

[cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)  
(07) 5667 5995 or 1300 366 659

**Notice number**  
**2 3023882 6**

**Date of issue**  
**22 July 2019**

**Current rating period:**  
1 July 2019 to 31 December 2019

**\$1,811.65**

(see back for payment options)

**Due date for payment:**  
**22 August 2019**

**Total amount payable after due date:**  
**\$1,957.40**

(interest penalty applies after due date)

UNIT 1463, 9 Ferny Avenue, SURFERS PARADISE QLD 4217  
Lot 1463 SP154439

**(Payments received after 5 July 2019 may not be included in this notice)**

<b>State Government and associated charges</b> (see rate assessment page for details)	<b>\$111.60</b>
<b>Council rates and charges</b> (see rate assessment page for details)	<b>\$1,845.80</b>
Less 10% Council discount on GENERAL RATE if full payment received by the due date	<b>\$145.75CR</b>
<b>Amount payable if paid by: 22 August 2019</b>	<b>\$1,811.65</b>

To view or pay your rate notice online, view your account balance or request a payment arrangement, visit [cityofgoldcoast/myaccount](http://cityofgoldcoast/myaccount)

To view your rating category statement and other rate notice inserts online, visit [cityofgoldcoast/inserts](http://cityofgoldcoast/inserts)

To make a **voluntary** contribution towards the acquisition and enhancement of the City's koala habitat, please use the BPAY® details on the reverse.



Supported by the  
**Commonwealth Bank**  
Commonwealth Bank of Australia  
ABN 48 123 123 124



**Biller Code: 575217**  
**Ref: 2 3023882 6**



**Post Billpay**

**Total Amount Payable**  
**If paid by: 22 August 2019**

**\$1,811.65**

**Total Amount Payable**  
**If paid after: 22 August 2019**

**\$1,957.40**

Teller stamp  
and initials

No. of  
Cheques

Date

/ /

Cash

Cheques (see reverse)

For Credit  
**Gold Coast City Council**

Tran Code

**831**

User ID

**066684**

Customer Reference No.

**000002302388267**

\$

In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all rates and charges are due and payable within 31 days of the issue of the rate notice on which the rates or charges are levied. Any rates and charges left unpaid immediately after this period will attract interest of 9.83 per cent per annum compounding daily, either until payment, including the interest, is made in full or a satisfactory payment arrangement is entered into with Council.

## How to pay your rates



### Direct Debit

Use this option to pay future rate notices by direct debit from your bank, credit union or building society using your cheque or savings account. *Credit card accounts not accepted.* Visit [cityofgoldcoast.com.au/payments](http://cityofgoldcoast.com.au/payments) to complete a request.



### Pay by phone

Call us on **1300 886 731** (or from outside Australia call **+61 7 5667 5995**) anytime to pay with MasterCard or Visa. *Payments by credit card will incur a surcharge.*  
**Payment Reference Number:** use the **Notice Number** over the page.



### Pay online

Visit [cityofgoldcoast.com.au/payments](http://cityofgoldcoast.com.au/payments) and follow the links to pay with MasterCard or Visa. *Payments by credit card will incur a surcharge.*  
**Payment Reference Number:** use the **Notice Number** over the page.



### PAY YOUR RATES USING BPAY®

**Biller Code:** 575217  
**Ref:** Use Notice Number

### Telephone & Internet Banking – BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

**BPAY View®:** view and pay this notice using internet banking.  
**BPAY View Registration No:** use the **Notice Number** located at the top left of page 1.

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### BPOINT in person

Pay at any Commonwealth Bank branch with cash, cheque or money order.



### Post Billpay in person

Pay at any Australia Post office and present the entire notice when making payment. Payment by cash, cheque or debit card (no surcharge) only.



### Customer Service Centre in person

Pay at any Customer Service Centre with cash, cheque, debit card (no surcharge), MasterCard or Visa. *Payments by credit card will incur a surcharge.*

### Monday to Friday 8.15am – 4.30pm

Broadbeach	61 Sunshine Boulevard Mermaid Waters
Bundall	8 Karp Court, Bundall
Burleigh Heads	Park Avenue, Burleigh Heads
Coolangatta	Level 1, The Strand Corner Marine Parade and Dutton Street Coolangatta
Helensvale	Corner Lindfield Road and Sir John Overall Drive, Helensvale
Nerang	833 Southport Nerang Road, Nerang
Palm Beach	22 Eleventh Avenue, Palm Beach
Southport	47 Nerang Street, Southport
Upper Coomera	90 Reserve Road Corner Reserve and Abraham Roads Upper Coomera

## How to contact us



[cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)



07 5667 5995 or 1300 366 659  
 Monday to Friday 7am – 6pm  
 (or from outside Australia call +61 7 5667 5995)



City of Gold Coast  
 PO Box 5042 GOLD COAST MC QLD 9726



Visit us at any Customer Service Centre

## Voluntary koala contribution

NOTE: This BPAY number is for voluntary contributions to the acquisition and enhancement of the City's koala habit only.



**Biller Code:** 37424  
**Ref:** Use Notice Number

**NOT TO BE USED  
 FOR RATE PAYMENTS**

### Telephone and Internet Banking – BPAY

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

Details of cheque(s) etc, customer to complete.

Drawer	Bank or BSB	Branch	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

Proceeds of cheques, etc. will not be available until cleared.

**CHARGES CONSOLIDATED ON RATE NOTICE**

UNIT 1463, 9 Ferny Avenue, SURFERS PARADISE QLD 4217  
Lot 1463 SP154439

**DETAILS OF STATE GOVERNMENT AND ASSOCIATED CHARGES**

VOLUNTEER FIRE BRIGADE	
Volunteer Fire Brigade Charge	\$0.50
EMERGENCY MANAGEMENT	
RESIDENTIAL UNIT that is a lot 1 @ \$111.10	\$111.10
<b>TOTAL OF STATE GOVERNMENT AND ASSOCIATED CHARGES</b>	<b><u>\$111.60</u></b>

**DETAILS OF COUNCIL RATES AND CHARGES**

KOALA HABITAT	
Koala Habitat Acquisition and Enhancement Charge	\$1.50
GENERAL RATE	
CATEGORY 3S - Residential 3 \$64,266 AV @ \$0.009495115 (minimum amount applied)	\$1,457.50
OPEN SPACE PRESERVATION	
Open Space Maintenance and Enhancement Charge	\$21.50
RECREATIONAL SPACE	
Recreational Space Charge	\$14.50
CITY TRANSPORT	
City Transport Improvement Charge	\$64.15
SURFERS PARADISE PROMOTION	
Surfers Paradise Management and Promotion Rate \$64,266 AV @ \$0.000786035 (minimum amount applied)	\$143.00
WASTE MANAGEMENT	
Minimum Refuse Charge \$1 AV @ \$143.65	\$143.65
<b>TOTAL OF COUNCIL RATES AND CHARGES</b>	<b><u>\$1,845.80</u></b>

For licensed rental properties, full payment of the general rate levied on this rate notice is deemed to be a renewal of rental property licence under Local Law No.16 (Licensing) for the current rating period.

**2 3023882 6**  
**EJ PROPERTY HOLDINGS PTY LTD**

**Optional: Annual Rate Payment**

for Period 1 July 2019 to 30 June 2020

OPENING BALANCE OF YOUR RATE ACCOUNT	RATES BILLED FOR THIS JULY TO DECEMBER	RATES BILLABLE FOR NEXT JANUARY TO JUNE	REDUCTIONS TO CHARGES (FOR 12 MTHS)	DISCOUNT AVAILABLE	ANNUAL AMOUNT PAYABLE BY <b>22 August 2019</b>
\$0.00	\$1,957.40	\$1,957.40	\$0.00	\$291.50CR	\$3,623.30

# Rate information

Your City of Gold Coast (City) rates are payable every six months, usually in August and February. The standard charges you are likely to see on the rate notice are:



## Emergency Management Levy

The Emergency Management Levy is collected on behalf of the State Government. The levy includes a broad range of emergency management and response services to a wide range of emergencies including floods, cyclones, storms as well as fire and accidents. The amount of the levy depends on the classification of your property. Visit [fire.qld.gov.au](http://fire.qld.gov.au)



## Volunteer Fire Brigade

The Volunteer Fire Brigade Charge helps subsidise the operational expenses of rural fire brigades; supplementing the Emergency Management Levy.



## General Rate

The City is required by law to levy a General Rate or differential General Rate on every rateable property each financial year. The General Rate raises the revenue needed to run the city and pay for infrastructure and a range of services and activities. Just some of these include lifeguards, waterways, animal management and economic development initiatives. The value of your property, determined by the State Government, is the basis for calculating the General Rate. To smooth out increases in the General Rate caused by unexpected spikes in property values in any given year, the City uses an averaged value over three years. A minimum General Rate applies if the value of a property is below a determined threshold.



## City Transport Improvement

The City Transport Improvement Charge funds Council cabs, bus stops, bicycle and pedestrian pathways, rapid transport, improvements to local roads, as well as expanded bus services across the city.



## Open Space Maintenance and Enhancement

Our city is one of Australia's most biodiverse. The Open Space Maintenance and Enhancement Separate Charge supports activities contributing to the management and conservation of the city's natural areas, including providing opportunities for nature based recreation.



## Recreational Space

The Recreational Space Charge assists the City to purchase areas of large open space, with an emphasis on land for sport and recreation.



## Waste Management Service

The Waste Management Utility Charge covers the cost of collection and disposal/processing of solid waste and recyclables from your property.



## Pensioner Rate Concessions

If you receive a pension, you may be entitled to receive rate concessions. To be eligible, you must hold a Queensland Pensioner Concession Card or a Department of Veterans' Affairs Gold Card. Other conditions apply. Contact us and have your pension card/s and pension amount/s ready.



## Discount on rates

The City offers a discount for paying your rates on time. The discount amount and the discount date appear on the rate notice. To receive the discount, the amount payable stated on the rate notice must be paid in full by the due date.



## Change of address

If you have recently changed your postal address, please contact us to ensure your details are updated. If you have moved house and you currently receive a pensioner rate concession, you will need to re-apply. To change your address details and/or contact details visit [cityofgoldcoast.com.au/changeyouraddress](http://cityofgoldcoast.com.au/changeyouraddress)



## Rate payment deferment

This option is available to pensioners and holders of the Queensland Government Seniors Card. A number of options are available where the approved amount can be deferred until circumstances change or the property ownership changes. Conditions apply. For more information, phone us or visit our website.



## City Budget

Full details of the current City Budget are available on our website at: [cityofgoldcoast.com.au/annualplan](http://cityofgoldcoast.com.au/annualplan)



## Koala Habitat Acquisition and Enhancement

The Koala Habitat Acquisition and Enhancement Separate Charge funds the purchase of land for koala habitat within the city.



## For more information

W [cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)  
P 07 5667 5995  
P 1300 366 659

## Frequently asked questions

### Is there a payment plan available if I am having difficulty paying my rates?

Yes, sign up for My Account to securely set up a payment plan at any time. Visit [cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount)

### I paid my solicitor to take care of my house sale, why do I have a property transfer fee on my rate notice?

The charging of a property transfer fee is to recoup the known costs associated with accepting, recording and storage of change of ownership advice.

### I just purchased this property; why do I have to pay full rates?

Most likely, your solicitor has allowed for the rates in your settlement. Please check your settlement statement, or contact your solicitor and/or agent for confirmation.

### Why are my regular payments not listed individually on the rate notice?

This would add pages to the rate notice and ultimately increase production and postage costs. Visit [cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount)

### What does my rating category mean?

Your property's rates category (stated on your rate notice) will influence the amount of the general rate you will have to pay. Factors such as the use and size of the land, and/or nature of any improvements on the property determine which rates category your property has been included. You can view descriptions of the rating categories at [cityofgoldcoast.com.au/inserts](http://cityofgoldcoast.com.au/inserts)

### What is the Waste Management Utility Charge (State Waste Levy Cost Component)?

Introduced on 1 July 2019, the Waste Levy will apply to all businesses, organisations and commercial operators who generate waste and dispose of waste in Queensland. The Waste Levy is a deemed weight based charge starting at \$75 per tonne (or part thereof) for general waste. It aims to minimise the diversion of recoverable items for reuse, repurposing and recycling.

### Will residents be impacted by the Waste Management Utility Charge (State Waste Levy Cost Component)?

There will be no direct impact on residential households. To mitigate the impact of the new Waste Levy on residential households, the Queensland State Government has made a payment to the City, which will be used to cover costs we incur when disposing of residential waste. As a result, you will notice a zero amount for part B of the Waste Management Utility Charge, see overleaf. Visit [cityofgoldcoast.com.au/recycling](http://cityofgoldcoast.com.au/recycling)

## Rates and water notices straight to your inbox

Access your information quickly, easily and securely anywhere, anytime. Sign up for My Account at [cityofgoldcoast.com.au/myaccount](http://cityofgoldcoast.com.au/myaccount)