

## PAYMENT OF RATES BY DIRECT DEBIT

Paying rates by the direct debit method allows you to choose weekly, fortnightly or monthly payments that are automatically debited 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.

If you would like to take up direct debit, application forms are available from the City's website at [hobartcity.com.au/City-services/Rates/How-can-I-pay-my-rates](http://hobartcity.com.au/City-services/Rates/How-can-I-pay-my-rates) or from the Customer Service Centre at 16 Elizabeth Street, Hobart.

For further information about payment of rates by direct debit, contact the Rates Office on 03 6238 2787.

## RECEIVING RATE NOTICES

The City of Hobart is trying to reduce its impact on the environment by moving to paperless systems when possible. Sending electronic notices also helps to reduce printing and postage costs.

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

### By Email

If you would like 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.

## Using BPay View

BPAY View sends your rate notices straight to the same online bank you use to pay them.

With convenient email, SMS or bank message reminders\* and secure online or mobile access, BPAY View makes it easy to pay on time and BPAY View is easy on the environment too.

Sign up today in 3 simple steps...

1. Log into your online banking account.
2. Look for the BPAY View® or View Bills section.
3. Register to receive your City of Hobart rate notice by entering:
  - the Biller Code: 474841
  - your BPAY reference number, as shown in the payments option area of your rate notice
  - your name exactly as it appears in the first line from the address block on your rate notice.

**Note:** Paper rate notices will no longer be issued to you once you've registered with BPAY View®.

For further information, visit [bpay.com.au/bpayview](http://bpay.com.au/bpayview) or contact the City's Rates office on 03 6238 2787 or email [rates@hobartcity.com.au](mailto:rates@hobartcity.com.au)

## AM I ENTITLED TO A RATES DISCOUNT?

Eligible pensioner concession card holders get a discount on City of Hobart rates (in 2019–20 capped at \$312 for pensioners also a customer of TasWater and \$459 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 2019 at the Customer Service Centre, 16 Elizabeth Street, Hobart.

\* Conditions apply.

## FIRE SERVICE RATE

The Tasmanian government has increased the contribution required from Tasmanian ratepayers for fire services for the 2019–20 financial year.

Hobart ratepayers will contribute \$11.39 million, an increase of 6 per cent from the previous year.

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



## FOR MORE INFORMATION ABOUT RATES:

### General enquiries

T 03 6238 2711

E [coh@hobartcity.com.au](mailto: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](http://hobartcity.com.au)

# YOUR RATES EXPLAINED

## 2019–20

June 2019



City of HOBART



## PROPERTY INDEXATION WILL APPLY TO 2019–20 RATES

The Valuer-General has recently issued interim property valuation adjustments (indexation), which will apply from 1 July 2019 to all Hobart properties. This happens every two years to adjust property values in line with current market value.

Indexation is intended to lessen the impact of a full revaluation, which occurs every seven 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 2019–20 rates. Most residential properties will have their AAV and hence their 2019-20 rates decreased 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 a property owner believes their property has been included in the wrong class or locality, they may advise the Valuer-General, stating the class or locality is considered to be incorrect. The Valuer-General will investigate the matter and notify the owner of the determination.

For further information on adjustment factors, please call the Valuer-General on 03 6165 4444, email [ovg@dpipwe.tas.gov.au](mailto:ovg@dpipwe.tas.gov.au) or visit [dpipwe.tas.gov.au](http://dpipwe.tas.gov.au)



## CITY OF HOBART 2019–20 BUDGET

**2019–20 OPERATING BUDGET**  
**\$140.8 MILLION**

**OPERATING RESULT**  
**+\$550 000**





**CAPITAL WORKS SPEND**  
**\$37.4 MILLION**

### INFRASTRUCTURE

 Road infrastructure	<b>\$8.4m</b>
 Doone Kennedy Hobart Aquatic Centre	<b>\$5.6m</b>
 Footpath upgrades	<b>\$2m</b>
 Stormwater renewals	<b>\$2m</b>
 Completion of New Town Retail Precinct upgrade	<b>\$1.25m</b>
 Upgraded infrastructure for kunanyi/Mt Wellington	<b>\$1.1m</b>
 Bus mall upgrade	<b>\$1m</b>
 Salamanca Pedestrian Improvements	<b>\$1m</b>

### KEEPING OUR CITY CLEAN


**\$3.4m to be spent on maintaining a clean and inviting city, including:**

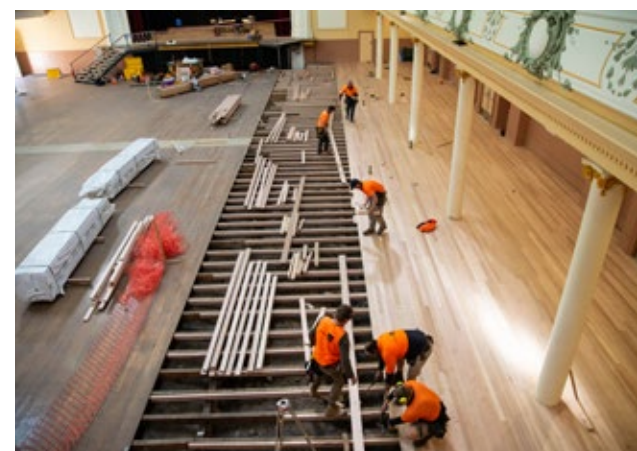
 Emptying and cleaning nearly 500 public place bins
 Sweeping around 40 footpaths every day
 Cleaning 50 public toilet facilities every day
 Regular cleaning of barbecues and other outdoor amenities

### COMMUNITY & LIFESTYLE

 Sporting facility improvements	<b>\$1.9m</b>
 Public toilet upgrades	<b>\$1.1m</b>
 Hobart Rivulet Linear Park connection	<b>\$500 000</b>
 Maintenance of 235kms of fire trails, walking and mountain bike tracks	<b>\$304 000</b>

### Maintenance of parks, reserves and playgrounds **\$5.7m**

 City of Hobart maintains 130 parks and reserves
 More than 200 pieces of play equipment are provided for families in 48 playgrounds across the city
 Maintenance of 19 sports grounds



### RATES PAYMENTS

City of Hobart 2019–20 rates are due for payment on the following dates:

- first instalment: 15 August 2019
- second instalment: 15 November 2019
- third instalment: 15 February 2020
- fourth and final instalment: 15 April 2020.

### 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 rates notice.

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

### PENALTIES FOR LATE PAYMENT

Rates not paid before or on the instalment dates will be charged a penalty of 3 per cent. Thereafter, interest of 8.1 per cent will be charged monthly on all unpaid amounts.