

## RATE PAYMENTS

City of Hobart 2018–19 rates are due for payment on the following dates:

- first instalment: 15 August 2018
- second instalment: 15 November 2018
- third instalment: 15 February 2019
- fourth and final instalment: 15 April 2019.

### 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. Thereafter, interest of 8.81 per cent will be charged monthly on all unpaid amounts.

### 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/paymyrates](http://hobartcity.com.au/paymyrates) 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 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 Hobart City Council 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 of 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 Rates office on (03) 6238 2787 or email [rates@hobartcity.com.au](mailto:rates@hobartcity.com.au)

\* Conditions apply. For more information, visit [hobartcity.com.au/rates](http://hobartcity.com.au/rates)

## AM I ENTITLED TO A RATES DISCOUNT?

Eligible pensioner concession card holders get a discount on City of Hobart rates (in 2018–19 capped at \$305 for pensioners who are also a customer of TasWater, and \$449 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 of Hobart.

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 2018 at the Customer Service Centre, 16 Elizabeth Street, Hobart.

## 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

## 2018–19



City of **HOBART**



### LOCAL GOVERNMENT ELECTIONS

In October 2018 local government elections will be held. All 12 positions on Council will become vacant for election.

If you are currently on the State Electoral Roll for an address in the municipal area, or on the Council General Manager's Roll, you are already enrolled for local government elections.

Others who can register to vote by completing an enrolment form are:

- residents who are not on the State Electoral Roll (for instance non-Australian citizens)
- non-resident owners or occupiers of property in the Hobart municipal area
- the nominee of a corporate body.

You can register to vote by completing an enrolment form available from the City of Hobart's website at: [hobartcity.com.au/elections](http://hobartcity.com.au/elections)

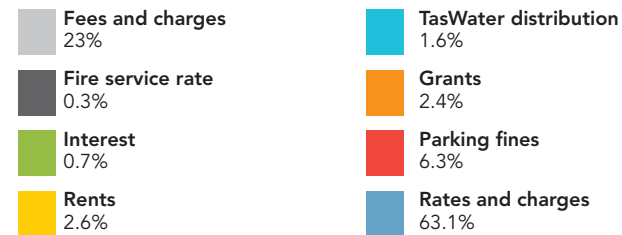
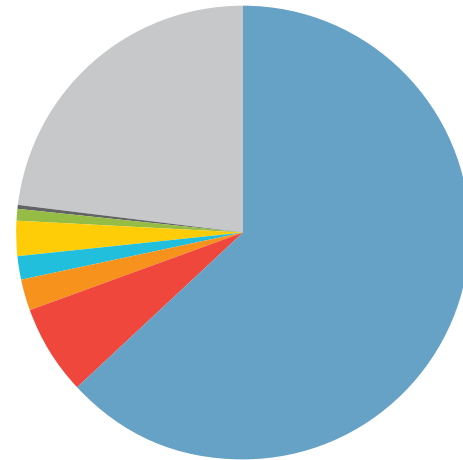
### SERVICES, PROGRAMS AND INFRASTRUCTURE

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

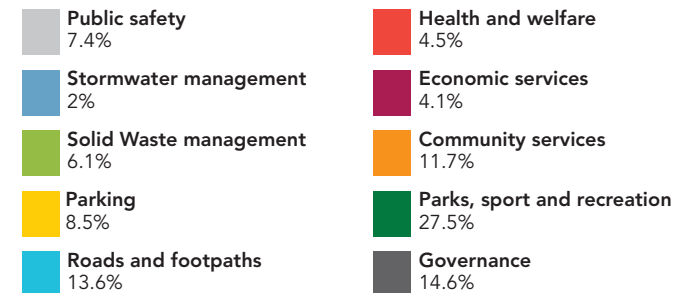
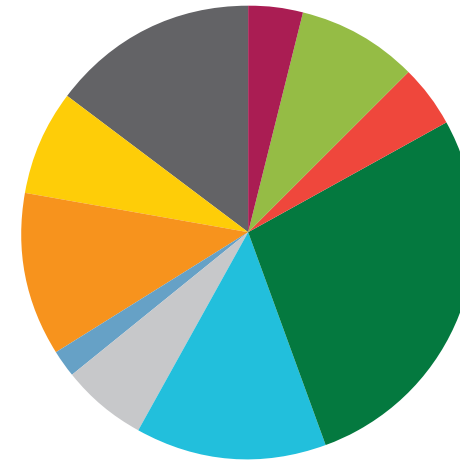
- **Economic services:** Salamanca Market, tourism promotion, economic development.
- **Parking:** car parks and on-street parking.
- **Health and welfare:** food safety, immunisation services, animal control, youth services, aged care services.
- **Parks, sport and recreation:** public halls, the Doone 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, illegal graffiti removal, street lighting, City of Hobart-owned properties, administration of planning schemes.
- **Public safety:** fire prevention and emergency management.

### WHERE DOES THE MONEY COME FROM?



### WHERE DOES THE MONEY GO?



### LANDFILL REHABILITATION SERVICE CHARGE

From 1 July 2011 the Council introduced a temporary ratepayer levy to fund the rehabilitation of the McRobies Gully Waste Management Centre because it was considered to be nearing the end of its life as an active landfill. The City has a permit to operate the landfill until 2030, at which point it will close and no new permit will be sought to operate a landfill within Hobart.

Up until 2017–18, the amounts were \$50 for residential properties and \$100 for non-residential properties. In 2018–19, the Landfill Rehabilitation Service Charge will reduce to \$10 for residential properties and \$20 for non-residential properties, and will be recovered from the rates commencing 1 July 2018 and ending on 30 June 2027.

Non-residential properties pay double the Landfill Rehabilitation Service Charge of residential properties reflecting the different waste collection volumes, being:

- in the case of a residential property, 120 litres of solid waste per week
- in the case of a non-residential property, 240 litres of solid waste per week.

The revenue received from the levy will be spent solely to rehabilitate the landfill.

### FIRE SERVICE RATE

The Tasmanian government has increased the contribution required from Tasmanian ratepayers for fire services for the 2018–19 financial year.

Hobart ratepayers will contribute \$10.74 million, an increase of 4.8 per cent.

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.