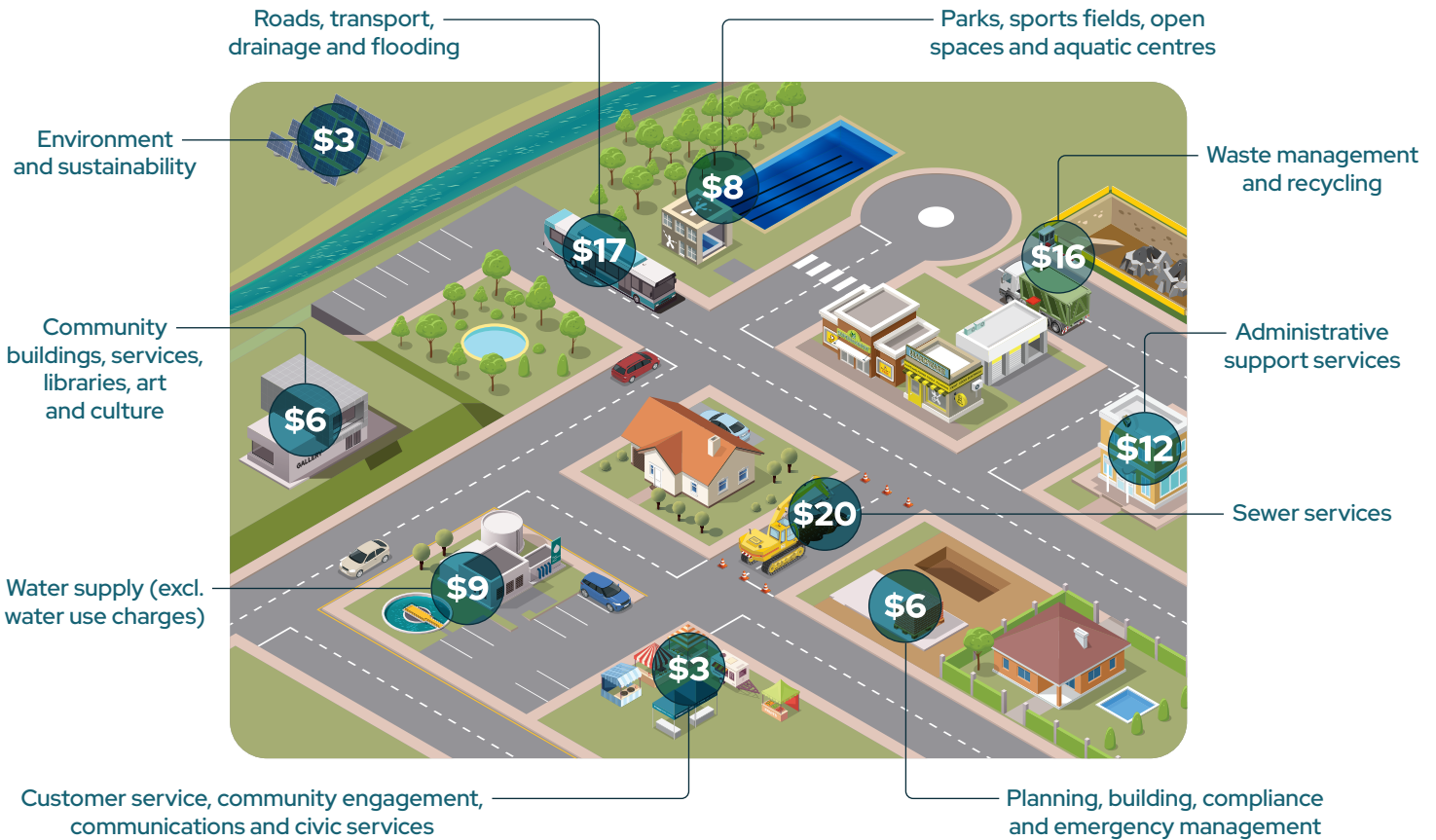


How every \$100 you pay in rates and annual charges is spent



Council's \$283 million budget for 2024–25 is comprised of 3 funds: \$169 million from general funds, \$56 million from water funds and \$58 million from sewer funds.

Major capital works projects for the coming year are:

- \$15.7 m – sewer infrastructure
- \$15.6 m – resource recovery infrastructure
- \$14.9 m – various capital roadworks
- \$12.4 m – water infrastructure
- \$2.9 m – depot relocation
- \$2.6 m – fleet purchases
- \$1.6 m – technology upgrades and implementation

In addition to these projects, Council delivers more than 50 essential services to residents, including parks and gardens, roads, water and sewerage, waste and recycling, development assessment, animal and pest management, cemeteries, public toilets, aquatic centres, libraries, holiday parks, sporting fields as well as the Art Gallery and Museum.

tweed.nsw.gov.au/council-services

General fund
\$169 million

Water fund
\$56 million

Sewer fund
\$58 million

Other
5%

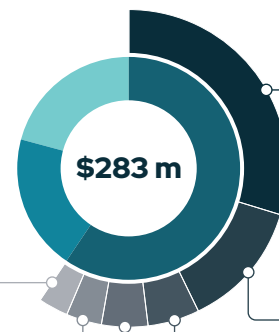
Developer contributions
6%

Rates and annual charges
50%

Fees and charges
22%


Reserves
9%

Grants
8%



Total budget and source of Council funds 2024–2025 budget.

About your rates notice



AYAMA CITIZEN
1 People Street
Citizenville NSW 2484

Contact and connect
02 6670 2400

tweed.nsw.gov.au
tsc@tweed.nsw.gov.au
PO Box 816 Murwillumbah NSW 2484
ABN: 90 178 732 496

Date of issue	15/07/2024
Valuation base date	01/07/2022
Rating category	Rateable Residential

Rates and charges notice

Property identifier:	51X240
If paying in full:	\$2,959.45
Due date:	31/08/2024

Rating period 1 July 2024 to 30 June 2025
Property details 1 People Street Citizenville NSW 2484 Lot 1234 DP 567890

	First instalment	Second instalment	Third instalment	Fourth instalment
If paying by instalments:	\$739.85 31/08/2024	\$739.85 30/11/2024	\$739.85 28/02/2025	\$739.85 31/05/2025

Summary of rates and charges	Cents in \$	Rateable value	Amount
DOMESTIC WASTE ADMIN CHARGE	Annual Charge	0	\$81.60
LANDFILL BIN SERVICE CHARGE 140lt F/N	Red (Landfill)	1	\$208.10
ORGANICS BIN SERVICE CHARGE WK	Green (Organic)	1	\$125.00
LANDFILL MANAGEMENT CHARGE	Annual Charge	0	\$65.00
RECYCLING BIN SERVICE CHARGE 240lt F/N	Yellow (Recycle)	1	\$88.50
RESIDENTIAL RATE	0.4682	457000	\$1,220.35
SEWERAGE CHARGE RESIDENTIAL	Annual Charge	1	\$961.30
WATER CHARGE RESIDENTIAL	Annual Charge	1	\$209.60

Quarterly instalments must be paid by the due dates or interest charges apply
To the owner: You are hereby notified that such land has been rated by Tweed Shire Council as shown in this rates notice.
Please note: The due date for payment does not apply to rates and charges in arrears. If there are rates and/or charges in arrears shown, although they are included in the first instalment amount, they are overdue and should be paid immediately. Rates and charges may be paid outside instalment dates, subject to terms and conditions set by Council. Each unpaid instalment amount becomes a recoverable amount after its due date. If no payment arrangement has been made with Council, debt recovery action will commence if payment is not received by due date. Payment arrangements can be registered online: tweed.nsw.gov.au/payment-plan or phone 02 6670 2400.

Amount due if paying in full:	\$2,959.45
First instalment amount (if paying by instalments):	\$739.85
Deduct payments since:	

Payment slip – rates

See overleaf for ways to pay

Name	Ayama Citizen
Location	1 People Street Citizenville NSW 2484
Property identifier	51X240
Amount due if paying in full	\$2,959.45
Amount due if paying by instalments	\$739.85

BPAY Biller Code: 131284 Ref: 802102X3 | **POST billpay** Billpay Code: 0575 Ref: 802102X3

BPAY® telephone and internet banking. Contact your bank to make this payment from your cheque, savings, debit, credit card or transaction account.

Credit card payments can be made in person at any Council office, online at postbillpay.com.au or by calling 13 18 16. A surcharge applies to all credit card payments.

Go paperless tweed.nsw.gov.au/go-paperless-notice

- Date of issue:** Council issued your rates on this day.
Valuation base date: The date used by the Valuer to determine the land value. To find out more, visit valuergeneral.nsw.gov.au or call 1800 110 038.
Rating category: For rating purposes, Council categorises land as Residential, Business, Farmland or Mining. This determines the rate you are charged.
- Property identifier:** A unique property number identifies your rates account. Please quote this number when making enquiries about your rates or water account.
Total amount due: This is the amount due, if paying in full.
Due date: Your rates are due this day, either in full or the first instalment (see 3).
- Instalment dates and amounts:** If you pay quarterly instalments, these are the amounts due and the dates on which they are due. Council will send reminder instalment notices for the 2nd, 3rd and 4th instalments 30 days before they are due.
- Summary of rates and charges:** This section lists the rates on your land and service charges, which include waste management, water supply and sewer services payable on your property. See detailed explanation at the bottom of this page.
General rate: This is calculated by multiplying your land value by the rate set by Council. If your rate calculation is less than the minimum rate, you will be charged the minimum rate.
- Amounts payable:** The amounts due, set at the date rates information was extracted from Council's database (the date of issue). Any transactions occurring after this date will not show on your notice.
- Payment options:** Some of the ways you can pay your rates are outlined here. See the back page of your rates notice for the full list.

Your rates notice includes a list of service charges for your property.

Water access charge: Applies to all land within 225 m of a water main and able to be connected (whether connected or not).

Sewerage access charge: Applies to all land within 75 m of a sewerage main and able to be connected (whether connected or not).

On-site sewerage management fee: Applies to properties with an on-site sewerage management system (septic tank).

Domestic waste management charges: Applies to residential land within the service area and farmland with a waste management service.

Landfill management charge: Levied on all rateable properties. This helps cover the cost of landfill operations and the remediation of past, current and future landfills to minimise environmental impact.

Special rate – Koala Beach: Residents of the Koala Beach estate provide ongoing funding for local nature conservation through this special rate.

Special rate – Cobaki Lakes: Residents of Cobaki Lakes will provide ongoing funding for local nature conservation through this special rate.

Special rate – Kings Forest: A special rate for residents of Kings Forest to fund the ongoing maintenance and protection of environmental lands on the estate. This will include ongoing monitoring and reporting (fauna and water) and management actions including pest and animal control and fencing.



Do you need help understanding your rates notice or Council's rates and charges?

Scan the QR code or visit tweed.nsw.gov.au/rates-charges

The pensioner rebate – are you eligible?

If you hold a current Centrelink or Department of Veterans' Affairs Pensioner Concession Card or Veteran Gold Card (stamped with TPI or EDA), you may be eligible for a rebate if you:

- are the owner, part-owner or life-tenant of the property, and
- reside at the property and it is your principal place of residence as shown on your concession card.

To apply for the rebate, complete the pensioner rebate form online at tweed.nsw.gov.au/pensioner-rebate-form or in person at a Council Contact Centre at Murwillumbah or Tweed Heads.

A new application is required if you move, as the pension rebate does not automatically transfer to a new property. Should you no longer be eligible for a concession card or your place of residence changes, you must notify Council immediately.

tweed.nsw.gov.au/pensioner-rebates



Samples of eligible Department of Veterans Affairs (DVA) Pension Card, Centrelink Pension Card and DVA TPI Gold Card.

DVA EDA Gold Cards are also accepted.

Creating a plan to provide safe and secure housing for everyone

In early 2024, a draft Options Paper proposing locations for additional housing and employment land across the Shire was released for community review. This document marks the third stage in the development of the Tweed's Growth Management and Housing Strategy.



A critical aspect of this strategy is tackling the need for more affordable and social housing. With 47% of households in the Tweed facing rental stress and a shortage of 4,485 dwellings for those with

low to very-low incomes, it is imperative we find ways to increase the supply of affordable housing for low-income and essential worker households. Some of these households are being forced out of the shire due to an undersupply and lack of diversity in current housing.

The Affordable Housing Strategy details specific key actions to address this housing crisis. Significant changes are necessary and Council is seeking community feedback on these actions. We encourage the community to share their support, concerns about feasibility or any other solutions we may have missed.

yoursaytweed.com.au/affordablehousing

Changes to your green lid bin

We are keeping it simple. Only food scraps and garden waste can go in your green lid Food Organics and Garden Organics (FOGO) bin.

The exception to this rule is paper to line your caddy or Australian-Certified, Council-approved compostable kitchen caddy liners (AS4736).

These changes mean that compost created from the contents of our green bins is nutrient rich and helps create healthy soil.

For more information, call Council on 02 6670 2400, email resourcerecovery@tweed.nsw.gov.au or visit tweed.nsw.gov.au/green-lid-bins

What goes in each bin?



WEEKLY

Organics: All food scraps (including meat, bones, fruit/veggie scraps, pasta, bread, rice, dairy, coffee grounds and egg shells), garden waste and **only** Council-approved green compostable liners (AS4736).

No compostable packaging, tissues or paper towels



FORTNIGHTLY

Recycling: Glass bottles/jars, hard plastic bottles/containers, metal cans and clean paper/cardboard products.

No soft plastics or nappies



FORTNIGHTLY

Landfill: Items that cannot be reused, recycled or composted. Nappies, soft plastics, soiled paper and cardboard, pet waste, tea bags and foam.



Meet your Councillors

Through the local government election in December 2021, 7 Councillors were elected and remain councillors until the NSW Local Government elections on 14 September 2024.

Please feel free to contact the Councillors direct. For specific enquiries, call the Mayor's Office on 02 6670 2402.



Cr Chris Cherry, Mayor

0437 400 174
ccherry@tweed.nsw.gov.au



Cr Meredith Dennis, Deputy Mayor

0419 883 279
mdennis@tweed.nsw.gov.au



Cr Rhiannon Brinsmead

0418 110 573
rbrinsmead@tweed.nsw.gov.au



Cr Reece Byrnes

0436 411 386
rbyrnes@tweed.nsw.gov.au



Cr Nola Firth

0419 924 457
nfirth@tweed.nsw.gov.au



Cr James Owen

0415 561 701
jowen@tweed.nsw.gov.au



Cr Warren Polglase

0428 961 306
wpolglase@tweed.nsw.gov.au



Stay up-to-date

Keep up with Council news by subscribing to the weekly Tweed Link and a range of other Council e-newsletters.

Choose from the Arts & Culture newsletter, Tweed Regional Gallery news, Tweed Regional Museum news, the Environment & Sustainability newsletter, the Wild Life newsletter, Business: Succeed in the Tweed and more.

You can also subscribe to job alerts and media releases.

tweed.nsw.gov.au/subscribe

NSW Local Government elections Save the date! 14 September 2024

Local Government elections will be held across NSW on Saturday 14 September 2024.



Tweed Shire's current councillors will continue to hold their civic offices until the local government elections, when all 7 councillor positions will be open to the ballot.

The NSW Electoral Commission (NSWEC) administers the election on behalf of a majority of Councils across NSW.

Visit tweed.nsw.gov.au/council-elections to find out more.

Contact and connect



In person

9 am to 4 pm | Monday to Friday
Tumbulgum Road, Murwillumbah
Brett Street, Tweed Heads



Online and live chat

Live chat with us during business hours
tweed.nsw.gov.au



Social media

Connect, tag or message us on social media
[#tweedshirecouncil](https://twitter.com/tweedshirecouncil)



On the phone

8:30 am to 4:30 pm | Monday to Friday
02 6670 2400



After hours

Emergency after hours number for Council services
02 6670 2400



Emergency Dashboard

The dashboard features links, useful information and contacts in an emergency
emergency.tweed.nsw.gov.au



Email

tsc@tweed.nsw.gov.au



Report a problem

Non-urgent and general requests
24/7 online
tweed.nsw.gov.au/report-problem



Mail

PO Box 816, Murwillumbah NSW 2484

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