



What you should know about your rates

Manningham Council



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



We will write contact information at the end of this book.



About this book

This book is from Manningham Council.



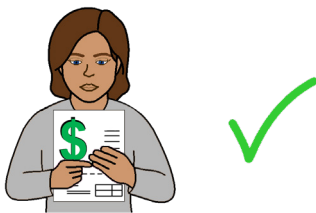
This book helps you understand what to do if you get a **rates notice**.



Rates means money you must pay to council if you own a home in Manningham.

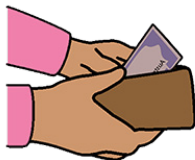


A rates notice is a bill.



This book tells you

- how to read your rates notice

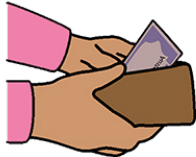


- how to pay your rates.

Why do we need rates?



You get many services when you live in Manningham Council.



Rates help us pay for these services.



In 2023 your rates help us pay for

- waste and recycling



- roads and street lights



- community buildings



- libraries and art programs



- parks and sport fields.



Your rates also help us support

- people with disability



- older people



- children and families.



We use your rates to make Manningham a better place to live.



For example we use your rates to

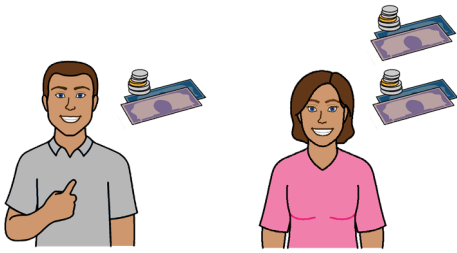
- look after the environment



- keep people safe.

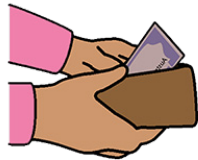


When you pay your rates, you also pay for the firefighters in your area.

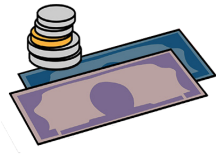


About your rates

Every home owner pays different rates.



How much you pay depends on the **value** of your home.

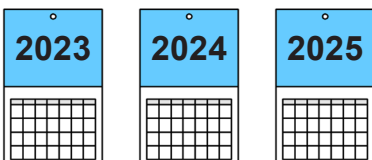


Value means how much money you could get for your home if you sell it.

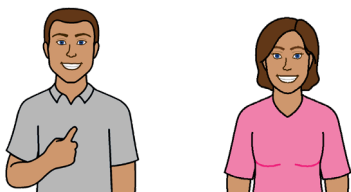


The state government works out each year

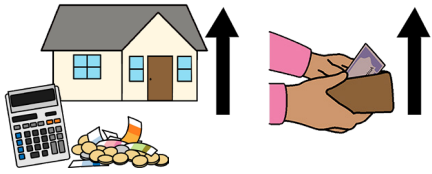
- the value of your home
- the value of other homes in your area.



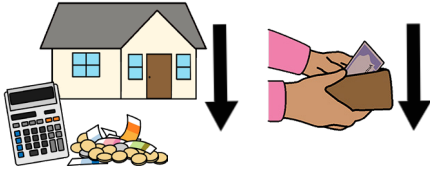
We check the home values each year.



We then work out rates for everyone.



If your home has a big value you pay more rates.



If your home has a small value you pay less rates.



The rates change every year.



Next year your rates might be

- higher

or



- lower.

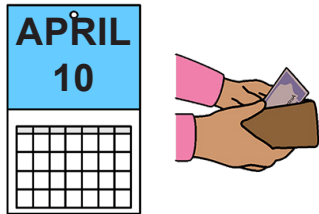


You can pay your rates in many small amounts.

How to read your rates notice

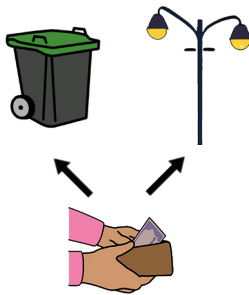


The rates notice shows at the top how much money you **must** pay.

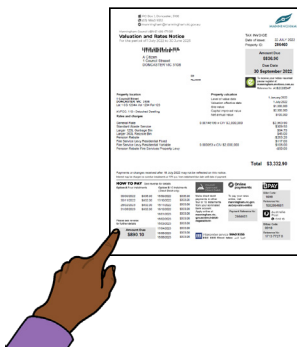


The rates notice also shows the **due date**.

Due date means when you **must** pay by.



The rates notice shows what we do with your rates.



At the bottom the rates notice shows the total money you **must** pay each year.

What do the hard words mean?



Your rates notice has many hard words.

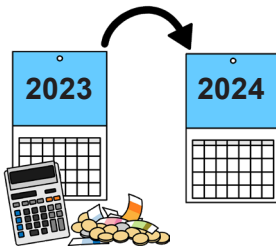
The hard words tell you more about your home.



Site value means the price you could get for the land without the home.



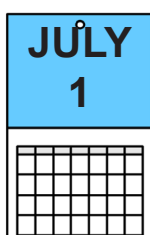
Capital improved value means the price you could get for your home and your land together.



Net annual value means a yearly price that your home could be rented out for.

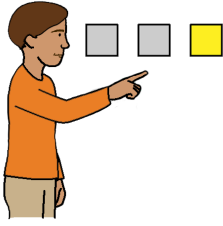


Level of value date is when the state government worked out the value of your home.

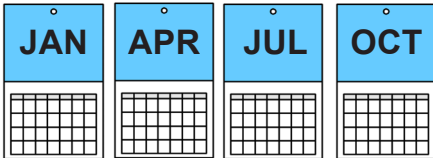


Valuation effective date means the day we made your rates.

How often do you need to pay?



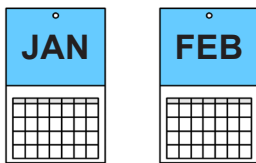
You can choose how often you want to pay your rates.



We normally send you a bill every 3 months.

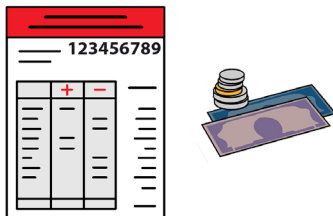


This means you will pay 4 small amounts of money each year.

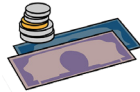
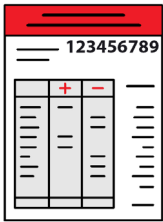


You can also choose to pay a smaller amount almost every month.

You can only choose how often you pay if you start **direct debit**.



Direct debit means you tell us we can take money from your bank account when your rates are due.



You can go to our website to start direct debit.



manningham.vic.gov.au/direct-debit-rate-payments-form

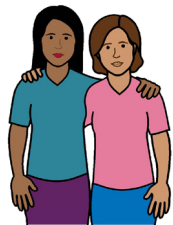


You can ask someone you trust to help you decide how to pay your rates.



Someone you trust could be

- a family member



- a friend

- a **financial counsellor.**

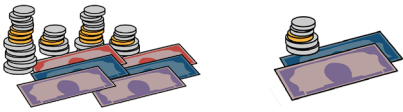


A financial counsellor can help you understand your money.

What if you do not have much money to pay?



We may lower your rates if you have a **concession** card from the government.



Concession means you pay less.



For example if you have

- a pensioner concession card



- a veteran gold card

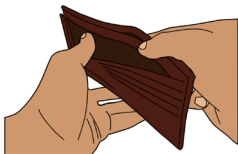


- a low income health care card.



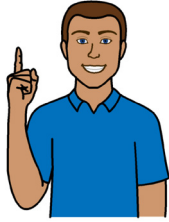
You can also ask us for help if you

- need more time to pay



- **cannot** pay.

If you do not pay



It is important that you pay your rates on time.



If you do **not** pay your rates on time

- you might need to pay more money
- you might go to court.





How to pay your rates

You need to tell us your **property ID** when you pay your rates.

TAX INVOICE
Date of issue: 22 JULY 2022
Property ID: **286460**



Your property ID is a number at the top of your rates notice.

There are many ways to pay.



By credit card

You can pay online on our website.



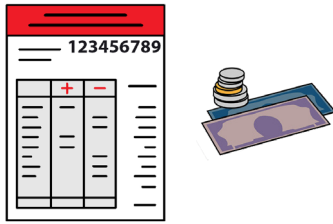
manningham.vic.gov.au/pay-rates-online

By BPay



BPay means you pay online at your bank using the code on your rates notice.

By direct debit



You can fill in a form on our website to start direct debit.



manningham.vic.gov.au/direct-debit-request-form

You can tell us how many **instalments** you want to pay each year.



Instalments means small amounts of money.

In person



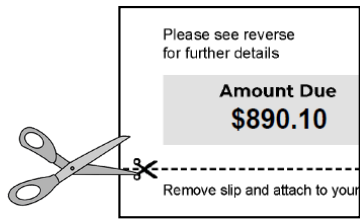
You can pay at our customer service centre.

Manningham Civic Centre
699 Doncaster Road
Doncaster



Show your rates notice at the service centre.

By cheque



Cut your rates notice along the dash line.



Put the paper slip into an envelope together with your cheque.

Post the envelope to



Manningham City Council

PO Box 1

Doncaster VIC 3108



More information

For more information contact
Manningham Council.

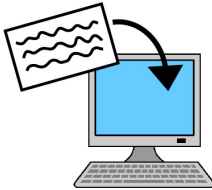


Call 03 9840 9333



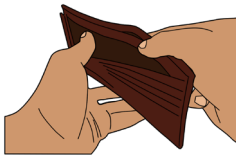
Website

manningham.vic.gov.au/rates-and-valuations



Email

manningham@manningham.vic.gov.au



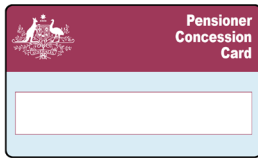
If you need more time to pay or cannot pay

Go to our website to see how we can help.



Website

manningham.vic.gov.au/rates-payment-plan



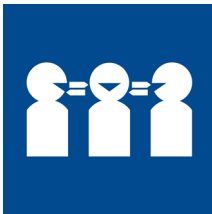
If you have a concession card

Go to our website to apply for lower rates.



Website

manningham.vic.gov.au/rates-and-valuations



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.

**National
Relay
Service**

If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

Give the relay officer the phone number you want to call.

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Rating Information Enquiry

[Property Rates Balance Enquiry](#)

Rates Payment

To pay your Rates using your Visa or MasterCard:

1. Enter your payment reference below
(this is the number printed on your Rates Notice)
2. Select 'Next'

You will be able to enter the amount to pay on the following page. Please ensure that the information displayed is accurate before proceeding with your payment. **If your details are incorrect please contact us on 9840 9333.**

Payment Reference No.

