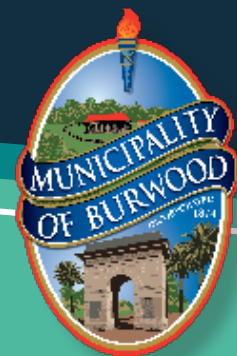


**ANNEXURE F:
COMMUNITY FEEDBACK**



FUNDING OUR FUTURE

SPECIAL RATE VARIATION (SRV)

COMMUNITY CONSULTATION

REPORT

January 2019

Introduction

Community consultation must be undertaken prior to applying for an SRV under the IPART guidelines. In particular, IPART requires evidence that the community is aware of the need for and extent of a rate rise.

The guidelines state that Council's consultation approach must utilise an appropriate variety of engagement methods to ensure community awareness and input occur.

It is important to note that IPART's assessment is not based on the level of support received from the community but rather that the community was made aware of the impacts of a proposed SRV.

This Consultation Report has been prepared as evidence of the extensive community consultation undertaken by Council, *Funding our Future*, prior to its potential application to IPART for an SRV.



Community Awareness

Engagement Strategy

Council actively engages with the local community providing information in a timely, open and transparent nature, to ensure that residents and stakeholders remain well informed. This process is supported by a range of strategies which guide Council's engagement within the community.

The Community Engagement Strategy was adopted in 2013 forming the framework of Council's community consultation practices. This Strategy outlines methods and the manner in which Council should conduct public consultation for key activities such as strategic and financial management plans, changing the basis of rating, policy development, major projects, facility development, changes in services, and community land classification and management.

Key dates

	Action
November-December 2017	Council commenced its first round of community consultation which included a residents phone survey, media release and information on Council's website and social media pages
7 December 2017	Meeting with IPART
May-June 2018	Delivery Program 2018-21 and Budget 2018-22 placed on public exhibition including information on Council's proposal to apply for an SRV with three funding options. No submissions received.
22 November 2018	Letter of Intent submitted to IPART and lodged on IPART Portal
10 December 2018	Meeting with IPART
12 December 2018	Commencement of Funding our Future consultation Revised Delivery Program 2018-21 and Budget 2018-22, and Draft Resourcing Strategy placed on public exhibition including information on Council's proposal to apply for an SRV with revised SRV funding options. No submissions received.
20 January 2019	End of consultation Deadline for submissions/feedback to Council End of public exhibition period for Revised Delivery Program 2018-21 and Budget 2018-22, and Resourcing Strategy
5 February 2019	Report to Council for review and decision on potential application
11 February 2019	Application due to IPART
14 May 2019	IPART announces determinations

Consultation

As part of the requirements determined by IPART, Council must fully communicate the impact of the proposed increases to ratepayers and demonstrate an appropriate variety of engagement methods to ensure community awareness and input into the process.

The consultation was named Funding our Future, in reference to the need for additional funding to continue to carry out the community's vision for the area, as outlined in the Burwood2030 Community Strategic Plan.

Council commenced consultation with the community in December 2017 as part of the review of the Community Strategic Plan. As part of the consultation, Council sought feedback from residents on a potential Special Rate Variation (SRV) through a resident phone survey and online survey, media release and information on Council's website and social media channels.

The phone survey indicated that 75 per cent of residents were at least 'somewhat supportive of an SRV and 81 per cent of residents interviewed were unaware that a previous SRV was currently in place at the time of the survey.

The Delivery Program 2018-2021 and Budget 2018-22 were placed on public exhibition between May and June 2018 with three proposed funding models for the community to consider.

- Option 1: Increase by the rate peg
- Option 2: 1% increase each year for three years
- Option 3: 2% increase each year for three years

Following further assessment and the development of Council's revised Asset Management Plan and Long Term Financial Plan, it was recommended that Council modeled its potential SRV around Option 3 with an additional year making it a 2% increase each year for four years.

The next round of consultation was undertaken between 12 December 2018 to 20 January 2019 under the 'Funding our Future' theme to ensure consistency with previous consultation. Council presented two different options to the community; increase by the rate peg or a 2% increase each year above the rate peg for four years. Council highlighted two key issues to the community during the consultation: the impact a proposed SRV will have on ratepayers and how Council will use the additional funding from an SRV.

In order to demonstrate the impact an SRV will have on ratepayers, Council presented both a breakdown of the proposed options and the average annual rates over a four year period under each option.

What are the options?

MAINTAIN SERVICE (Option 1)	Current service levels would be maintained in the short term, but later decline. Rates increase only by approved 'rate peg' amount. Council's capital works program may be compromised and priority will be given to essential infrastructure projects.
IMPROVE SERVICE (Option 2)	Improved service levels, new capital projects, upgrading and maintaining of existing infrastructure. Rates will increase progressively each year over four years.

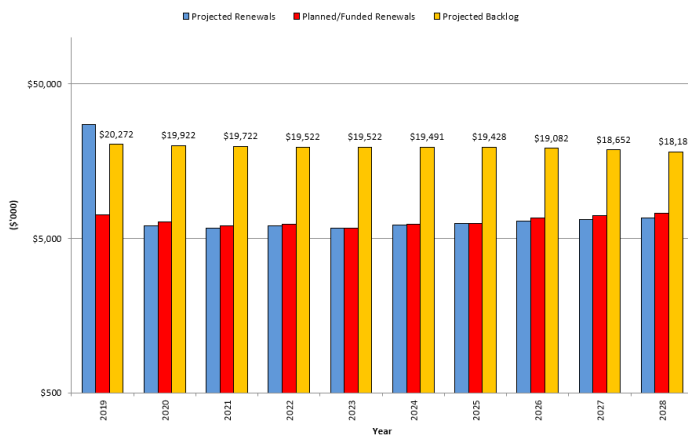
What is the percentage increase in rates per year?

	2019-2020	2020-2021	2021-2022	2022-2023	Additional income	Cumulative Impact
MAINTAIN SERVICE	2.7% (rate peg)	2.5% (rate peg)	2.5% (rate peg)	2.5% (rate peg)	N/A	10.6%
IMPROVE SERVICE	4.7%	4.5%	4.5%	4.5%	\$1.992m	19.5%

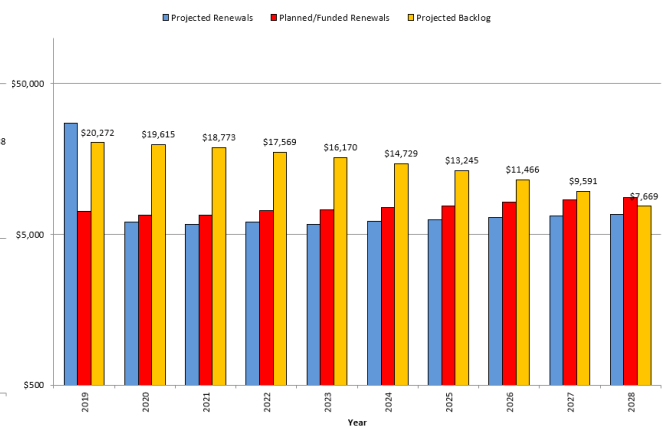
Note: All scenarios include the rate peg adjustment by IPART estimated at 2.5%

The second key issue Council highlighted during the consultation was where the additional funding obtained from the SRV will be used on improving and upgrading stormwater infrastructure in order to reduce the backlog in infrastructure.

Without an SRV



With an SRV



Summary of consultation

Methods of communication

Council utilised numerous methods of communication during the consultation period to raise awareness in the community of Council's intention to apply for an SRV.

Overall there were two different approaches; providing streamline information to all ratepayers and targeted information delivered to key stakeholders. In addition, all material was branded under the Funding our Future theme to provide an effective, clear and consistent message to the public.

During the consultation, Council encouraged residents to join the conversation and provide feedback on the proposal.

Summary of key actions

Method	Audience	Outcomes
Phone survey	403 (statistically valid sample)	75 per cent of residents indicated that they were at least 'somewhat supportive' of an SRV.
Website	44,710 views during consultation	Funding our Future related pages received 776 views during this period.
Letter and newsletter to ratepayers	13,000 (all ratepayers)	132 ratepayers utilised the QR Code on the newsletter to provide feedback/access further information.
Media release	N/A	Distributed to local media outlets and placed on website.
Advertisement	80,000 circulation	Advertisement in the Inner West Courier encouraging the community to have their say.
Social media	3,022 views	A series of posts providing information on the proposed SRV with Funding our Future banner placed on social media accounts.
WeChat	125 followers	Council provided information to its Chinese residents through its newly established WeChat account.
Online survey	228	82 per cent of participants said it was important for Council to implement programs to provide better infrastructure. 31 per cent said it was 'somewhat important' for Council to introduce an SRV.
Council facilities	12,000 visitors to Chambers each month	Newsletters provided at Council Chambers and Burwood Library & Community Hub.
Exhibition of Delivery Program and Resourcing Strategy	80,000+	Council exhibited its revised Delivery Program and Budget, and Resourcing Strategy on its website and at its facilities. An advertisement was placed in the Inner West Courier to inform the community.

Activities undertaken



Phone survey

Timeframe:

30 November 2017 to 7 December 2017

Action:

The phone survey was the most comprehensive method of engagement undertaken by Council during the preliminary phase of consultation as part of its review of the Community Strategic Plan.

Council engaged an independent research firm to undertake a random telephone survey with 400 residents aged 18 and over. The statistically valid sample size interviewed is an accurate and robust measure of the attitude of the entire Burwood community.

The survey asked residents if they were aware that an SRV was in place at the time of the survey and asked of their level of support for Council to continue with the implementation of a new SRV.

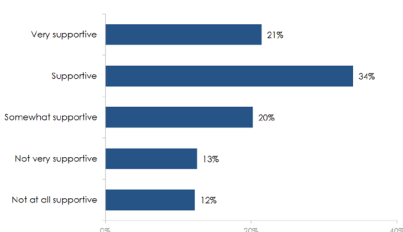
Outcome:

75 per cent of residents indicated that they were at least 'somewhat supportive' of Council continuing with an SRV and 81 per cent of residents were aware an SRV was in place at the time of the survey.

Support for the Proposed Extended SRV

Q10b: How supportive are you of continuing the special rate variation for another 3 years in order to address priority infrastructure projects such as local roads, footpaths, drains and parks in the area?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.39	3.27	3.51	3.51	3.39	3.06 ▼	3.45	3.30	3.58



Base: N = 403

Scale: 1 = not at all supportive, 5 = very supportive
▲ ▼ = A significantly higher/lower level of support (by group)



Information Kit to Councillors and Staff

Timeframe:

12 December 2018

Action:

An information kit was designed to inform key staff and elected representatives on the application process and provide information on SRVs, why Council is seeking to apply for an SRV and how the additional funding will be used.

The kit was distributed to elected representatives and various Council staff including the Executive Team and Customer Service.

Outcome:

This method ensured that staff and elected representatives were equipped to respond to any feedback or query received from the community.



Website

Timeframe:

November to December 2017
12 December 2018 to 20 January 2019

Action:

A dedicated Funding our Future section was launched on 12 December 2018 with clear links on Council's homepage. The website served as the hub of information for the consultation and included the following pages:

Page	Information
Funding our Future Homepage	Background information and links to pages
What you've asked for?	Outline of priorities identified by residents during community consultations Included links to IP&R documentation
What is an SRV?	Information on rate pegging and SRVs, why Council is applying for an SRV, what Council is currently spending, where the additional funding will go and alternatives to applying for an SRV
How we've improved	Efficiencies made, NSW TCorp Report on Local Government sustainability, infrastructure backlog Included links to TCorp Report, Draft Resourcing Strategy and Financial Statements
How will this affect you?	Average rates per household under the two options over a four year period, reducing impact on ratepayers and pensioner rebate
What difference will an SRV make?	Ten year forecast of infrastructure backlog under both options. Included links to Draft Resourcing Strategy
Have your say	Information on how to provide feedback to Council including contact details Online survey embedded on page

Outcome:

During the consultation period, Council's website received 44,710 views. Below is a breakdown of the Funding our Future section of the website during the period:

Page	Views
Funding our Future Homepage	453
Funding our Future News Item	252
Public Exhibition Page	71
Total views of Funding our Future related content	776

Letter to Ratepayers

Timeframe:

2 January 2019

Action:

Letters were sent to all ratepayers informing them of Council's proposal to apply for an SRV and encouraged them to join the discussion.

The letter included the following information:

- Two different funding options with an alternative to an SRV
- Average yearly rates under each option over a four year period
- Compounded increase under each model
- Information on how ratepayers could provide feedback and join the discussion
- A four page newsletter was attached with further information

Outcome:

In total, 13,000? Letters were sent to eight different rating category groups:

- Residential
- Town Centre – Residential
- Town Centre – Business
- Business A
- Business B
- Business C
- Business D
- Mixed Development

Special Newsletter

Timeframe:

2 January 2019 (included in letter to residents)

Action:

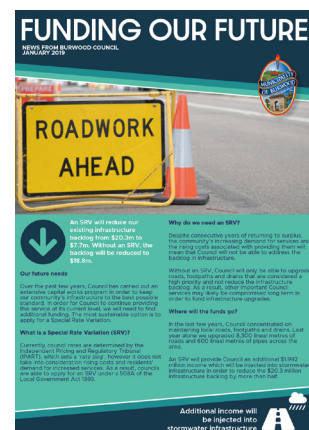
Council distributed a four page newsletter to all 13,000 ratepayers to expand on information provided in the letter.

The newsletter included the following information:

- Our future needs
- What is a Special Rate Variation?
- Why do we need an SRV?
- Where will the funds go?
- How we've improved
- What are the options?
- Are there any alternatives?
- What is the percentage increase in rates per year?
- Impact on ratepayers
- Additional Council Pensioner Rebate
- How will this affect you? (comparative rate increase under both options)
- Have your say (including QR Code with direct link to webpage/online survey)
- Contact us (details on how to provide feedback)

Outcomes:

The newsletter was distributed to 13,000 residents.





Media Release

Timeframe:

12 December 2018

Action:

A media release was distributed on 12 December 2018 to launch Council's Funding our Future consultation.

Outcome:

The media release was published online on Council's website.



Local Paper Advertising

Timeframe:

8 January 2019

Action:

Council placed an advertisement in the Inner West Courier. The ad included an outline of Council's proposal, contact details and information on how people could provide input into the decision.

Outcome:

The Inner West Courier is distributed to 80,000 households across the inner west region.



Exhibition of Delivery Program and Resourcing Strategy

Timeframe:

12 December 2018 to 20 January 2019

Action:

Council placed its revised Delivery Program and Draft Resourcing Strategy on Public Exhibition between 12 December 2018 and 20 January 2019.

These documents received information on Council's application for an SRV.

The documents were placed on Council's website during this period and made available at Council facilities. In addition, an advertisement was placed in the Inner West Courier.

Outcome:

12,000 visitors per month to Council Chambers, website views and 80,000 Inner West Courier



Social Media

Timeframe:

December 2017
12 December 2018 to 20 January 2019

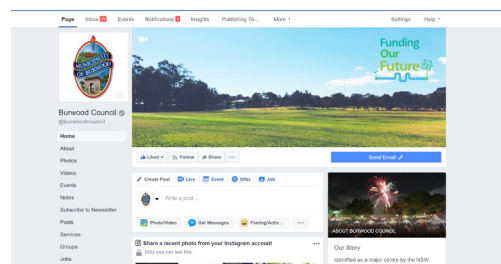
Action:

Burwood Council has an active social media audience with 8,000 users engaging with Council's accounts. Over the past few years, Council has used social media to effectively communicate with members of the public aged 13-34 who do not typically engage with Council as frequently as older age groups.

For the Funding our Future consultation, Council carried out a social media campaign on Facebook and Twitter in order to engage with the community. This included a series of posts and Funding our Future branding on social media accounts.

Outcome:

During the Funding our Future consultation content associated with Council's Facebook and Twitter pages reached 3,022 users.



WeChat

Timeframe:

15 January 2018

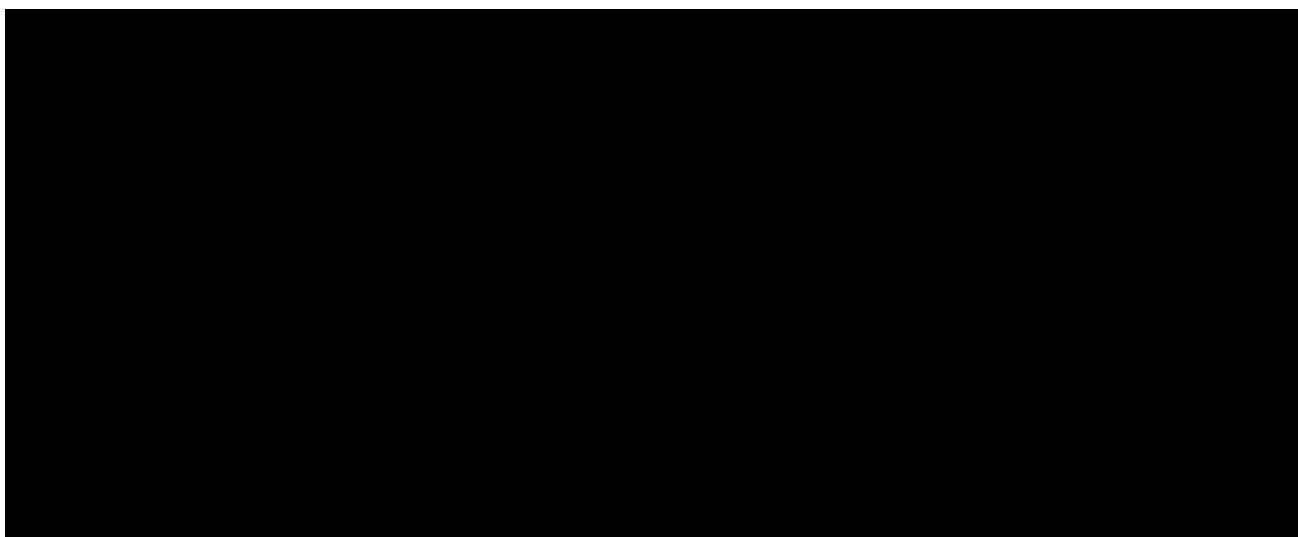
Action:

Council recently launched a WeChat account to extend its provision of information to its Chinese speaking residents which make up one-third of the overall population. Council is one of only three Council in Australia utilising the Chinese social media platform to communicate to residents.

A dedicated post was published on Council's WeChat account to provide information on Council's proposed application for an SRV.

Outcome:

The post was distributed to Council's 125 followers plus the wider WeChat audience.





Online Survey

Timeframe:

12 December 2018 to 20 January 2019

Action:

Council offered an opt-in online survey for ratepayers and residents. The online survey was promoted through social media and Council's website. In addition, a QR Code was placed on the newsletter to residents with a link directly to the Funding our Future page, allowing ratepayers to complete the survey.

Outcome:

A total of 228 participants took part in the online survey, approximately 1.8% of the total ratepayer population. 132 participants accessed the survey through the QR Code provided in the newsletter to ratepayers. Below is a summary of the survey results:

- 51% of participants were aged 55 or older
- 75% live in the Burwood LGA
- 76% were at least 'somewhat satisfied' with the current quality of local infrastructure
- 77% were at least 'somewhat satisfied' with the current level of service
- 82% of participants said it was important for Council to implement programs to provide better infrastructure.
- 74% of participants were 'somewhat supportive' of the Maintain option
- 31% of participants were 'somewhat supportive' of the Improve option

Residents were also given the opportunity to provide comments. Below is a 'word tag' of the most used phrases by respondents; the larger the size, the more frequently the phrase was used.

now highest rate support ensure population last years maintain services level parking
fine spend problem want look new collected provided cost living options charge ask
budget rate seems improve services much work way also place
high means improve already high costs living money
increase population development income will roads funds even
Burwood used rates rate payers increase
improving infrastructure council Please infrastructure
number pay going need built services levies better projects
years high rise area survey maintain Burwood area
Burwood Council high rise development current rather residents
financial increase rates apartments rate increase agree
improvements received believe many think always developers find see one
already extra keep Government required lot increase rate additional rates ratepayers
Levies Burwood waste existing

Written Submissions and Feedback

During the consultation Council actively encouraged ratepayers and residents to join the discussion and provide feedback on each option.

Ratepayers and residents could provide input and feedback the following ways:

- Email
- Telephone
- Mail
- In person
- Social media
- Online survey
- Fax

Below is a breakdown of all the feedback received by Council during the consultation.

Method	Objection	Request for Information
Email	25*	-
Fax	1	4
Mail/Post	5	-
Phone	-	2
Total	31	6

**Includes 5 late submissions/objections received up until 7 February 2019*

A summary of the objections is as follows:

- Council receives substantial income from major developments which could be used to fund infrastructure projects
- NSW Government or new residents should fund new capital projects
- Rising cost of living (including living expenses and other costs)
- Council is in a sound financial position
- Rates are already higher than other councils
- Council should look for more efficiencies and improve financial management

Next Steps

The consultation report was presented to Council at the Meeting of 5 February 2018 for Council's consideration. At the Meeting Council endorsed an application for an SRV. A formal application will be lodged to IPART prior to the 11 February 2019 deadline.

Council will continue to provide information to residents and ratepayers during the process.

END OF REPORT

8th January 2019
[REDACTED]
[REDACTED]

Cr John Faker
Mayor
Burwood Council
Suite 1, Level 2,
1-17 Elsie Street,
BURWOOD NSW 2134
By facsimile: (02) 9911 990

Re: Funding Our Future

Dear Cr Faker,

Thank you for your recent correspondence advising that due to costs rising at a rate higher than revenue that Burwood Council will not be able to address the backlog of priority maintenance necessary on local infrastructure.

I find it unacceptable that Council is considering levying a Special Rate Variation without one of the options being MERGE or seek economic efficiencies by rationalising services delivered by Burwood Council looking at using shared services available through other councils or third party providers.

I ask that Council commission a study by an independent expert looking at what costs may be saved (and thus released to essential maintenance and other services) by way of seeking every efficiency available to Council.

I ask for a reply specifically addressing the option of merger and / or seeking economic efficiency by way of either shared service or outsource.

Kind regards,

[REDACTED]

**EXTRACTS FROM MIRCOMEX RESIDENTS PHONE
SURVEY
NOVEMBER - DECEMBER 2018**

SRV Questions



Burwood Council

heritage • progress • pride

micromex
research

Concept Statement

Survey participants were read the following statement:

Over the past few years, Burwood Council made a concentrated effort to continue improving local roads, footpaths, drains and parks while maintaining its existing service levels. Despite this, external pressures and rising costs associated with delivering these upgrades meant that Council was unable to sustain its service levels without compromising services or seeking additional revenue.

In 2013, Council applied for a seven year special rate variation with the Independent Pricing and Regulatory Tribunal (IPART) in order to continue to deliver its existing level of services while upgrading the local infrastructure in line with the community's expectations. IPART approved four years of the rate variation which will expire at the end of this financial year.

(Survey participants were then asked if they were aware of the current special rate variation in place, before being read the following information)

Council is now seeking to extend the special rate variation for the next three years with a proposed rate increase of between 3.5% to 4.5% each year.

This will lead to a total increase in revenue of up to \$3 million which will allow Council to continue to improve local roads, footpaths, drains, and kerbs and guttering at the current level.

Without a special rate variation, Council would no longer be able to continue upgrading local infrastructure without compromising or re-prioritising existing services.

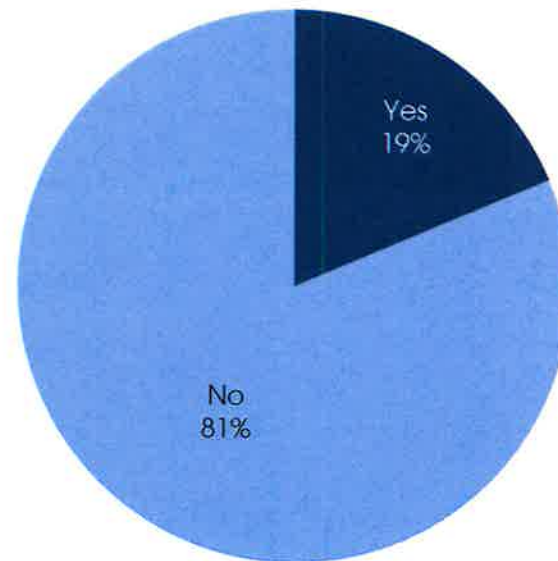
Continuing the special rate variation would cost the average household an additional increase of approximately \$50 per year.

Council is currently in the process of increasing its pensioner rebate scheme for the next three years which will offset the impact a special rate variation would have on pensioners.



Awareness of the SRV

Q10a. Are you aware that there is currently a special rate variation in place?



Base: N = 403

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes	19%	20%	17%	8%▼	18%	30%▲	34%▲	24%▲	7%

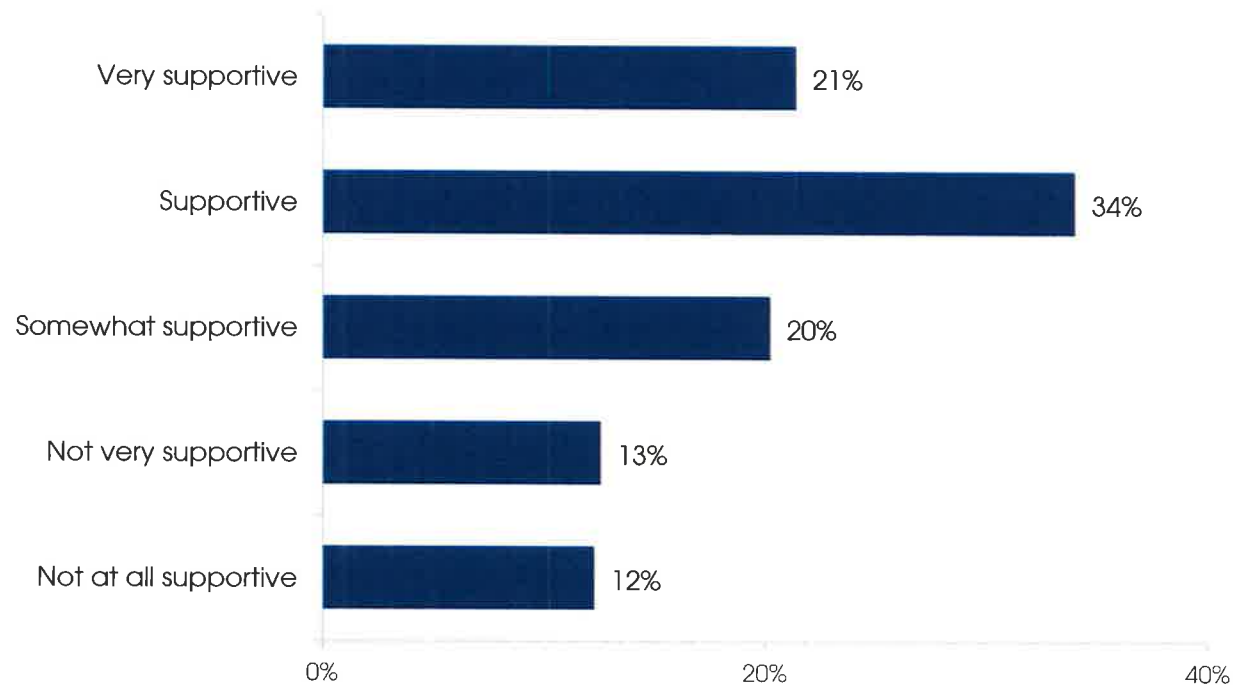
▲▼ = A significantly higher/lower percentage (by group)

81% of respondents were unaware of the current SRV, with non-ratepayers and those aged 18-34 significantly less likely to be aware

Support for the Proposed Extended SRV

Q10b. How supportive are you of continuing the special rate variation for another 3 years in order to address priority infrastructure projects such as local roads, footpaths, drains and parks in the area?

	Overall	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.39	3.27	3.51	3.51	3.39	3.06▼	3.45	3.30	3.58



Base: N = 403

Scale: 1 = not at all supportive, 5 = very supportive
 ▲ ▼ = A significantly higher/lower level of support (by group)

Despite the high amount of residents unaware of the current SRV, the vast majority (75%) are at least 'somewhat supportive' of continuing the SRV

Support for the Proposed Extended SRV

Q10b. How supportive are you of continuing the special rate variation for another 3 years in order to address priority infrastructure projects such as local roads, footpaths, drains and parks in the area?

Q10c. Why do you say that?

Very supportive/Supportive – 55%	N=403
Money is needed to maintain and improve local area/services/facilities	63%
It is necessary and good for the community/future	23%
I can afford to pay extra	13%
Somewhat supportive – 20%	
Don't see any benefits or improvements/lack of trust in Council/unsure of what the money will be used for	38%
Improve financial management of Council/seek funds from other sources	25%
Cost of living/rates are too high/can't afford more	21%
Money is needed to maintain and improve local area/services/facilities	12%
Not at all/Not very supportive – 25%	
Improve financial management of Council/seek funds from other sources	38%
Cost of living/rates are too high/can't afford more	33%
Don't see any benefits or improvements/lack of trust in Council/unsure of what the money will be used for	28%
Local area/services/facilities are good and only need to be maintained	12%

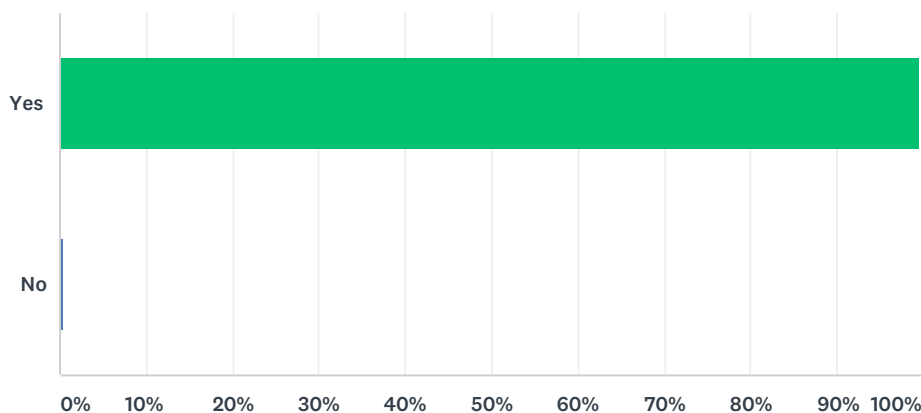
Please see the Appendix for responses fewer than 10%



**ONLINE SURVEY
DECEMBER 2018 – JANUARY 2019**

Q1 Before we begin, we would like to ask a few questions about you. Are you currently a Burwood ratepayer?

Answered: 228 Skipped: 0



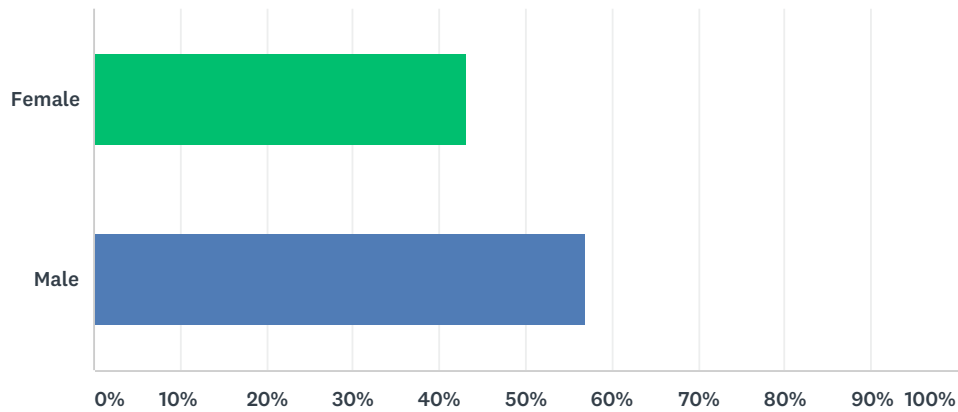
ANSWER CHOICES	RESPONSES	
Yes	99.56%	227
No	0.44%	1
TOTAL		228

Q2 What is your name?

Answered: 228 Skipped: 0

Q3 What is your gender?

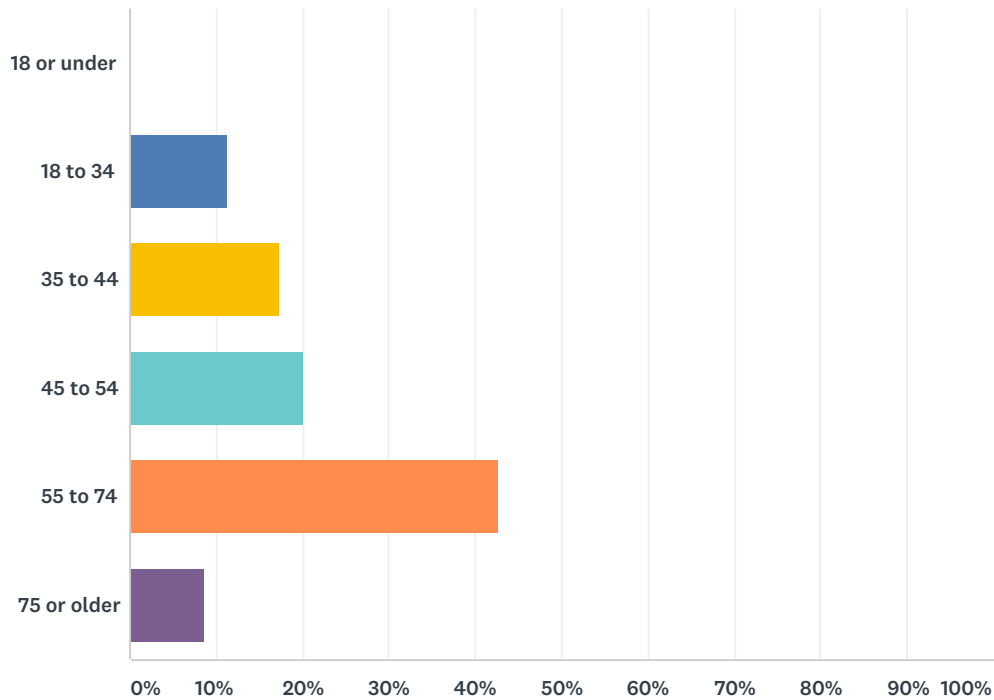
Answered: 204 Skipped: 24



ANSWER CHOICES	RESPONSES	
Female	43.14%	88
Male	56.86%	116
TOTAL		204

Q4 What is your age?

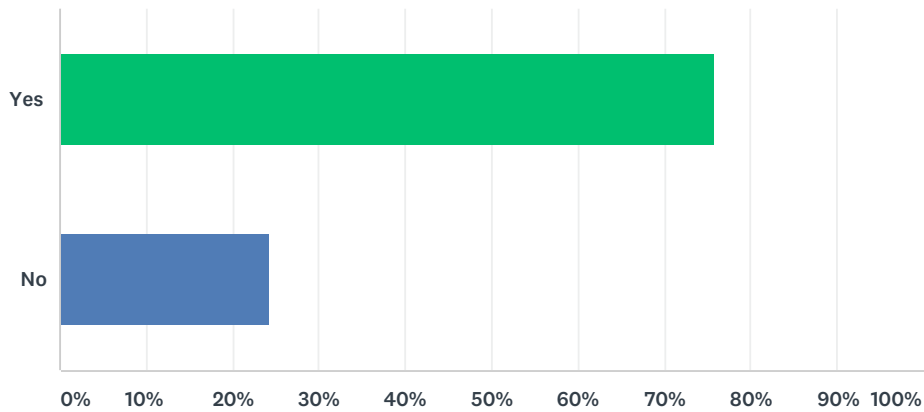
Answered: 220 Skipped: 8



ANSWER CHOICES	RESPONSES	
18 or under	0.00%	0
18 to 34	11.36%	25
35 to 44	17.27%	38
45 to 54	20.00%	44
55 to 74	42.73%	94
75 or older	8.64%	19
TOTAL		220

Q5 Do you currently reside in Burwood?

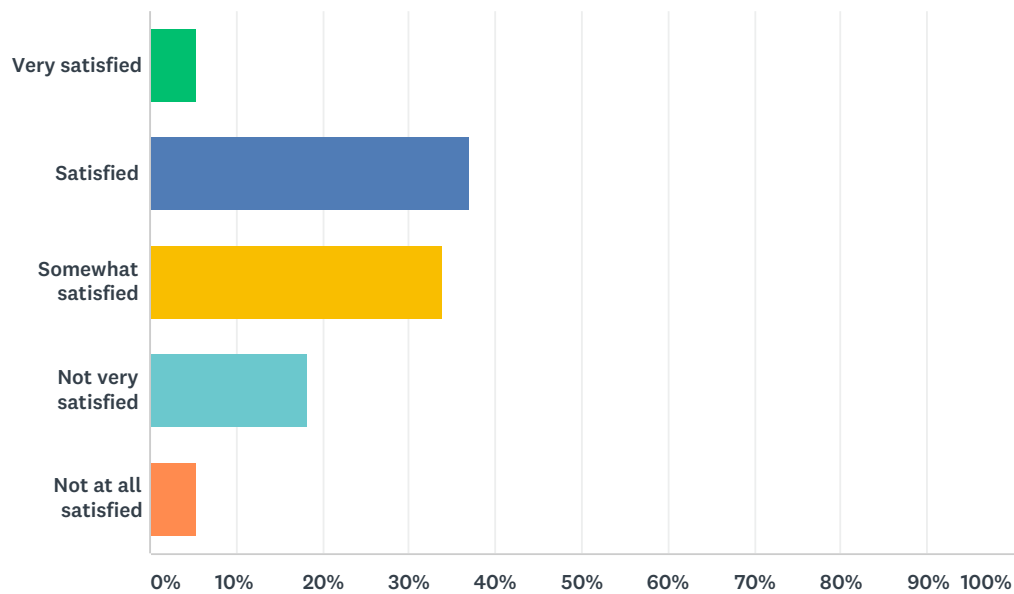
Answered: 223 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	75.78%	169
No	24.22%	54
TOTAL		223

Q6 How satisfied are you with the quality of local infrastructure currently provided by Council?

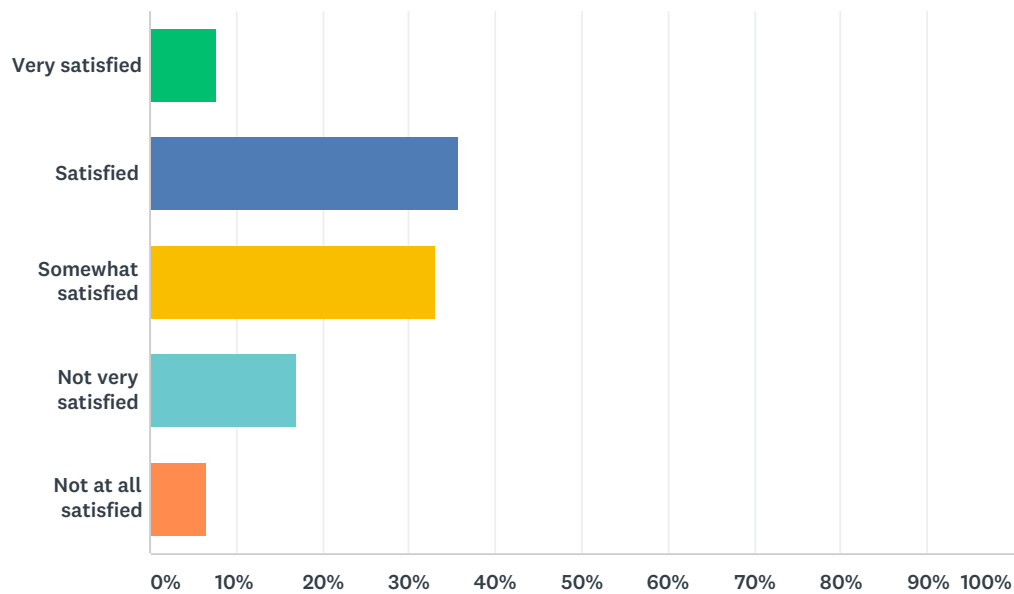
Answered: 224 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	5.36%	12
Satisfied	37.05%	83
Somewhat satisfied	33.93%	76
Not very satisfied	18.30%	41
Not at all satisfied	5.36%	12
TOTAL		224

Q7 How satisfied are you with the level of service currently provided by Council?

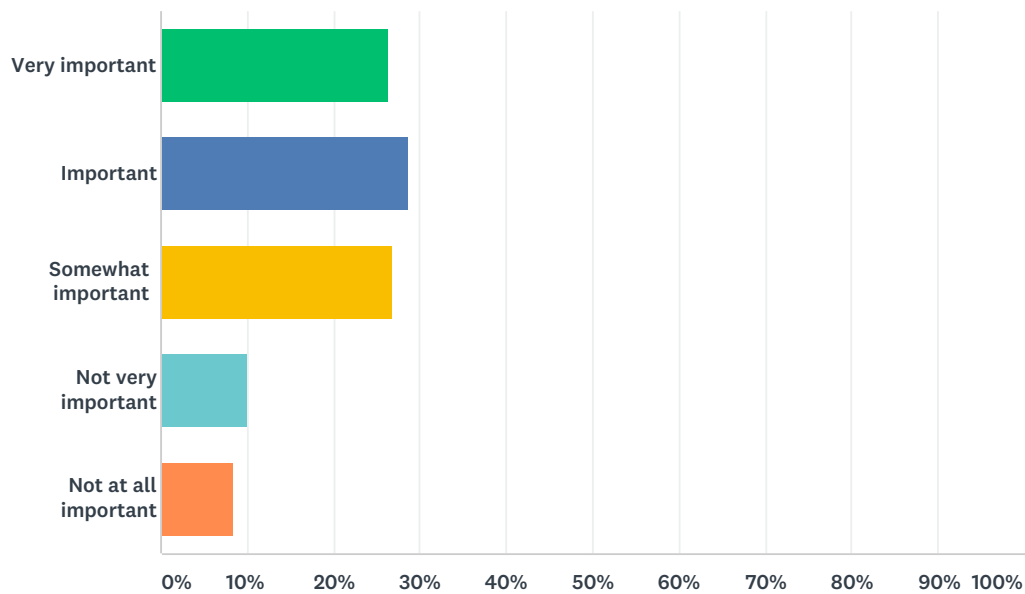
Answered: 218 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very satisfied	7.80%	17
Satisfied	35.78%	78
Somewhat satisfied	33.03%	72
Not very satisfied	16.97%	37
Not at all satisfied	6.42%	14
TOTAL		218

Q8 How important do you believe it is for Council to implement programs that will provide better infrastructure and service?

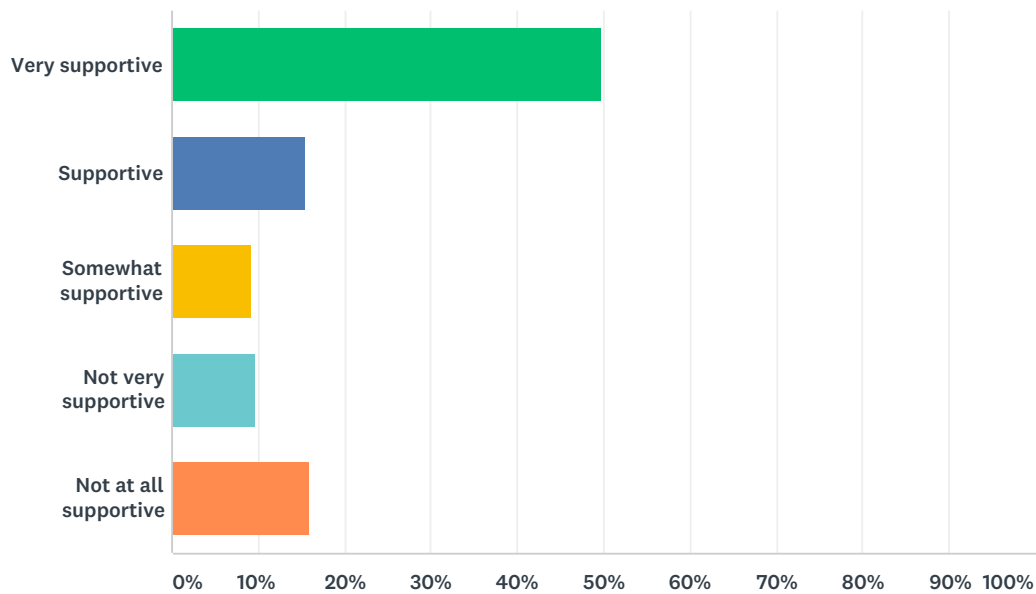
Answered: 217 Skipped: 11



ANSWER CHOICES	RESPONSES	
Very important	26.27%	57
Important	28.57%	62
Somewhat important	26.73%	58
Not very important	10.14%	22
Not at all important	8.29%	18
TOTAL		217

Q9 How supportive are you with Council proceeding with this option?

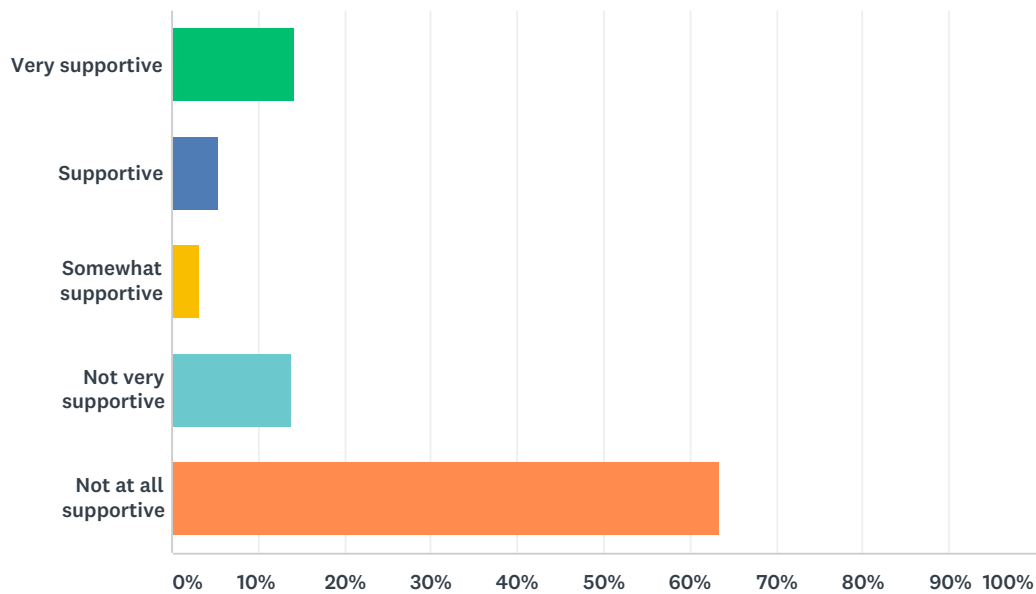
Answered: 219 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very supportive	49.77%	109
Supportive	15.53%	34
Somewhat supportive	9.13%	20
Not very supportive	9.59%	21
Not at all supportive	15.98%	35
TOTAL		219

Q10 How supportive are you with Council proceeding with this option?

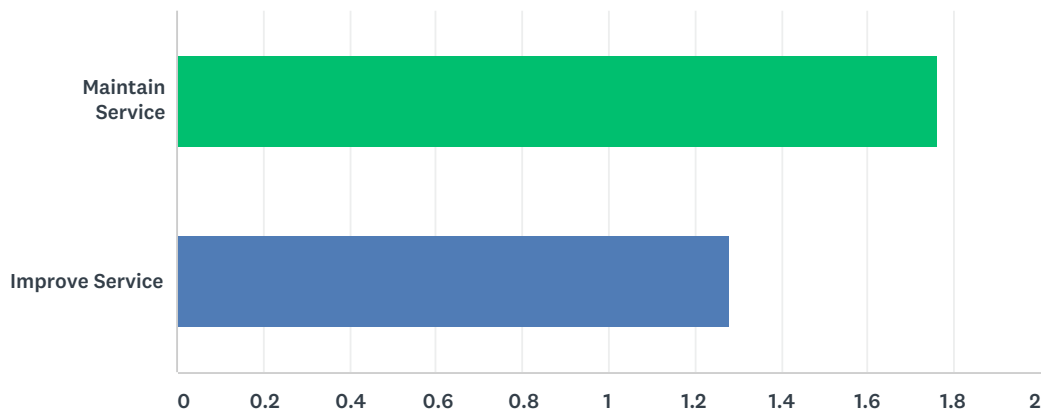
Answered: 218 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very supportive	14.22%	31
Supportive	5.50%	12
Somewhat supportive	3.21%	7
Not very supportive	13.76%	30
Not at all supportive	63.30%	138
TOTAL		218

Q11 Please rank the options in order of preference

Answered: 203 Skipped: 25



	1	2	TOTAL	SCORE
Maintain Service	75.90% 148	24.10% 47	195	1.76
Improve Service	28.34% 53	71.66% 134	187	1.28

Q12 What is your reason for choosing your first preference?

Answered: 176 Skipped: 52

Respondent ID	What is your reason for choosing your first preference?
	Open-Ended Response
10478241437	Existing service is ok to me.
10478173335	I have no concept of what improve looks like
10478130173	With the number of people moving into the area it is essential that services are improved to maintain the lifestyle and personal wellbeing of all community members.
10478096924	council should not be given more money if they cant manage what they have got at the moment
10478096793	Some of the services that you mentioned as being funded by rates are incorrect. Roads are paid by the taxes motorists pay. New infrastructure is funded by the taxes (stamp duty) raised from the sale of homes. With all the new apartments that have been built in the area, I would think that a fair amount of stamp duty has been raised for new or upgraded infrastructure.
10478077897	important to maintain local infrastructure & with today's cost of living increasing rapidly so will all other costs
10478056630	Looking at long term development, if 4 years of increased rate can help improve the service, happy to help.
10477997540	,
10477988096	if you don't invest in the infrastructure it becomes very expensive to address later. You advise that survey/s show infrastructure maintenance is a key priority, so Council should prioritise spending to do this. Stop funding non-essential nice-to-have options, and be financially responsible. Require developers of proposed multi-storey towers to contribute, not only towards the increased infrastructure needs that their developments will require, but also to improve infrastructure for existing ratepayers that will be adversely affected by these new developments. Households must operate within budgets. Council should too.
10477883100	Council already wastes far too much in ratepayer funds. It needs to become more efficient, not charge more
10477366302	I would like to infrastructure upgraded as the local population keeps growing
10477224099	To reduce my outlays I think it is unfair to ask council rate payers to provide extra funds for local infrastructure with the cost of living being so high in NSW The increase construction of apartment buildings in Burwood should also provide extra monies to assist with infrastructure cost I believe the burden is not justified and other ways of funding local infrastructure eg privatisation of service , monies from apartment should be considered
10477138612	Hoping councils merge and we start afresh with new council. Don't want give more money to current council who i don't think do a good job Comparing to the rates with other councils, the Levies at Burwood is quite expensive. But the service and infrastructure are not improved much. It seems not to be worthy to increase the rates in future, but need to improve the effectiveness of council's work .
10476658136	Not all residents in Burwood can afford to have rates increase dramatically therefore collecting funds should be a goal over time. There are a lot of building work are not required or provided to organisations that do not pay rates like schools. A lot of money are wasted by removing existing working facilities to put in new facilities. Burwood already have very high council rates! It should not be increased. Or need to almagamate with other council to reduce the rates.
10475186860	First off, there are only two options here, not three. I chose Maintain Service as my first preference because the service being provided is just fine.
10474747323	Ridiculous to think we can continue to increase the population of the area without improving infrastructure. We inherited infrastructure from previous generations and need to hand on something to future generations.
10474687231	I would it was obvious that the Council has to maintain services which the ratepayers pay for, not waste money on ridiculous plans like the Henley Park Master Plan with its ridiculous Chess concrete game which no one uses. Burwood Council was loud and clear with its rejection of amalgamation, which would have reduced over-heads somewhat. This would have provided increased revenue as also does current parking meters & parking fines.
10474681793	Burwood Council would be "an even better place to live" if high rise development was curtailed. Thank you for the opportunity to respond as I have never been privy to give Council 'feedback'. Please do not 'increase
10474679449	No rates increases. Everything is rising in costs.
10474650742	1. Roads, footpaths, parks 2. Quality of life We do not wish to pay any further monies in rates and do not approve of more buildings, units being built in Croydon Park. This will cause our roads become even more congested. Also we pay enough monies for rates and these should cover for road maintenance & other improvements. We do not wish to have to pay for other costs because of the area developing and becoming overcrowded. WE did not agree on this in the first place and
10474471591	I think it is council mismanagement that has resulted in this financial situation. I think there has been gross over development in Burwood. Obviously with thousands of extra residents more services are needed. Why wasn't this taken into account when development applications were being approved? Why weren't developers asked to contribute to additional infrastructure? Why do long term residents have to finance these costs/ Council should always improve services. I have a number of questions before I would be able to support higher rates. Hopefully there is a place to ask questions in the following pages. having proceeded through I find I have to go to ourfuture@burwood.nsw.gov.au.
10474131392	Council rates at present and in previous years have been quite high. No more rates increase please. current council services are sufficient - council has allowed massive development which should have increased revenue both by costs to the developer and increase in rateable properties. However all we ended up with
10472111090	overcrowding of council services. Council should have been amalgamated - and now we are asked to pay more.
10472090574	I do not wish to pay a higher rate for council rates
10472086244	Do not want to increase council rates.

10471959379

It is the job of the council to ensure improvements every year and should be prioritised in order for you to comfortably declare you did the base minimum of your job. It should not be subject to residents paying more. It takes a shameful level of confidence for you to request additional funding before you post the 2018 financial report to citizens which would show where this required infrastructure money was otherwise spent. The roads are shocking largely due to the building trucks supporting the high level of infrastructure build as we increase the population of this city. One would think the additional ongoing rates you get from these new residents would more than adequately cover the cost to repair road damage caused largely by the transportation of supplies it took to build their homes, and if not, what did you miss in the planning stages that did not allow adequate reserve of funds for what was sure to happen. This is a miss on you. I implore you to take a good look in the mirror and see what we see - a major who can and should do better. This is deplorable and would not even nearly

10471630916 cut it if you were working in a private company. Please be confidence to count this response as at least 1 lost vote - and if I can influence others - hopefully more.

The marked increase of units in the council area should increase council's income. I believe there should be a mandatory independent audit of council's financial and project record, for at least the last 5 years. The results of

10471559331 this examination must be made public. The performance of council's fiscal competence can then be assessed by rate payers and the market place and judgements made.

10469936035 No real reason. I'm opposed to both.

10469787249 Current council rate are too high. Council should look at cost saving from within before asking for more funds.

10469628513 Don't want rate increases please

10469399052 i live in Croydon and have never seen the council doing work in my street all the work is in Burwood so why should i pay for that!

10469393865

10469234423 Need improved service for new projects and existing infrastructure

10469071562 SAY NO TO RATE RISES

10469065254 Current level of service seems fine to me. No need for additiional levies

10468869286 Our rates are already very high. Can not afford to pay more rates.

The council needs to manage their finances better. The population of Burwood has grown in the last 10 years, therefore the number of rate payers has increased. The council should negotiate better prices of work to be

10468812283 carried out and not pay stupid amounts.

10468797419 ????

10468722295 efficiently,.

10468690066 improving the infrastructure.

10468681764 largess. Disgusting!

10468248158 Let's get the work done.

Burwood Council is under a lot of pressure from the State Government to provide more and more high-density housing and I do not agree with ratepayers footing the bill for infrastructure to keep up with these imposed demands. Not to mention the pressure being put on councils to accommodate the impacts of WestConnex. There have been inadequate community consultation about the flow on effects of these State Government

10466969902 decisions. There needs to be some council forums leading up to the state election so rate payers understand the facts of what is going on. Thanks for the opportunity to fill in this survey.

10466601378

10466480184

10466399694

10466058544 Burwood Council area is developing rapidly and infrastructure is failing to keep up, especially regarding traffic and commuter parking.

10466021289

10465981068 I don't believe I receive good value for money at the current rates level. I am sceptical that increasing the rates further will benefit me in the slightest.

Council receives enough money as it is. There has been massive over development in recent times and the new proposed towers of over 42 levels is too excessive for our area. Why should I pay for increase in heavy vehicle

10465745309 damage whilst developers don't have to worry about anything after they get their money.

10464900768

As I am getting older and more aware of older people around me, I believe that good infrastructure is important for mobility, convenience, safety and quality of life. I am fortunate that I can afford rate increases without

10464540294 suffering too much. It seems a reasonable expense to pay.

10464453195 You should only spend what you have been allocated.

10464380980 You only provided 2 options not three. Governments only want to increase anything they feel that they can get there hands on. Stop building high rises and the problems will be solved.

10464373811 What 3 options, you have only provided us with 2 options.

10464348590 rates increase too fast for improve service. Also council can ask developer to do more infrustructure work.

In the absence of detailed overall priorities for infrastructure development, I cannot justify beyond Maintaining Service levels. In other words, what are the overall infrastructure priorities (not just stormwater as proposed in

10464248049 the brochure mailed to ratepayers); what are the costs associated with each priority and; what efforts are being made to deliver on these priorities more effectively. Also, is there a 5 or 10 year rolling maintenance schedule

10464220274

10464218143 Affordability

10464035409 rates high enough

You have unprecedented revenue from Development Levies. Why does Burwood need infrastructure works? Because if the development. You are mismanaging the budget and, simply won't concede that amalgamation is the

10463915192 correct route. In truth, the funding is needed to support the administration. There is no longer a case for small councils

Rate increase would be too high, and compared to other developed suburbs the level of service is lower whilst being high in rates. A review should be taken to ensure no wastage of costs are spent in areas not required and

10463906757 more efficient practices to reduce costs overall - this would enable better funding of infrastructure projects. Also a list of the infrastructure upgrades can be re-prioritised or changed to only spend on areas that are really

10463362319 The rates in Burwood are higher than some other councils for smaller land sizes. The level of rates for Burwood are already too high and should be frozen

10463344902

10463314828 Efficiency gains need to be achieved without raising rates.

I would like there to be a third option to reduce rates. I do not feel Burwood council is representing my interests and I'm not clear on where my money is being spent. I am not clear why the proposal to amalgamate councils

10463266618 was fought so bitterly given it would clearly reduce costs by centralising operational expense. Please detail how you have attempted to reduce costs and what you are doing to reduce infrastructure expense.

This reason was given to justify an increase above the rate peg over the last rating period. It appears the previous rate increase above the peg was employed without regard to budgeted expenditure. In fact the financial

10463245465 position of the Council seems to have deteriorated significantly compared to other councils that have not increased their rates above the peg rate. I would prefer Burwood Council operate more efficiently to achieve its and

10463195959

There is no other option. The infrastructure needs to be improved. It has deteriorated due to ALL the high rise development which the Council approved NOT the residents. Hence the council needs to fund the improvement

10463055579 to the infrastructure from ALL the revenue they have obtained from these high rise developers. It is absolutely not an option to ask residents to fund this through increased rates to clean up the mess the council has made of

10463025285 When walking around the community I have seen the difference in parks and community spaces. The roads have also been improved. I want this to continue for the future.

10462981660 Think reason for huge rate increase of over 20% rate over 4yrs is not justifiable, despite large amount of apartments been built in the area there should be an significant increase in income for the council.

10462957796 Would rather not pay more for now.

I believe this will have an adverse effect on multiple families in the Burwood area, especially taking into account our recent property valuation declines as more and more families find themselves within financial hardships, I

10462250147 believe this will only increase pressure on already struggling households and make Burwood even less attractive to potential investors and homeowners.

10462211164 I believe in improving our community and where I live (Croydon). I want better roads, sewerage, telecommunications, parks, parking options etc

10462210930

10462121109 I would like council not to borrow \$1 million & pay interest.

10462089777 It is important to keep ahead of debt as much as possible. You can never be sure what nasty surprises are around the corner, either from government or climate.

Due to the vast increase in rate payers and the increase in rates over the last ten or so years, the council should be rolling in cash. If the council are not able to improve service with this increases, there is something wrong

10462087196 with the financial management or competence of the current Council members and staff. Increasing the rates with an SVR is not going to solve the problem. It is just more money for the Council to waste or steal.

Burwood Council has had a very poor records. I have minimum trust and confidence in Burwood council. Over the years, in comparison to other councils, Burwood Council has cut back on its services, e.g. rubbish collection as one example and increased the rates. Burwood Council has also very poor records in holding businesses accountable in protecting the environment. As an example, take a walk along Pilchers lane - it's covered by oil, grease

10462080008 and rubbish produced by the businesses whose properties back onto Pilchers Lane. Burwood Council has done nothing about these.

10462019445 While we believe Council needs to be accountable for how it spends rate payers money we are committed to the provision of public infrastructure and services that are necessary to the well being of the entire community.

10461995883 Ensure that Burwood infrastructure is not neglected.

I do not agree to increase the council rate at all. Burwood Council Rate has already very high compared with majority suburbs in NSW, I do not know why. It is a heavy burden for all residents. If the council does not have

10461990923 funds to do infrastructure, then stop doing it. Please do not increase the levy rate and ask residents to fund the future. I will raise the issues with NSW government as well.

Burwood is a diverse community with an increasing population - hence the necessity for the Council to be funded to increase its income from the State and indirectly from the Federal Governments to enhance the spending

10461879737 power of the Burwood Council which is endeavours to maintain and thus aims to increase its expenditure on essential services and infrastructure and continue its standing as a most desirable local area and municipality.

10461805365

10460136013 I feel the rate increase required is simply too much.

10460122753 With the number of apartments which have been built in recent years Council are receiving substantially more money from the increased number of dwellings paying rates.

The services provided by council at the moment are perfectly fine. It is grossly unfair to have ratepayers pay more than the capped rate of 2.5% especially with the high costs of living. Council should learn to manage their finances better by reducing spending on publicity events for political gain. Most ratepayers don't experience the annual wage increases that those at council experience from year to year. To expect residents to pay 4.5-4.7%

10460092045 increases in rates is showing how much Burwood Council is overestimating about their ratepayer's financial capabilities.

10459972968

10459966428

10459947313 There is enormous amount of building of units in Burwood, owners are all rate payers, this provides more money for infrastructure.
I am a pensioner and my rates are very expensive right now thanks to all of the over development that has pushed our land value up by over 200% in the last 3 years. With all the development that Burwood has experienced

10459930956 in the last 5 years, maybe the developers should be contributing more to the rectification of our roads because they are in poor condition. I find it hard to see which roads have been maintained let alone new works

10459876239
Of the two options we prefer the maintain option. The reasons being that Burwood Council has been encouraging over development of the council, which in turn has adversely affected the infrastructure. This has exacerbated the maintenance backlog which council now wants to fast track. The council needs to further investigate cutting overheads and also take into account the large future income of the high rise developments rates,

10459816336 before hitting the current ratepayer with additional rates. I have difficulty understanding how Council praises itself being in a financially sound position but requires more monies to improve services which have been
There has been a building boom in Burwood. Burwood has become like Manhattan. The Council should be bulging with funds from the various levies and contributions. Also let the Developers who are benefiting from the

10459789719 building bonanza shoulder the cost of any extra infrastructure.

10459784470 My concern is Question 11 asks about 3 options when only 2 are provided! My choice, thank you.
I believe the increase of dwellings mainly apartments and development funds should more than amply compensate for extra funding possibilities. The extra parking fees and fines also should be adequate. It seems the many

10459776113 council/ranger utes at a cost of at least \$100,000 indicate that the council is well funded

I see on my daily walks around the Burwood area how much money is wasted. To give you just one example, and there are many, some years ago a garden was planted near the children's playground at the bottom of Fitzroy

10459736449 Street in Croydon. It was never maintained or watered and is now a waste area with no vegetation. This is fairly typical of what happens to the money we pay in rates.

10459695683 We pay enough rates for such a small council. What guarantee do we have that council will manage additional funds any better that would translate to improved services?

10459673851 More units are being built and rates will be levied in the owners Income will come from there?

10459649230 council needs to find a better way to spend our generous amount of rates currently being paid.

10459642627 Lower cost, housing is too expensive already.

10459619052 Don't want council fees to increase, do not believe increasing council fees will lead to improvement in infrastructure or roads

10459615889 Government always robbing civilian. Increasing tax all the time.

10459604343 Service provision is below par and needs to be improved

10459583194 The additional rates increase is too high per annum.

10459558272

10459552040

10459545808 services are fine

10459436676
It is obvious that we need to improve service. This survey is biased as the brochure suggested that there would be one question whether we are in favour of either maintaining or improving services. This is not what was asked. It is also unclear what is meant by services. Burwood, the suburb, is being choked by weeds on nature strips that are not mowed. However, council workers can be seen mowing nature strips in what seem to be

10459432332 random manner. One also has to ask whether the additional rates collected from the tower blocks being built in the Burwood area have been factored into the revenue figures provided in the brochure.

10459344693

10458414666 Ageing public facilities needs to be address and expanded for growing population coming into or living in Burwood region.

10458216339

10458196957 It's costly enough to live in Burwood let alone the potential rate increase

10458178359

10458143105 No rate rise. ridiculous high cost of living already

10458103268

10458073416 Do things With the budget
Of the 3 options, I have ranked Improve Service 1 as the state government is restricting rate rises by Council while enjoying increasing the charges they impose on Councils and also increase the workload they impose on

10457956655 Councils, how is this going to be paid for when services have been cut to balance the books.

10457940285 Improving infrastructure is better for everyone . Improves liveability or whole area

10457923079 We find this level to be adequate

10457873920 person.

10457853276

10457842934 Infrastructure is well maintained now

10457840638 Happy to remain at present levels.

While agreeing that infrastructure needs to be maintained and possibly improved I cannot support a 4.5% increase to our already high rates. With all the high rise development mushrooming in the Burwood CBD, developers should be levied as much as possible to relieve the impact that the addition of thousands more residents will bring to the area and the pressure on existing infrastructure. If we have to surrender our spaces, sunlight and

10457762674 urban amenities to these monstrosities, we the ratepayers should at least have some monetary compensation.

10457732629 There are only 2 options - not possible to rank 3. And improving service (including that of whoever designed this survey) is a no-brainer

10457674741 Burwood.

10457644197 you have to maintain the current services before you begin to improve them.

Council must learn to manage costs in a most effective and efficient manner. It is not right to try to place the ratepayers between a rock and a hard place, with only two simple choices. Council has a responsibility to act professionally, within their current and predicted future funding streams, which we note will grow significantly, from the massive number of residents, yet to come to fill the preponderance of high rise residential buildings already under way or planned). Additionally Council collects substantial sums of money, from section 94, (or 91), developer's contributions. These are specifically for infrastructure upgrades and Council's look ahead budget should have been recognising this. Please note, that when the outcomes of this survey, (which was hard to find, being three levels down in your website and the scan code not working), please ensure that you show the

10457591513 total number of respondents, their respective choices percentage votes and the total number of respondents, as a percentage of the total eligible Burwood voters/ratepayers, to ensure that the view is actually

It is for the benefit of council so they can appear to be doing "good works" for the community-called feathering ones nest It took us ver 10 years for council to come to my aid with regards noxious weeds and trees- only

10457588687 answer from council was to talk to owner this was unproductive Surely if a complain is made council should at least view the situation rather than sending a generic letter saying deal with the problem yourself

The rate(TAX) increase of 2.5% imposed by legislation is more than generous in the current climate especially for self funded retirees whose main source of income is from interest which has plummeted over the past few years (Term interest gone from over 7% to 2 odd%. Self funded retirees who satisfy the Comm Govt means test for Comm Health Card have disposable income on a par with pensioners. Any increase in taxes causes distress.

I shouldn't have to say that these rate payers do not receive any concessions. Council should be laying all its cards on the table and open up a debate on the whole of the budget. A lot of the budget allocations are historical and the continuing need should be critically examined to be sure of the relevance to current society and the need matched with that for infrastructure maintenance. With the massive increase in population and resulting

10457516092 strata developments the current method of calculating these taxes is out of date and unfair and seemingly is not improving Councils budget position as most of the population would be expecting it to do..

10457506023 History has shown that funds are used inappropriately and for other spending. Also, the accountability is a problem.

10457417064 I support spend on improved infrastructure and sevicees. We may see ourselves lagging behind if right spend is not made at appropriate times.

10457386865 I feel there should be a closer look at Council spending and costs rather than a rate increase. All businesses need to have a regular hard review of various costs as there is often a buildup of cost elements that go unseen.

10457348679 I am an older resident who walks everywhere. I want the footpaths to be even so I do not fall.

10457318485

10457304885 The level of services provided is inadequate. The number of users has increased exponentially leading to a need to improve services.

10455402088 Happy with the way things are.

10455385724

10455333986

10455326747 No life if under high council rate. we can't afford.

10455319428 Young generation can't afford higher council rate. High rate will ruin our daily life.

10455312913 Can't afford high rate. Higher council rates ruin our daily life.

10455303180 Prefer lower council rate. Can't afford more. Higher rate will ruin our daily life.

10455247389 Present service adequate.

10455150213 Its better to improve services to attract families into the area & improve quality of life

10454967717

10454966277 Maintain service for no extra cost.

Council, like everyone else need to learn to live within their means. On every project Council uptakes waste is clearly evident, with worker lolling around. Additionally with all the high rise developments Council has allowed

10454927441 you have collected section 91 or 94 development levy monies and the rates will be boosted as occupation occurs. Cut out the internal largesse and get on with the job under the constraints of a real world approach

10454923192 I do not think the extra money would be used effectively on infrastructure

10454838030 Everything is becoming too expensive. The current level of service is good enough. The only problem is over population and too many units which Burwood council allowed

10454824169 1) The current level of infrastructure is good. 2) The only problem is too many units in this area and over population

10454719021

10454561766

10454059549 To reduce the infrastructure backlog.

10453679517

10453671952

10453667166

10453658517

10453543181

With all the development and sale of land recently there should be ample money to cover improvements and if not then don't all of so much high rise - council has exceeded the state govt density requirements. When I start getting annual pay rises of 4-5% then I can consider supporting this proposal. There is cost savings that can be made by eliminating wastage e.g. Postage of survey has letter, glossy flyer, postage and QR code that isn't easy to navigate. Why was the pavilion in Burwood Park built and then modified, concert in Mosely St was a joke, every second quart of the path replaced and the width varies, yet Roberts St had who all footpaths replaced and there

10453532360 was less damage by trees. Ask the developers to fund more of the infrastructure improvements. We have over development, no open space and yet rate payers are asked to fund a rate increase. Better management and

10453497583 Seriously I don't see any need for further improvement. Council should undergo cost cutting like every other business rather than raise more funds.

10453449703 The current rate is high. If council is able to collect more rate, council might waste money on unnecessary services

I think given the large amounts of apartments in the area - with each apartment paying quite large rates - the council should have more then enough money to maintain services. A separate issue to help local residents

10453449132 would be to remove the 1 - 2 hour parking limits in the huge area around Burwood. I think the radius is way to large!

10453436661

10453423188 I am a pensioner and don't think that I would personally get any benefit. The rates are high enough already.

10453420795

In the year 2017 my rates increased from \$1500 to \$2100, in one year alone. Since then also there have been incremental rate increases over inflation despite property prices remaining the same or falling. The only service I

10453414737 seem to get from the council is a garbage service. Why also should council rates be pegged to land or property values when they provide no service actually on the private land. The council service is only limited to public land

10453402078

10453388032

Increased population and higher density living has decreased some aspects of using Burwood commercial district, now using Ashfield for grocery shopping. Therefore would like to maintain parks and facilities such as Henley

10453383472 Park and swimming pool, whereby old shower block desperately needs upgrading

Firstly, the survey only presents 2 options so unsure why the survey suggests there are 3 options... The demographic of the community you are elected to represent consists of a significant number of Pensioners - a majority of which are ESL. It is unconscionable for burwood council to continue to raise the rates for this cohort. More so, it is disconcerting to find council has not addressed the financial strain that any rate rise would cause

10453374374 the pensioners in this community. It is imperative that council be proactive in providing additional support and concessions to these constituents who are already suffering from significant financial stress.

10453370824

10453364537

10453331879 You are overdeveloping Burwood that is why you need more infrastructure! You must've getting more rates from all this development

10453324355

Rates are high enough as it is. Infrastructure is good enough although due to the increase in high rise apartments in the area, the onus should also be on their occupants to pay... regardless of whether they are owners OR

10453319220 rent payers. If not, the owners of the apartments regardless of their land value, should have to pay more. I personally believe infrastructure should only be maintained at this stage.

10453317730

The roundabout (on the 3 ton rated road) outside my bedroom window no longer goes clunk-clunk as the wheels of buses (and heavy trucks) drive over it at all hours of the night. I'd like you to finish the mess that is Everton

10453311024 Rd, and I'd be even more impressed if you could get the contractors to use safe work practices. Does rather beg the question of why we opposed forced mergers.

Local Government should have the capability to obtain (non-loan) funding injection from the public sector. Even if funding exist in the form of a loan, such funding are fully guaranteed by the public sector so there will be no

10453287616 impact to the local government even if the council start running into deficit. Relying on funding from ratepayers in the current economic environment (low economic growth and sluggish wage growth) is not acceptable!!!

10453279966 Council wastes a lot of money on infrastructure projects it undertakes & could easily save the value of proposed increases by being more efficient & carefully scrutinising projects.

10453279169

10453276814

10453261795 Growth in population and growth in number of dwellings (apartments).

10453261277 fairness long range planning objectives maintaining pensioner rebate impact on future unknown development in CBD

10453255608 It is fine as it is. Our rates keep going up each year with no improvements. the rates must fall this year because house values have fallen and that is necessarily since it has been excessively rising beyond inflation each year.

10453246367 Levels are adequate as they are now.

10453237004 Improve service is not mean increase rates.

10453235073 Keep current level, charge developers extra costs for adding more traffic

10453229602 There are many ways in which infrastructure could be provided more efficiently. Major developments do not seem to be improving infrastructure and they should be major provider of these in the CBD.

10453229551 Need to maintain current service and then improve on it

10453227290 Get it fixed quickly

10453198293 improvement of services are always required as population increases, technology improves and lifestyle also improves. new and innovative ways are important to keep up with the world.
Life is going along ok in Burwood municipality Why do you want to talk up the rate charges which are sufficient. It is easy to make great plans for someone else to pay for even if unnecessary. Council doesnot disclose how many more rateable properties are coming in each year as single properties are developed into multiple dwellings. Council doesnot even hint at a rare reduction because of falling property values. Council increases under. Maintain provide ample rates to carry on as at present. I had great difficulty trying to get to the point of making this submission and I am sure lots of people who wished to comment will have given up in despair. The survey will presume that if a person does not do the survey it means they agree and this is certainly not the case in a lot of situations. I amTOTALLY OPPOSED to a SRV.

10453146269 Burwood is over developed. Developers should pay an infrastructure levy. Burwood residents should not be punished for the over development.

10453141691 To help improve my local infrastructure.
Maintain service - any extra costs for us is hard financial hard, improve services means more costs to us. People are struggling financially to keep up with cost of living expenses and wages aren't making enough money to cope their is only so much expenses you can cut back on.

10453092316 With more new apartments and more residents, more council fees been contributed to council, however, have not seen improvement for roads or transport, only see more council staff putting on parking tickets

10453084362 An ounce of prevention is worth a pound of cure. Addressing problems before they get worse is always the better option.

10453082802

10453023522 I am not confident the money will be used to improve services I need or use.
Burwood Council in comparison with Cumberland (Previously Auburn Council) is very inefficient. It previously raised rates with an SRV in 2014. Already prior to that increase in Burwood Council was charging around twice the rates I was paying for a Lidcombe property and offering far less services e.g., not even mowing the nature strips which Cumberland Council still does with far less rates.
We would like to see council not wasting the limited fund on some silly project, for example - the clock at the Croydon station, Christmas trees at some places where no one bothers to look at, postage on the letters from Mayor on how wonderful he is, etc. As a resident, we can see where has been improved (don't need someone who said that himself has been done all these things). Those waisted fund can be allocated to some infrastructure works, such as more parking (Ashfield council has completed a car park for city rail commuters), etc. Thanks

10452907141 Council rates are already too high You have already received rate increases above the average You have one of the highest rate increases for 2018/19

10447111264
Coming from the Marickville/Inner West Council who raised a SRV in the past to fund infrastructure improvements, however the outcomes of the increased levies were not noticed or impactful and traditionally the transparency of the 'use of increased funds' has been lacking. I view the good management of our current money the key.

10445837093 With the number of apartments and developments and therefore increased ratepayers, council should be able to maintain services at a good level. We have just finished 4 years of special rate variation.

10445744283

10444891658

10444884102

10444872305 I do not have faith that Burwood Council would use the increased rate money effectively and service would not be visibly improved.
Improving services should always be the aim. What I can't understand is why these improvements can't be borne by the developers as part of the Section 7.12 contributs? There are so many apartments going in, and so many more being proposed, if the contributions aren't covering the local infrastructure requirements perhaps the plan should be revisited rather than asking the ratepayers to foot the bill by increasing rates by over 16% over 4

10444702993 I would struggle to meet the increase.

10444655439 rate layers to give more.

10428108392 Because it's my 1st preference.

10413981914

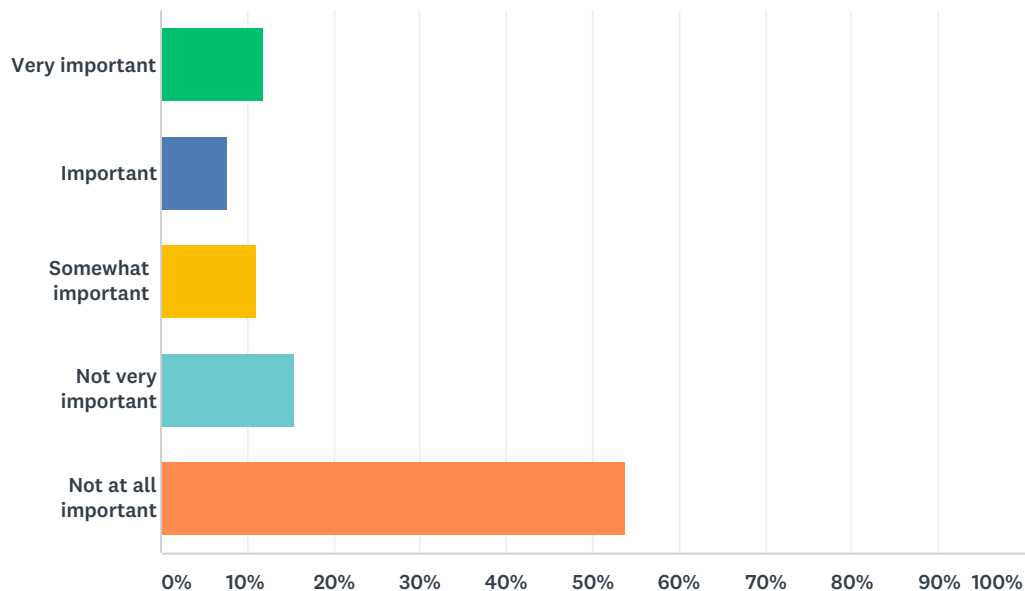
10413793616 The current infrastructure does not support the number of high rises and population growth.
we already pay alot - increase it will always keep increasing - get the extra funds from all the development going on in the area - charge the developers they are the ones ruining our local area surely all the units would mean an increase in revenue received by Council

10413726990

10413266256

Q13 Based on the information you have seen, how important do you believe it is that Council is allowed to introduce a Special Rate Variation?

Answered: 208 Skipped: 20



ANSWER CHOICES	RESPONSES	
Very important	12.02%	25
Important	7.69%	16
Somewhat important	11.06%	23
Not very important	15.38%	32
Not at all important	53.85%	112
TOTAL		208

WRITTEN SUBMISSIONS/OBJECTIONS

[REDACTED]

From:

Sent:

[REDACTED]
Wednesday, 9 January 2019 11:09 AM

To:

Subject:

[REDACTED]
Fwd: Funding Survey

[REDACTED]

Please consider the environment before printing this email.

Sent from iPhone

Begin forwarded message:

[REDACTED]
Date: 9 January 2019 at 9:23:10 am AEST

To: <ourfuture@burwood.nsw.gov.au>

Cc: <mayor@burwood.nsw.gov.au>

Subject: Funding Survey

Considering the number of units that have been recently constructed in Burwood and the additional rates that they have generated, it is unfathomable as to why Council would be in financial difficulty, requiring either a cut back in services or an increase in rates.

If amid a multi-year apartment boom Council is short of funds then this smacks of poor management.

Before agreeing to any rate increase Council should advise how it will address the poor management that has caused this problem.

Kind Regards

[REDACTED]
[REDACTED]
To The Manager
Burnwood Council

Dear Sir/Madam

With regard to your request - "Funding Our Future"

I am a retired teacher on a small pension and I am already stressed by the high costs of maintaining the heritage listed property rates, land tax etc. [REDACTED]

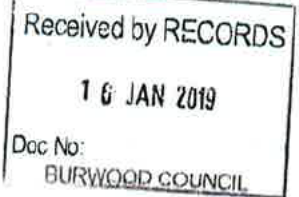
I am not in a position to accede to your request so I wish you to record my vote as OPTION 1

ps. your footpath re-concreting Roberts St did not seem to me an essential job compared to the footpath in Cooper St - walking to Strathfield Station - with upturned footpath and unpleasant rubbish always. I believe this section Roberts St to Morely St is in your area of control and needs attention.

Yours Sincerely [REDACTED]
(2)

Burwood Municipal Council,
Sir,

Re: FUNDING OUR FUTURE infrastructure.



I do not have any access to any of your options except to write. The obvious answer to your problem is not to borrow more and/or take on a higher level of spending, no matter what is demanded, nor I vote for option (2) (or under) to MAINTAIN SERVICE and the essential infrastructure level! -

MAINTAIN SERVICE
(Option 1)

Current service levels would be maintained in the short term, but later decline. This option will reduce the infrastructure backlog from \$20.3m to \$18.8m over 10 years. Rates would increase only by approved 'rate peg' amount. Council's capital works program may be reduced and priority will be given to essential infrastructure projects.

Pay back debt before getting into the mire of borrowing more to then have to extend/grade SRV to keep up with costs as I very much doubt costs will come down unless we have a full fiscal depression. SRV should be for emergency use only such as recovery from recession or some similar totally ruinous happening to Council's area. Work should be within the limitations applying as with additional debt, we have NO FUTURE.

Yours faithfully,

[Redacted signature]

Received by RECORDS

16 JAN 2019

Doc No.
BURWOOD COUNCIL

14th JAN. 2019

The General Manager
Burwood Council

Your Ref. 18/48894

Dear Sir,

As a loyal & residential rate payer to Burwood Council for over 50 years, I wish to state my objection to the idea of a rate increase over a period of 10 years to pay for maintaining needed infrastructure.

I base my objection on the grounds of the phenomenal ad hoc development in too much unsightly highrise apartments. Burwood is bursting from over population and the roads are grid-locked.

In my opinion I think that these developments should more than pay for any additional infrastructure and damage caused by them if they were truly charged the correct amount.

Thanking you for allowing me to have my thoughts on the matter sent to you.

Yours faithfully


THE GENERAL MANAGER

BURWOOD COUNCIL

16 JAN 2019

RECEIVED - CS

16 JAN 2019

BURWOOD COUNCIL

15 JANUARY 2019

97445490

DEAR SIR

ALTHOUGH STRATHFIELD & INNER WEST
COUNCILS HAVE ADVERTISED AUSTRALIA
DAY CELEBRATIONS ON AUSTRALIA
DAY 26 JANUARY 2019 NO MENTION
HAS BEEN MADE BY BURWOOD COUNCIL
IN THE LOCAL COURIER PAPER DATED
15/01/19 BY BURWOOD COUNCIL

I AM ALSO WAITING FOR MY
RECYCLING CALENDAR FOR 2019.

I AM ALSO AGAINST THE COUNCILS
PROPOSED INCREASE IN RATES BY
29% ABOVE NORMAL INCREASES.

YOURS SINCERELY

SHOW LETTER
TO MAYOR &
COUNCILLORS

From: [REDACTED]
Sent: Friday, 18 January 2019 1:52 PM
To: Council
Cc: ourfuture
Subject: Funding Our Future

We refer to the above which we are totally opposed to (Option2 – Improve Service).

During this decade there has been significant residential development in Burwood , especially within the area of the main township.

The development has mainly been high rise apartments with commercial activities on either the ground floor or lower floors, whilst other high rise has been totally commercial.

Revenues from rates paid to Council during this decade must have quadruplicated at minimum.

There are currently streets where high rise has occurred and these streets are in disrepair.

We understand that a retention of a minimum of 10% is applicable when apartments are built, thereby roads and footpaths can be renewed as required.

Let's assume that a developer purchases 8 residential properties (houses) and then builds 40 apartments on the land which the 8 homes occupied. Let's further assume that the annual Council rate on these 8 residential houses was say, \$2,000.00 per annum, hence a total revenue to Council of \$16,000.00, whereas the income from the apartments would be in the region of \$80,000.00 that is if they were all truly residential, however if there were commercial properties within the apartment block this would normally attract a higher annual rate.

With a complex with potentially 80 apartments we would assume that once a week that there are not 80 rubbish bins ready for collection by the council, however the rubbish is probably contained in skips and removed by other arrangements rather than the council collect the rubbish as they normally do with single residential properties.

Within the brochure the following is stated;- "the rate increase would cost less than \$4.00 a week. What is less, say, \$3.95., however assuming that it was \$4.00 a week extra that is another \$208.00 per annum and each year will be indexed accordingly, to reflect CPI at minimum, and potentially council could once again seek another (SRV).

In regard to a \$20 Million backlog pertaining to infrastructure, many people would believe this to be mismanagement.

If the state government is pushing for specific populations within communities, then they should subsidise local councils prior to increased growth. If the federal government is seeking population increases to have a big economy then again they should provide subsidies.

Particular government agencies already provide grants for community enhancements, perhaps the grant allocation from agencies has to be increased.

We have spoken with many residents and this is a very unpopular concept which Council is pursuing. People do not forget when elections are held especially when it has hurt their pockets.

Take our online survey;- We attempted this, a waste of time was not able to access.

Regards,

From:
Sent:
To:
Subject:

Tuesday, 8 January 2019 3:18 PM
ourfuture
Funding Our Future

Dear Burwood Council,

I am against council rate rise of any type.
Cost of living currently is to high across the board with all expenses
their is only so much people can cut back on.

Wages are not high enough to keep up with rising costs with every category
across the board - minimum wage needs increasing for unskilled work.

Some companies don't pay penalty rates or give you over-time- you try to work more to
catch up with expenses and you can't get ahead, if you get second job to get ahead
you can't due to tax problem.

If you walk down the street in Burwood you will see homeless people sitting down
near the train station and burwood plaza - near bus stand area, railway parade
and also Burwood Road sometimes has people as well

People don't have enough money to live in this expensive state of NSW
Affordability of Council Rates for Burwood more important than maintenance
Wages need increasing for unskilled jobs to keep up with C.P.I

If the rates goes up the government matches the increase dollar for dollar
so nobody is worse off.

Most companies these days don't give you pay rise every 12 months for
C.P.I - straight away you are out of pocket when something goes up

I would like to see politicians cope financially for 12 months with
minimum wages unskilled job try to cope like everybody else
to understand how hard it is for the average person working
just getting by.

I just want Burwood Council to consider everybody different financial position.

Kind Regards,

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 8 January 2019 8:41 PM
To: ourfuture
Subject: Rate Increases

For your information

In the year 2017 I watched my council rates increase from \$1500 to \$2100, one year alone. Since then despite property prices dropping I am still incurring incremental increases above the inflation rate.

I also note that council does not provide any services to actual private property or land, only to public land and yet our rates are tied to private land values. The only service that I receive pertaining to my property is an expensive garbage collection.

Meanwhile we read frequently in the media about how councilors are roting ratepayers by going on 'study tours' which appear to be no more than leisure trips, at the expense of ratepayers, in addition to other 'fringe benefits'.

Let it be said, I have written many times to the Sydney Morning Herald about this issue and will continue to do so.

[REDACTED]

Sent from [Mail](#) for Windows 10

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 9 January 2019 10:23 AM
To: ourfuture
Cc: Mayor
Subject: Funding Survey

Considering the number of units that have been recently constructed in Burwood and the additional rates that they have generated, it is unfathomable as to why Council would be in financial difficulty, requiring either a cut back in services or an increase in rates.

If amid a multi-year apartment boom Council is short of funds then this smacks of poor management.

Before agreeing to any rate increase Council should advise how it will address the poor management that has caused this problem.

Kind Regards
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 9 January 2019 2:40 PM
To: ourfuture
Subject: Funding Our Future Submission

Hi,

We are in favour of option 1, maintain service.

[REDACTED]
Our ref:18/48894

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED]
Thursday, 10 January 2019 3:00 PM

ourfuture

Ref: 18/48894 - Funding our Future

Dear Sir/Madam,

Regarding the subject matter "Funding our Future" and rate payment, I like to convey that we are already over-stretched in all sort bill payments including Council Rates and would not like to pay any more than current rates or minimum possible rates. Accordingly our intention would be go for **Option 1 Maintain Service**.

Regards

[REDACTED]

From: [REDACTED]
Sent: Friday, 11 January 2019 7:45 AM
To: ourfuture
Subject: Funding Our Future

To Burwood Council,

The case presented for an increase in rates is inadequate and provides no sound evidence as to why the rates should increase.

What is Burwood Council's income \$20 million or more?

With the increase in apartments throughout the local government area the rates charged by council not only to the residents but also to the developers should cover the necessary funds for the capital works, if so why not?

The repair of the roads especially in areas with increase building activity should also be covered in payments by the developers as so much of the road damage is caused by the trucks involved in the building of the apartments.

There is no indication of how much is actually spent from the council's budget on capital works.

If the council is in a **sound financial position** why is an increase needed?

So many individuals who are paying for this increase in rate rise will receive no direct benefit as their footpath or road in their street are still not improved and have been neglected for a long time.

Burwood is looking neglected and tired around the Town Centre- however there are many officers patrolling around booking people for parking infringements? Perhaps fewer parking infringement officers and more staff to keep Burwood clean, the gutters free of leaves and general upkeep of the flower beds in Burwood Road would be more positive approach.

Burwood council only gives a "nod" to the environmental needs of Burwood. Community groups -such as a community garden and other environmental groups are not initiated nor encouraged, Other councils nearby to Burwood have excellent programs and have an innovative and interested approach to the community.

I am not in support of a rate variation over and above the standard rate as I feel Burwood Council does not provide a strong case for the rate variation and has failed to make Burwood Local government area the place it has the potential to be.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 9 January 2019 5:09 PM
To: ourfuture
Subject: Re: Capital Works Proposal "Funding our Future"

Attention to
The General Manager
Burwood Council
ourfuture@burwood.nsw.gov.au

Dear Sir

Re: Capital Works Proposal "Funding our Future"

I am the resident and property owner at [REDACTED] Burwood.

I received a copy of the capital works proposal "Funding our Future" today which is dated on 2/1/2019.

The mail looks like to take a week via AustPost.

I went through the proposal. As a resident of Burwood I feel that **there is no need to implement the so-called OPTION-2 of the proposal.**

The important thing right now is perhaps to improve the existing basic services which does not cost a lot of taxpayer's money. For example I am unable to get on Council's web page right now via Google to undertake the survey as the web page is done (4.55pm, 9/1/2019). What has happened on Council's IT system? The problem should not happen but this does happened.

Thank for your attention.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Saturday, 12 January 2019 12:56 PM
To: ourfuture
Cc: [REDACTED]
Subject: Have your say - funding our future

I am writing on behalf of [REDACTED]

I note that you have put forward only two options for reducing the infrastructure backlog. There should be a third option - action to manage and reduce the rising costs associated with the service provision - even though you have said that all action has been taken. Also it is not clear what is the backlog of \$20.3 million. If we choose option 2 - a SRV over the next ten years - reducing this figure - what happens after that? - there is still a backlog and the rate levels will not reduce the backlog - so will there be need for another SRV?

Council revenue over the last years has risen at more than inflation rates - what has happened to result in the Council not being able to meet its plans?

We have been burdened by a huge increase in rates due to new valuation and now appear to be further disadvantaged by potentially a 2% rise in rates above the CPI.

Our position is to stay with the current level of rate increases and Council to better manage your infrastructure backlog. It seems to be an easy way out to just ask for more money.

Regards,

[REDACTED]
Director - [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, 13 January 2019 9:35 PM
To: ourfuture
Subject: Funding our Future - Burwood Council

To – Burwood Council

We do not support a special rate variation to fund infrastructure upgrades for the following reasons:-

- Council's rates on houses and apartments are above the median for comparable metropolitan Councils
- Council has realisable assets which it can sell to part fund the infrastructure backlog
- Council should find ways to utilise funds it holds from developer contributions to part fund the infrastructure backlog

Regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 15 January 2019 9:42 AM
To: ourfuture
Subject: Proposed SRV Funding our Future

Dear Council,

We would like Council to go with Option 1 as laid out in your advice dated 2 January 2019 about "Funding Our Future". We cannot agree with the Special Rate Variation. Wages and incomes are totally stagnant at present and even the "pegged" increase of 2.5 % is above any pay rises received by this household in recent times that have been tied to inflation. The 4.5% increase should be deferred until better times. Council has a sound financial position and frankly should be awash with money given the development underway or in planning for the Burwood Town Centre.

Yours sincerely

[REDACTED]
Enfield.

[REDACTED]

16 January 2019

Burwood Council
PO Box 240
Burwood NSW 1805

Dear Mayor, Councillors, General Manager

I write to express my utter shock at this new year's revelation of rate increases for "Funding our Future".

Without any coherent and exact plan of how additional rates are going to be spent;

I OBJECT TO ANY PLANS TO INCREASE MY RATES.

In your letter dated 2 January 2019 you say "we may not be able" to continue to improve infrastructure etc. Surely you have completed all work to be able to definitively tell residents if you can or cannot.

At the bottom of the first page of your letter you say "new capital projects". What new capital projects? Tell the residents what new capital projects are being planned, the timetable for those and the cost. And tell residents if those "new capital projects" are required because of the state government's imposition of additional residents in the area. If they are because of increased population, get the state government and/or new residents to pay for the projects.

You then refer to "upgrading ... existing infrastructure" – that's in addition to maintaining the existing infrastructure. Why does the existing infrastructure need to be "upgraded"? Maintaining it is all that is needed. That is unless the upgrades relate to the state government's imposition of additional residents in the area. If the upgrades are because of increased population, get the state government and/or new residents to pay for the projects.

On the front page of the folded pamphlet, you say "other important Council services may likely be compromised". What "important Council services" would be compromised? Identify these "important Council services" to the residents, as we may be willing to sacrifice those services – be specific.

If the work to answer the above has been done, post the reports and documents on Council's website for all to view and understand.

Until that occurs, the answer is NO to any rate increase.

And if the requirement for additional funds relates to increases in the local population, get the state government or those additional residents to pay.

Sincerely

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, 18 January 2019 1:52 PM
To: Council
Cc: ourfuture
Subject: Funding Our Future

We refer to the above which we are totally opposed to (Option2 – Improve Service).

During this decade there has been significant residential development in Burwood , especially within the area of the main township.

The development has mainly been high rise apartments with commercial activities on either the ground floor or lower floors, whilst other high rise has been totally commercial.

Revenues from rates paid to Council during this decade must have quadruplicated at minimum.

There are currently streets where high rise has occurred and these streets are in disrepair.

We understand that a retention of a minimum of 10% is applicable when apartments are built, thereby roads and footpaths can be renewed as required.

Let's assume that a developer purchases 8 residential properties (houses) and then builds 40 apartments on the land which the 8 homes occupied. Let's further assume that the annual Council rate on these 8 residential houses was say, \$2,000.00 per annum, hence a total revenue to Council of \$16,000.00, whereas the income from the apartments would be in the region of \$80,000.00 that is if they were all truly residential, however if there were commercial properties within the apartment block this would normally attract a higher annual rate.

With a complex with potentially 80 apartments we would assume that once a week that there are not 80 rubbish bins ready for collection by the council, however the rubbish is probably contained in skips and removed by other arrangements rather than the council collect the rubbish as they normally do with single residential properties.

Within the brochure the following is stated;- "the rate increase would cost less than \$4.00 a week. What is less, say, \$3.95., however assuming that it was \$4.00 a week extra that is another \$208.00 per annum and each year will be indexed accordingly, to reflect CPI at minimum, and potentially council could once again seek another (SRV).

In regard to a \$20 Million backlog pertaining to infrastructure, many people would believe this to be mismanagement.

If the state government is pushing for specific populations within communities, then they should subsidise local councils prior to increased growth. If the federal government is seeking population increases to have a big economy then again they should provide subsidies.

Particular government agencies already provide grants for community enhancements, perhaps the grant allocation from agencies has to be increased.

We have spoken with many residents and this is a very unpopular concept which Council is pursuing. People do not forget when elections are held especially when it has hurt their pockets.

Take our online survey;- We attempted this, a waste of time was not able to access.

Regards,

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED]
Sunday, 20 January 2019 8:24 PM

ourfuture

Funding Our Future

Please note that the deadline advertised in the mail out material in relation to Funding Our Future states that January 20, 2019, is the deadline, however, the online Burwood Council page states that the deadline is January 19, 2018.

It is errors like this that lead to lack of confidence in the council.

In relation to the SRV proposed for July, 2019, how is it fair that rate payers be asked to pay higher rates, when the General Manager of the Council is granted an increase in salary, which is already inflated and in excess of most rate payers income brackets?

In addition, how is it possible with the excessive number of new homes, mostly high rise developments, in the Burwood Council area, that there is not enough money to fund the necessary improvements?

Thank you for your consideration of these matters.

[REDACTED]
Burwood Council Rate payer.

[REDACTED]

From: [REDACTED]
Sent: Sunday, 20 January 2019 9:51 PM
To: ourfuture
Subject: SRV

Please note: As ratepayers we wish to remain anonymous in the submission below. Please record only the content below the asterisks, not name or email address in providing this submission to Council, Council's staff and IPART. Facilities are not available to me at present to submit an unidentified attachment.

General Manager
Burwood Council
2 Elsie Street
Burwood, NSW 2132

Dear Sir
Re: SRV

We are responding to the 'Funding our Future' letter dated 2 January, 2019 regarding options for funding services in Burwood Municipality. We have read the documents mailed by Council and briefly examined material online on Burwood Councils and IPARTs websites. We note that the submission period is in January corresponding with when many people are on leave, holidaying and in a lesser position than usual to respond in the most comprehensive manner. This is a flaw in the timing of the notification and length of time for submission.

While the document sets out 2 future scenarios/options, it does not provide adequate background context to this. A brief search of the above websites convey that there is currently a SRV in place, meaning the proposal for the next 4 years' SRV is for ongoing SRV, whereas the documents, through omitting this past information, imply that the SRV is a new arrangement, about to be introduced.

Further we understand a SRV to be for a variation of rates for a SPECIAL purpose, such as used by the (former) Ashfield Council to raise funds specifically for redevelopment of Ashfield swimming pool, a crucial and very specific undertaking. Funding roads, footpaths and drains is an everyday purpose, not a SPECIAL purpose. If Burwood Council has previously needed, or in the future, needs funds for roads, footpaths and drains, these should be funded from core regular rate-raising, not a SRV.

Yours sincerely
Anonymous

Sent from my iPad.

[REDACTED]

From:
Sent:
To:
Subject:

[REDACTED]
Monday, 21 January 2019 11:32 AM
ourfuture
Funding our future

Your Ref: 18/48894

Dear Sir/Madam,

In reference to your recent "Funding the Future" glossy pamphlet and accompanying letter. I must stress my disappointment and to some degree, bewilderment, that Burwood Council, with the recent development boom in Burwood and the substantial windfall of additional ratepayers is "unable to reduce the existing \$20 million infrastructure backlog to an acceptable level". It appears that yet again the Ratepayer has to bail out the Council's debt with substantial & ongoing rate increases. In the real world, this is called "Financial Mismanagement".

My 'decision' is that there should be NO RATE INCREASES and that you either obtain an Independent Financial Auditor to review your 'books' or re-address the Council's priorities on what is 'essential'. A "Flying Fox" in Henley Park is a 'nice to have', but is it 'essential'? I am sure there are plenty of other examples.

Yours, unimpressed,
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 21 January 2019 9:10 PM
To: ourfuture
Subject: FW: RATING METHOD

Attention General Manager.

RE SPECIAL RATE VARIATION

I am opposed to a SRV being imposed. Council has had annual rate increases and also been collecting huge revenue due to increases in land values.

The current rating method where rates are imposed according to the land value results in the Council DOUBLE DIPPING, it receives a pegged rate increase plus a rate increase because of the higher land values.

The fact that the land value has gone up does not result in the property owner receiving any more income while the property is being occupied however every year more funds are required for Council rates.

Council needs to get back to basics, stop spending money on projects which benefit only the vocal minorities and spend money on infrastructure.

Rgds

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 21 January 2019 10:14 PM
To: ourfuture
Subject: FUNDING OUR FUTURE

To : Burwood council

From: [REDACTED]

Dear Sir/Madam

Refer to your letter 2 January 2019. We chose Option 1 which is maintain service.

Thank you for your follow up in this matter.

Best regards
[REDACTED]

[REDACTED]

From:

Sent:

[REDACTED]
Wednesday, 23 January 2019 6:02 PM

To:

ourfuture

Subject:

Rates increase

I was amazed to receive a recommended rates increase brochure from Burwood Council and then read in the Courier about 45 storey buildings, amongst many others, being suggested for Burwood Plaza.

When Council allows huge high rise buildings and asks the developer for nothing in return except a tiny park, a library we don't need and "money", ratepayers like myself can't see why they must pay more for infrastructure and not the developer. Council allows the increase in population and should be paying for the infrastructure themselves. We really need transparency on this issue. Just how much money did the developer pay to get the extra six storeys!

Let's hope a State Labor government, following the coming election, puts an end to such deals

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 28 January 2019 12:13 PM
To: ourfuture
Subject: Funding our Future - Q??

Dear Sir / Madam,

I recently received the "Funding Our Future" – News from Burwood Council, January 2019 which lays out the plan to raise more money from the regular rates / ratepayers.

I'm not sure that this is complaint, I realise that things go up; it's more questioning where the money goes and why we haven't got more money.

We have dozens of new apartment blocks with thousands of new dwellings all over Burwood.

I believe the so-called "Developers" of these places have to pay a levy for road repairs and upgrades and yet we find the condition of the roads in the vicinity of these blocks the same as elsewhere in the Municipality, quite bad.

What is the levy spent on? It isn't obvious that it's being spent on local roads.

The rates being generated from the thousands of new dwellings is significant – What is that money earmarked for?

With so many more ratepayers in Burwood I really can't understand why the rates need to rise so much.

Yours Faithfully

[REDACTED]

[REDACTED]

From:

Sent:

[REDACTED]
Thursday, 31 January 2019 7:33 PM

To:

ourfuture

Subject:

Funding our future

>

> Hi

>

> I would like to add my vote for option 1.

>

> I have a few questions that don't make sense to me and would like answers.

>

> 1) there had been a significant increase in development in Burwood and therefor council rates / fees etc - why can't the increased council fees from development that is obvious in Burwood fund the needed increase in revenue?

>

> 2) what efficiency measures is the council taking first before asking the residents to fund a 20% increase in rates?


>

> Thanks

>

[REDACTED]

8th January 2019



Cr John Faker
Mayor
Burwood Council
Suite 1, Level 2,
1-17 Elsie Street,
BURWOOD NSW 2134
By facsimile: (02) 9911 990

Re: Funding Our Future

Dear Cr Faker,

Thank you for your recent correspondence advising that due to costs rising at a rate higher than revenue that Burwood Council will not be able to address the backlog of priority maintenance necessary on local infrastructure.

I find it unacceptable that Council is considering levying a Special Rate Variation without one of the options being MERGE or seek economic efficiencies by rationalising services delivered by Burwood Council looking at using shared services available through other councils or third party providers.

I ask that Council commission a study by an independent expert looking at what costs may be saved (and thus released to essential maintenance and other services) by way of seeking every efficiency available to Council.

I ask for a reply specifically addressing the option of merger and / or seeking economic efficiency by way of either shared service or outsource.

Kind regards,



[REDACTED]

From: [REDACTED]
Sent: Sunday, 20 January 2019 6:07 PM
To: ourfuture
Subject: Funding the future

Burwood Council General Manager

Firstly can I thank you for giving me the opportunity to comment on your funding proposal for our future at Burwood.

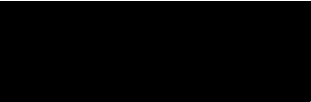

I strongly oppose Council's proposal for an increase in Funding in the magnitude proposed and any increase to council rates for our municipality above CPI.

Why I say above:

- 1) Burwood has gone through in the last 5 to 10 years major changes in the development of the suburb and a massive increase in population. The high rise buildings built and in the process of being built, and the number of apartments has been staggering. This has caused major stresses to our infrastructure, streets, parks and general amenities. I understand the NSW Government has forced this onto the Council, but now, for the council seeking the long suffering residence of Burwood to fill in the void in the funding for the shortfall in services created by this overdevelopment is a bit rich to ask.
- 2) Who should Council be asking is the State Government to fill the void or the Development Companies to play a major role in assisting Council with this short fall. Council cannot afford the luxury to simply asking the Burwood community to open their pockets and fund a 20% increase over 4 years when the wage increases of the Burwood working person remains below CPI.
- 3) Council must strongly lobby the government for increase's in funding. What the general residence of Burwood will do at the next election is show its displeasure with what has happened in Burwood at the ballot box. And this is coming from a long standing Liberal Voter (as a matter of fact all my family are Liberal voters but not at the next ballot).
- 4) The roads in Burwood are in a very poor condition with numerous potholes due to low maintenance that has occurred in the past few years. And the traffic conditions have become abysmal due to the increase in residence numbers and the lack of changes to traffic flow. I cannot recall any major changes to traffic flow through Burwood except for the roundabout built at Belmore St. And I have been a residence of Burwood since 1968. This is where Council's energies should be directed at the present. Imagine when that monstrosity of High Rise is finished next to the Plaza what's going to happen with traffic in the area. Again the costs with this should be borne by the people who created it; the State Government and the Developers.

I strongly urge the Council not to go down the path of arguing for funding increase's when they are not of their making. The Council should be asking the rate payers of Burwood to join the Council in fighting for more Funds from the people who have caused the shortfall. Don't fall in the trap of arguing the case of a 20% increase and copping the flack from the Burwood residence. And please improve the traffic flow of Burwood by reassessing traffic flow and how best to redirect it.

[REDACTED]


From: 
Sent: Sunday, 20 January 2019 7:27 PM
To: ourfuture
Subject: Funding the future submission

Dear Council

I would like to submit that Option 1 is taken.

I believe that the Council should be looking very hard at what it spends its money on and use its current funding in a more efficient fashion.

For example, replacing the kerbs down Fitzroy Street recently must be viewed very much as a "nice to have".

In addition, if the developer levies and additional rates from the ad-hoc over development of the city centre is not benefiting the current residents and ratepayers, then what is it all for? It has certainly not made Burwood a better place to live. It seems that there has been no co-ordinated planning of development apart from telling each developer what heights they can build to on their particular plot. Very disappointing!

regards

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED]
Sunday, 20 January 2019 10:35 AM

ourfuture

Submission of opinion regarding percentage increase of rates per year

To whom it may concern

I would like to select option 1

thank you

regards

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED]
Wednesday, 23 January 2019 10:27 AM

ourfuture

Survey:

Why did you run this during the peak holiday period?