

# COVID-19 Financial Hardship Rates Relief



## Supporting our Ratepayers during COVID-19

Council (Campbelltown City Council) is aware of the significant impact the coronavirus (COVID-19) has had on the health, wellbeing and finances of households and businesses, resulting in large numbers of unemployment, businesses closing, and the associated financial hardship within our Community.

Council has implemented these immediate measures to ease the impact of this situation and resultant financial pressures on households:

- Defer rates payments until 31 December 2020. No fines or interest will be applied from 11 March 2020 to 31 December 2020.
- Ratepayers can arrange to pay their rates weekly, fortnightly or monthly, based on an amount that suits their budget.
- Ratepayers experiencing financial hardship due to loss of income due to COVID-19 may be eligible to postpone their rates up to 30 June 2022.
- Ratepayers aged 60 and over who have a seniors' card may be eligible to postpone their rates.

Further information regarding these measures are included in the table provided below.

Council ratepayers, including businesses and households, who are currently experiencing financial hardship can contact us on **8366 9222**, or **mail@campbelltown.sa.gov.au** to discuss an acceptable payment arrangement.

**Council will still be sending your rate notices to you as we are legally required to do this. Please do not worry when you receive your notices. The Rate Relief options below will still apply.**

**If you haven't been affected by COVID-19 and can pay your rates by their due dates we encourage you to do that.**

Relief Option	Type	Application	Evidence Required	Action Required by Ratepayer
<b>Defer rate payments until 31 December 2020</b>  <b>No fines or interest until 31 December 2020</b>	Immediate to Medium Term Relief	Effective 11 March 2020 Council will waive all fines and interest for rates payments not received.  This means the next rates installment (2019/2020 Quarter 4) and the 2020/2021 Quarter 1 installment can be deferred or paid late with no fines or interest applied.	None	No need to contact Council. Simply pay by 31 December 2020.
<b>Paying rates on a payment plan</b>	Medium Term Relief <i>If you need longer than this, please call us.</i>	Ratepayers can arrange to pay their rates weekly, fortnightly, monthly based on an amount that suits their budget. No fines or interest will apply during this period until 30 June 2021.  <i>If you need longer than this, please call us.</i>	None	Request from ratepayer using one of the following methods: Phone: 8366 9306 Email: mail@campbelltown.sa.gov.au with Rates Payment Plan in the subject line
<b>Postponement of rates for a period of Time</b>	Medium Term Relief	If you have had a loss of income due to the COVID-19 crisis and do not believe you can meet your upcoming rates payments, you can apply for a postponement on your rates up to 30 June 2022.  To be eligible to apply you must supply evidence of loss of income which occurred after 11 March 2020.	Evidence of Loss of Income	Evidence of loss of income will be required. This may include: • Separation certificate from your employer • Letter from Centrelink Please provide a copy of this documentation, along with your contact details and the property affected to Council at mail@campbelltown.sa.gov.au with Rates Postponement Plan in the subject line
<b>Seniors Postponement of Rates (principal place of residence only)</b>	Long Term Relief	Ratepayers who hold a State Seniors Card can apply to Council to postpone payment of Council rates on their principal place of residence.	State Seniors Card	To determine eligibility, please read and complete the Postponement of Rates for Seniors form on Council's website. A copy of your State Seniors Card or proof that you are eligible must be included with your application. If you do not have access to the internet, please call Council on 8366 9306 for a form to be mailed to you (with a reply paid envelope).