ANSWERS TO COMMON RATE QUESTIONS

How do I change my personal details?
Postal Address: Advise Council by phone, in writing, email or complete an online form on our website.
Name Change: Supply Council with a copy of your marriage certificate, deed poll documents or other relevant documentation. This can also be done online through Council’s website.
Add or Delete a Name: You must first change your title deeds with the Department of Land & Property Information who will then notify Council of your new details.

How are rates calculated?
Rates are calculated on land values as supplied by the Valuer General of NSW and all properties are charged the same base amount. New valuations are issued by the Valuer General of NSW every three years which Council uses for the following financial year.

Are pensioners entitled to a rebate?
If you hold a current Pensioner Concession Card you may be able to claim a rebate on your Council rates.
Requirements:
• You must reside at the property
• The address on your Pensioner Concession Card must be the property address
• You are the person liable for paying the rates and charges
• You are not claiming a rebate on another property
To apply for a pensioner rebate visit Council with your Pensioner Concession Card or phone Council on 02 4654 7777 for more information. Existing pensioner rebates will show on your annual rate notice each year.

Can I make a special arrangement to pay my rates?
Ratepayers who are experiencing financial difficulties and are unable to pay may be able to make alternative arrangements. Interest will still be charged in this instance.

What happens if my land is rezoned?
Council may be provided with new valuations from the Valuer General of NSW if certain suburbs are rezoned which could affect your rate payments.

A Bin Size Height in millimetres (as shown in diagram below)
80 Litre (old) 910mm with false bottom
80 Litre (new) 800mm
120 Litre 930mm
240 Litre 1080mm

What are Postponed Rates?
If you live in a single dwelling on land that could be subdivided or is in a commercial zone, the rateable value may be more than usual. If you plan on residing at the property for some time you may apply to Council to have part of your rates postponed. Phone Council on 02 4654 7777 for more information.

DOMESTIC WASTE SERVICE
Camden Council provides its residents with a 2 or 3 bin waste management system. A 3 bin service is available to all urban residential properties consisting of a 240L recycling, 240L green waste and a general waste bin (varying sizes). Residential properties (excluding vacant land) can book 2 free kerbside clean ups per financial year. You must be in receipt of an Interim or full Occupational Certificate before bins can be ordered. If you purchase a property, the waste bins should be left by the previous owner.

You must be in receipt of an Interim or full Occupational Certificate before bins can be ordered. If you purchase a property, the waste bins should be left by the previous owner.

To order bins or change a red bin size, phone Camden Council on 02 4654 7777 or download a form from our website.

WHERE CAN I PAY MY RATES?
Rates payments can be made at the following locations:
Camden Council Administration Building
70 Central Avenue, Oran Park
Camden Library
40 John Street, Camden
Narellan Library
Corner of Queen & Elyard Streets, Narellan

CONTACT MEMBERS
Camden Council
4634 7777
Camden Library
4634 7951
Narellan Library
4605 2229
Camden Civic Centre
4635 5881
Mount Arrawler Leisure Centre
4618 4263
Camden Civic Memorial Pool
4615 5650
Narellan Police
4623 4469
SES
132 500
Narellan Community Health Centre
4640 3960
Hospital - Camden/Campbelltown
4634 3860
WRES
1300 094 737
National Parks & Wildlife Services
1300 072 757
NSW Valuer General
1800 110 038
Land & Property Information
1300 022 827
Environmental Protection Authority (EP&A)
131 555

Based on 2016/17 figures.
Camden Council offers various payment methods to pay your rates:

- Bpay View
- eRates
- DIRECT DEBIT
- AUSTRALIA POST

**Bpay & Post Billpay:**

- To view your rate notices and pay via Bpay.
- BPay & Post Billpay:
  - Enter your rates itemised account number.
  - Deduct any payments made since the due date please deduct from the amount owing.

**Biller and reference codes to pay by these methods.**

**Important information about Council Rates for new owners of property:**

- Camden Council offers a system of sewerage management.
- Approval to operate a system of sewerage management requires a permit.
- The permit is issued on an annual basis.
- The permit is subject to renewal.
- The annual charge for stormwater management is a service to manage the quantity and/or quality of stormwater that flows from premises.
- The charge is levied on every property.
- The charge will cease when the property is connected to sewerage.
- The charge is calculated using the land value.
- The charge is proportioned between the four rating categories.
- **Annual Charges:**
  - Stormwater Management Levy:
  - The charge is levied on every property.
  - The charge is calculated using the land value.
  - The charge is proportioned between the four rating categories.
  - **Budgeted:**
  - 2017
  - $1,192.41
  - **Summary:**
  - Posting Date: 18 July 2016
  - Base Date: 20 Galileo Street GREGORY HILLS NSW 25
  - Due Date: 31 August, 30 November, 28 February and 31 May
  - Assessment Number: 292530 014

**Rates Calculation:**

- **Base Date:**
  - 20 Galileo Street GREGORY HILLS NSW 25
  - Assessment Number: 292530 014

**Stormwater Management Levy:**

- The Levy is calculated using the land value.
- The Levy is proportioned between the four rating categories.
- **Budgeted:**
  - 2017
  - $1,192.41

**RATING OF SUBDIVIDED LAND:**

- Council maintains over 610km of roads.
- Council maintains over 240km of stormwater inlets.
- Council maintains over 12,343 waste drop off yards.
- Council maintains over 56 parks.
- Council maintains over 353 streets.