcity.com.au](mailto:rates@hobartcity.com.au) and include your:

- property address
- property number
- contact phone number.

### BPAY VIEW

BPAY View sends your rate notices straight to the same online bank you use to pay them. For further information, visit [bpay.com.au/bpayview](http://bpay.com.au/bpayview)



## AM I ENTITLED TO A RATES DISCOUNT?

Eligible pensioner concession card holders get a discount on City of Hobart rates (in 2017–18 capped at \$299 for pensioners also a customer of TasWater and \$440 for pensioners not a customer of TasWater) for their principal place of residence. The state government decides who is eligible for a discount and its value.

Eligible card holders may also receive a 20 per cent rebate off the Fire Service Rate for their principal place of residence and a \$10 rebate from the City.

If you received a pensioner concession last year and you are still eligible it will show on your rate notice. Where a concession is not shown, eligible cardholders must apply on or after 1 July 2017 at the Hobart Council Centre, 16 Elizabeth Street, Hobart.

# YOUR RATES EXPLAINED

## 2017–18

July 2017



City of HOBART

## PROPERTY INDEXATION

The Valuer-General has issued interim property valuation adjustments (indexation) to all Hobart properties from 1 July 2017. This happens every two years to adjust property values with current market value.

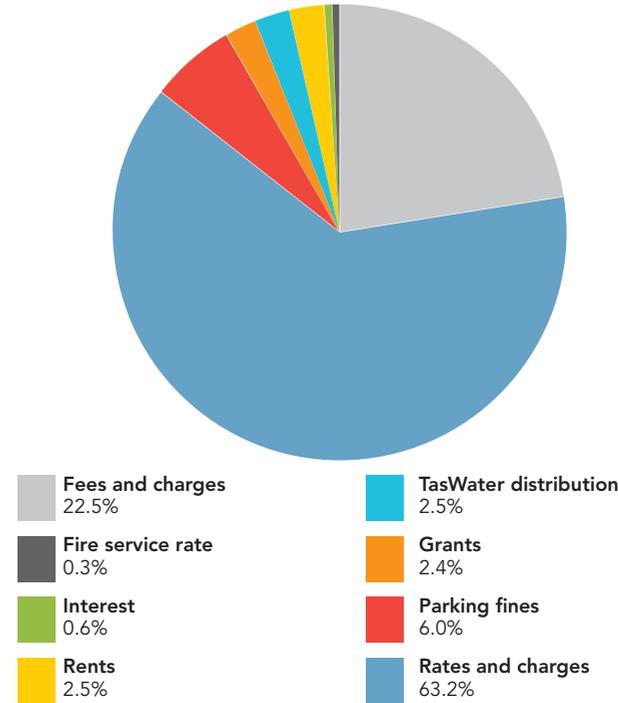
Indexation lessens the impact of a full revaluation, which occurs every six years and can lead to big jumps in property values. The last revaluation in Hobart was in 2015.

Your property value has been indexed and the new value used to calculate your 2017–18 rates. Most residential properties will have their AAV increased by the indexation.

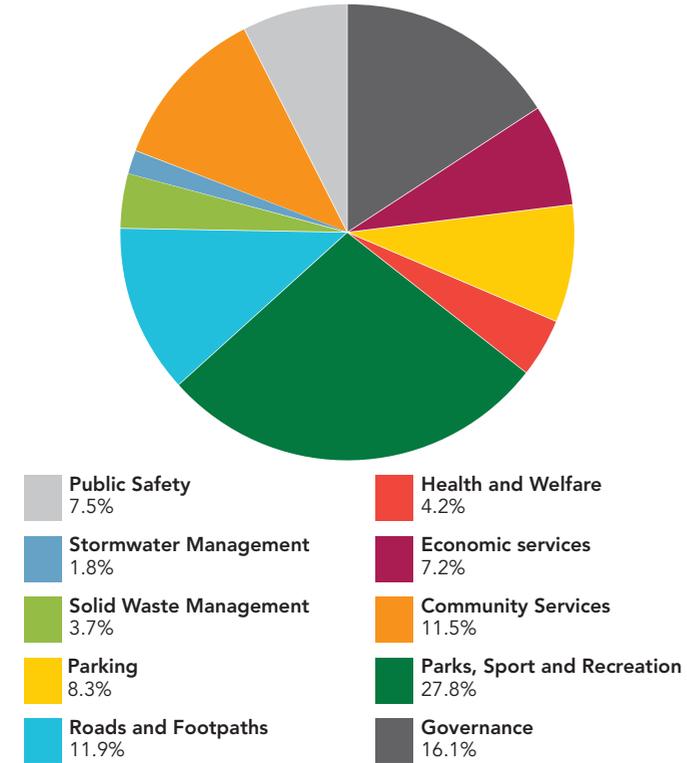
You can find out the adjustment factor applied to your property by registering at the website [thelist.tas.gov.au](http://thelist.tas.gov.au)

If you think your property has been included in the wrong class or locality, you can contact the Valuer-General who will investigate and notify you of the determination on 03 6165 4444, email [ovg@dpipwe.tas.gov.au](mailto:ovg@dpipwe.tas.gov.au) or visit the website [dpipwe.tas.gov.au](http://dpipwe.tas.gov.au)

## WHERE DOES THE MONEY COME FROM?



## WHERE DOES THE MONEY GO?



## SERVICES, PROGRAMS AND INFRASTRUCTURE

Your rates help provide important services, programs and infrastructure that benefit our growing and diverse community.

- **Economic services:** Salamanca Market, tourism promotion, economic development.
- **Parking:** car parks and on-street parking.
- **Health and welfare:** food safety, immunisation services, animal control, youth services, older people's services.
- **Parks, sport and recreation:** public halls, the Doone Kennedy Hobart Aquatic Centre, recreation centres, parks and reserves, bushland management, the nursery, events, festivals.
- **Roads and footpaths:** roads, footpaths, bridges and traffic signs.
- **Solid waste management:** waste collection and operation of the McRobies Gully Waste Management Centre.
- **Community services:** toilets, street cleaning, graffiti removal, street lighting, council-owned properties, administration of planning schemes.
- **Public safety:** fire prevention and emergency management.

## TRANSFORMING HOBART

The ten-year Transforming Hobart capital works plan aims to improve and modernise paths, open spaces, roads, buildings, toilets and shopping strips across Hobart.

Transforming Hobart projects are in addition to routine maintenance of roads, drains, toilets and open spaces.

Total budgeted expenditure on capital works for the 2017–18 budget is \$35.43 million.

In the past year Transforming Hobart projects which have been started or completed are Morrison Street path and road works, new Princes Park toilets, Organ Pipes Track improvements, Ancanthe Park toilets and upgrade, Sandy Bay and Lenah Valley retail precinct upgrades and sportsground facility improvements.



PATHS  
12



TOILETS  
20



ROADS  
18



PARKS  
22



SHOPS  
5



BUILDINGS  
6



## GREEN WASTE COLLECTION

We provide fortnightly green waste collection for most residential properties greater than 400 m<sup>2</sup> and less than 4000 m<sup>2</sup>. Properties in the city centre, Fern Tree and Sullivans Cove, as well as those with four or more tenancies (such as flats), do not automatically receive the service.

To opt-in to receive the service please fill out the application form at [hobartcity.com.au](http://hobartcity.com.au)

