

Summary of submissions received and Council response

In addition to the surveys, Council received 18 written submissions:

- 5 of the submissions were in support of *Option 3 – Increase*.
- 5 of the submissions requested that Council investigate efficiency improvements and cost savings.
- 4 of the submissions objected to the special rates variation.
- 4 of the submissions included a specific customer request/enquiry.
- 4 of the submissions expressed concern over rubbish dumping/cleanliness.
- 2 of the submissions were in support of *Option 1 – Maintain*.
- 2 of the submissions expressed concern over the perceived lack of services delivered to residents in rural parts of Liverpool.
- 2 of the submissions expressed appreciation for the good work Council is undertaking.

A summary of all of the submissions received and Council response is outlined below:

Feedback	Council Response
Support for <i>Option 3 – Increase</i> as long as funds are spent responsibly.	Noted.
Efficiency improvements should be implemented. Request for information on additional activities that will be funded. Preferred option was changed to <i>Option 1- Maintain</i> once information was sent.	Information sent on works funded through the last special rate variation in addition to information in the Delivery Program and Operational Plan which identifies efficiency improvements.
Disagrees with special rates variation. Suggested that rates increase be levied on people with salaries over \$100,000 as opposed to land values.	Noted.
Concern regarding their rates being higher than others and having to pay for 'wheel in, wheel out' service.	Information sent regarding the specific rates for that address and a contact number for Council's rates section if they have been charged differently.

Feedback	Council Response
	'Wheel in, wheel out' is an optional service which is determined by strata companies.
Support for <i>Option 3 – Increase</i> . Request for a children's playground at Hazel Bradshaw Park.	Hazel Bradshaw Park is not suitable for a children's playground due to its small size and topography, it also has several mature trees which make it difficult to identify a suitable location for a playground.
Pleasing that Council is consulting with the community. Support for <i>Option 1 – Maintain</i> . Request that Council review grant opportunities, cost of child care and Casula Powerhouse Arts Centre as alternatives to a rates increase.	Noted.
Support for <i>Option 3– Increase</i> as long as Council has skilled staff/managers in place. Request for Council to develop a performance culture to ensure projects are managed better. List of projects/maintenance issues sent as part of submission.	List of projects/maintenance issues sent to appropriate officers for immediate action. Entered into Council's customer request system.
Objection to special rates variation. Concern over lack of services provided to rural residents.	Noted.
Support for rates increase and appreciation for all the work Council has done.	Noted. Added to Council's compliments register.
Support for <i>Option 2- Reduce</i> . Request for Council to investigate efficiency improvements.	Noted.
Support for <i>Option 3 – Increase</i> . Request for Council to introduce a house- by-house clean up service and implement a program of works to beautify front gardens and restore residential themes.	Noted.

Feedback	Council Response
Support for <i>Option 1 – Maintain</i> . Request for Council to spend funds on services for the broader community.	Noted.
Does not support a special rate variation. Council should review cost of operating child care centres.	Noted.
Concern regarding cleanliness and inappropriate development in the city centre.	Noted.
Compliment regarding works undertaken since the election of the new Mayor. Concern about cleanliness of suburbs and hanging of laundry on balconies of city centre apartments.	Noted.
Concern regarding lack of services delivered to residents in Rossmore. Evidence of rubbish dumping on streets provided. Request for Rossmore residents to be exempt from any rates increases.	Council is unable to exclude one suburb from rates increase. Incidences of rubbish dumping have been entered into the customer request system for immediate action.
Complaint about potholes on streets.	Information entered into customer request system.
Letter sent to Mayor’s office. Objection to a rates increase.	Noted.