



Attachment 7 – Community Feedback

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**Verbatim comments from submissions on the Draft Delivery Program 2013-2017
and Long Term Financial Plan 2013-2023 made on eServices**

Submission 1

Whilst I understand the need for Council to continuously review its programs and the fact that there will always be increasing demand for new and better services and facilities I strongly oppose an increase in rates above the rate cap. As a community we are being hit with increasing fees and charges for everything we do, the rate cap at least keeps Council increases to a somewhat manageable level. If we have to wait a little longer for services so be it.

Submission 2a

Warringah Council - Stop the proposed Rate Gouging of our hapless Ratepayers!

I have read all of Warringah Council's information on this proposal - it is yet another spin doctoring campaign by Warringah Council being directed at us as Warringah LGA ratepayers on its proposed additional Council Rates increases above and beyond the rates increases which it already gets awarded by IPART. There is a key option missing from Council's options - which must be offered to Warringah LGA ratepayers for their consideration and it is: Scenario 4 Deliver the proposed missing Council services and Financial Sustainability by driving a Productivity, Efficiency and Effectiveness program through Council's Bureaucracy - to make it deliver improved Services outputs and outcomes!

A long overdue Council Rates Productivity Savings Dividend to the Warringah LGA's hapless ratepayers! If Council's Bureaucracy were the subject on an independent Performance Audit - I have no doubt whatsoever that \$Millions of recurrent savings would be found. Currently almost 40 % of rates paid by Warringah Council ratepayers - go towards funding Warringah Council's bloated, inefficient and unproductive Bureaucracy - which takes forever to deliver its services outputs and outcomes - if it delivers on them at all.

For example, despite a scathing Warringah Council Internal Ombudsman's report into Council's Bureaucracy and its handling of Queenscliff's endemic parking problems over a 7 year period - over a year onwards from this Ombudsman's report and several meetings with Council's Senior Executives which local residents and I have had - absolutely nothing at all has been delivered on the ground to solve these ongoing parking problems affecting our lives.

Warringah Council's inefficient costs structure and under delivery of services was recently shown up in an article in The Manly Daily: In this article by Charis Chang, based on data from the Comparative Information on NSW Local Government report 2011/12 which I have also read, we are advised Warringah Council spends more on its administrative costs than other similar sized Councils - and far below (\$39 per capita) the average (\$87 per capita) on roads, bridges and footpaths.

"Bureaucrats rack up bill"

See: <http://newslocal.newspaperdirect.com/epaper/viewer.aspx>

Council will not be getting my vote for another additional rates increase above and beyond the increases it already costs us - rather to fund improved services provision it must CUT BACK ITS BLOATED OPERATING EXPENSES AND BECOME AN EFFICIENT, EFFECTIVE and TIMELY OPERATOR IN ITS SERVICE DELIVERY'S OUTPUTS AND OUTCOMES.

There is ample opportunity for Warringah Council to improve its service delivery - by implementing far better work practices in its costly Bureaucracy - AND FUNDING THESE ADDITIONAL SERVICES FROM A PRODUCTIVITY IMPROVEMENT AND REDUCTION IN OPERATING EXPENSES - by cutting its operating expenses budget!

Operating expenses in the firing line.

Author: Harvey Grennan

Date: 15/01/2013

Source: The Australian Financial Review

IT'S not rates that should be capped but council operating expenses, which have been allowed to grow nearly six times faster than spending on infrastructure, says the man who revealed that half of NSW's councils are financially unsustainable.

Percy Allan, a former secretary of the state Treasury and author of the 2006 independent inquiry into the financial sustainability of NSW local government, says NSW accounts for nearly half the national \$10 billion backlog in council infrastructure.

Some councils are using depreciation provisions to fund expenditure, rather than for the intended purpose of replacing ageing infrastructure, and diverting developer contributions to compensate for switching money from capital to operations, he said in a report prepared for the Urban Taskforce. "According to the Australian Bureau of Statistics and the Independent Pricing and Regulatory Tribunal, NSW local government has been underspending on capital works relative to operations in the 30 years since rate pegging was introduced," Mr Allan said. "The real annual growth in operating expenditure was 8.3 per cent, whereas that of capital expenditure was only 2.5 per cent. In the rest of Australia, local government operating expenditure grew by 6.4 per cent per annum and capital expenditure by 4.7 per cent per annum in real terms. "Between 1976-77 and 2006-07, NSW local government expanded the cost of its recurrent operations elevenfold, whereas its real spending on capital works only doubled. Hence the proportion of its total spending dedicated to infrastructure renewal and enhancement fell dramatically."

Mr Allan said councils need to put a brake on their fast-growing operating costs so that future growth in their revenues can be applied to capital rather than recurrent spending. "Rate pegging should be replaced with an operating expenditure cap to allow councils to strengthen their revenue base to fund extra capital works via bigger operating surpluses and increased borrowings," he said.

Source:

http://newsstore.fairfax.com.au/apps/viewDocument.ac.jsessionid=2AE8BB35D84CF2E0C2634DFB3380F4FC?sy=afr&pb=all_ffx&dt=selectRange&dr=1month&so=relevance&sf=headline&rc=10&rm=200&sp=brs&cls=1687&clsPage=1&docID=SMH130115AE7LPH7S52F

Submission 2b

Further to my comment above on the Net Cost of Services and related issues of Warringah Council's current Bureaucracy - Council's attention is drawn to the report which it has commissioned by the SGS Economics Report "Local Government Structural

Change - Options Analysis Final Report"

Warringah Council

September 2013.

See: <http://yoursaywarringah.com.au/document/show/1012>

I have read and considered this excellent independent of Warringah Council Report in detail and I agree with its findings.

I note that a key finding of this Report is:

"Amongst the four options identified, Option 3 (the SHOROC option) is likely to generate the most cost savings, which are estimated to amount to around \$344 million over 10 years in present value terms."

Warringah Council is to be commended on this Report initiative and its attempts to publicly show the strong financial and economic (including externalities) case - for the amalgamation of the SHOROC Councils.

In my considered view, the path Warringah Council must follow in order to improve the efficiency, effectiveness and economy of its services delivery and its future financial sustainability - is the SHOROC amalgamation path which I strongly support.

NOT again slugging us as Warringah LGA Ratepayers with an additional Warringah Council rates additional rise - to prop up an antiquated, inefficient and ineffective Council Bureaucracy services provider - who's time for structural reform and radical change is long overdue!!

Submission 2c

"Hypocrisy must stop

THE majority of residents have spoken". This quote from is Rik Hart, Warringah Council General Manager, in support of a special levy on our rates. He is able to say this because the council commissioned a survey of residents which was conducted by telephone a fortnight ago. Three scenarios were put to the residents. I was asked which of the three scenarios I supported. I said to the nice chap on the other end of the phone that there ought to be another option, which your readers Mike Gibb and Carole Beales propositioned, ie the council could be more efficient with the way they spend our money. That way we could have option 1 without any loss of services. (Sorry sir, there's no box for that). If this had been proposition number 4 then I seriously doubt that Rik Hart would have made the announcement referred to at the beginning of this letter. Any survey can be structured to give the desired answer, it just depends on how the question is formulated — just ask John Howard when Australia had the Republican referendum. I wonder what this survey cost us. Not to worry, council is not paying for it. We are.

IAN LINTON, Collaroy Plateau"

Source: Manly Daily, 6 Nov 2013, Page 20 - Conversations.

Dear Warringah Council,

I can only totally concur with IAN LINTON's insightful observations and comments in his letter published today in The Manly Daily. I made very similar observations and comments when I was telephoned by Micromax for Council's survey on its proposed additional increase of rates on top of the already awarded rates increase by IPART each year.

The design of and methodology employed in this Customer Survey is seriously flawed and needs to be fixed ASAP. As per my comment above, the "missing" Customer Survey option is: " There is a key option missing from Council's options - which must be offered to Warringah LGA ratepayers for their consideration and it is: Scenario 4 Deliver the proposed missing Council services and Financial Sustainability by driving a Productivity, Efficiency and Effectiveness program through Council's Bureaucracy - to make it deliver much timelier and more efficient, effective and economical Services outputs and outcomes! This option would deliver a long overdue Council Rates Productivity Savings Dividend - to the Warringah LGA's long suffering and hapless ratepayers! I also remind Council of one of its core values which is "Integrity".

I have analysed/considered in detail a number of Warringah Council's "interesting" surveys of Warringah LGA's stakeholders - in my considered view they have also asked mainly leading questions - designed by Council's Bureaucrats to give them only the answers which they want to hear - and which survey's answers further these Bureaucrats' own empire building, salaries and personal agenda's etc

Submission 2d

Warringah Council's Waste and Mismanagement -

STOP WASTING OUR RATES!!

The webcast of Council's public forum held at Warringah Council is interesting viewing - I note in particular the public comments by a Warringah LGA ratepayer in respect of her local playground which she states despite the great majority of local residents not wanting it installed was none the less installed by Council.

This ratepayer asserts that despite Warringah Council engaging in yet another one of its sham community consultations about this playground and the wishes of nearby residents for its future, i.e. they wanted it removed - Council has totally ignored the great majority by installing a new playground which we are also advised by this ratepayer is not being used at all.

The Warringah Mayor's public advice that over \$100k of our rates has been wasted by Council in this sham community consultation farce and installation of an unwanted playground that is not being used - is particularly galling to me as a Warringah LGA Ratepayer.

A similar Warringah Council sham community consultation I attended concerning the Warringah Housing Strategy - also saw Council staff totally ignore the wishes of the 500+ people who attended this so called community consultation.

A large Public protest ensued and the whole Council run farce was abandoned also at great cost (many \$10k's) to Warringah LGA's hapless ratepayers.

The Queenscliff street parking fiasco is another example of Council's ineptitude - 7+ years of Council staff inaction, \$70k of our rates wasted on a sham Parking Consultants report, the cost of a lengthy Internal Ombudsman's Report which was absolutely scathing of Council's deceitful and wasteful Bureaucracy - and still NO improvements whatsoever have been delivered by Council.

The \$100k playground waste of rates example above - is far from an isolated example. Council staffs' abysmal project management skills was also clearly evident with the Freshwater Dining Pods fiasco (\$300K+ spend) and the \$100k's over budget + months and months behind schedule renovation of Freshwater Beach's ocean pool recently.

The Warringah Mayor was spot on with one of his comments in the SRV webcast - Warringah Council has caused and has an ongoing MAJOR BREACH OF TRUST WITH ITS RATEPAYERS!!

Until Warringah Council can greatly improve its organisational culture, Management and Leadership to consistently demonstrate and prove that it is a transparently ethical and well run Council - it will continue to have the abysmal reputation in the Warringah LGA which it has had for many, many years!!

Submission 3

If you do not want to pay the increased rates, then make your seat (state and federal) into a swinging seat. Stop voting LNP by default. The way I see it, the only people who will spend new money in the local area is the council - and they get the money from us. At the same time, our tax dollars are being channeled into swinging seats across the state and country in order to shore up votes. If we want new services in the local area, and we want to keep up with the rest of Australia (which I do), it is going to cost money - and by making the seats blue ribbon Liberal seats, it ensures that this money is not going to come from the state or federal levels. And this is not an anti-Liberal statement - strong Labor seats (are there any left?) have the exact same issue.

Submission 4

We strongly oppose the proposed SRV.

In the last 7 years, our Ordinary Residential rate has increased by 76.7% (or an average of 11% pa), and waste charges have increased by 131.7%, with no improvement in services. Our rates for the 2013 / 2014 year are already 95% higher than the average rate quoted in Council's proposal!

This raises the question as to whether in its income projections, Council has factored in the automatic increase in Council income resulting from the Valuer General's 3-yearly review of property values.

Council needs to look for ways of improving efficiencies rather than simply asking for more money from ratepayers.

In addition to comments already posted regarding its bloated bureaucracy, we suggest that Council needs to stop wasting money on projects that are of no benefit to ratepayers. Recent examples include the building & then rebuilding kerbside pods in Lawrence Street, Freshwater which remain unused, and have resulted in the loss of several parking spaces. Secondly, the reportedly significant sum wasted on developing and implementing a new logo and web site– for what benefit to ratepayers? Note that in preparing these comments, I encountered two separate failures on the web site, where links failed to work! Then there's the Kentwell Road, North Manly Tennis Centre which Council decided it should manage. Why has Council decided that it should manage this facility? Council exists to provide facilities and services to ratepayers – not to manage commercial operations. This should be left to private enterprises – not inefficient local government.

As a last example of Council inefficiency, I have just attempted to access the Mayor's Message about this proposal, only to get the response "Access Denied – 403 Sorry, access to that page is restricted". (at 11.00am November 6, 2013)

Submission 5

Each of the Options Long Term Financial Plans - Consolidated Financial statements has a Capital Expenditure Schedule split between Renewal and New Capital

There appear to be some errors in these schedules

- a) in option 2 the capital looks too high and it does not flow through to the cash flow statement so option 2 just looks wrong
- b) In option 1 the renewal capital in 17/18 is higher than the other two options while it is the same in all the other years. Do not understand this as policy stated was that renewal would be the same in all options
- c) comparison of option 1 and option 3 is hard to reconcile because of the borrowing for and capital expenditure on the pool. In the latter years the capital expenditure on maintain services option is higher than increase services options but again this may be caused by pool expenditure

It is very difficult to make judgements about the rate increases unless the capital plans are disclosed for ten years under all options.

this is especially true as the rate increase has in the majority is being justified on capital expenditure needed.

Could you please correct any errors and supply to detailed capital budgets for all options over the ten years

Submission 6

Council has failed to address that the rate increase options are designed to generate an annual surplus of \$5-10 million per annum. Council has failed to address that the base case scenario still results in Council having a cash and investments balance of over \$40million after the end of the planning period. Council has failed to highlight that non cash charges of in excess of \$16 million are included in forecasts to end period deficits of c. \$2million. Council has failed to highlight that increases in land values will lead to increased rates income over the planning period. Council has failed to address that the capital projects plan carries a heavier than normal load in the planning period and it cannot be expected that would continue at that level ad infinitum.

In short there is enough evidence to support that Council could comfortably maintain existing projects and services without the requested rate variation. Council has failed to provide a projected balance sheet to shine light on its true future financial sustainability.

In the absence of a comprehensive and BALANCED financial analysis it is impossible to support any special rate increases. I am strongly against any such increase or reduction in service.

Verbatim comments from submissions on the Special Rate Variation submitted via email

No.	COMMENTS
7	<p>I am against the so called change for the better. The typical political response to anything is increase charges! Has anyone one in council ever thought about reducing spending by eliminating waste and streamlining council. The easy way for the Mayor and his mates is to continue on as usual and just increase the rates, very easy but not what he and the rest were elected for!</p>
8	<p>Dear Sir/Madam</p> <p>NO. I Do not support special increase in rates period. Councils have been asked to do too much by State Governments over time. We do not want to pay for this.</p> <p>Also you must understand that amalgamation is now an economic priority above all else as this request for so called special rate variations is an admission of utter failure of councils to achieve the unrealistic multi demands of local residents in NSW and Government task shifting from one level of government to another.</p> <p>Councils need to simplify structures and this means amalgamations to achieve economies of scale - simple really? ie 3 GMs etc rather than 1, that sort of thing cascading downwards. ie 3 different computer systems etc</p> <p>Also there are simply too many tasks of non related core business activities being carried out in not only Warringah but most councils. Delete these and you do NOT need any special rates variations. A simple run thru of the staff and tasks should be obvious to those that can see non core things</p> <p>If you need me to show you how to do this call me anytime. This is not a hard task.</p> <p>Please consider. Thank you</p>
9	<p>I would like to vote for Maintain Service (Scenario 3).</p>

No.	COMMENTS
10	<p>There are critical information gaps in the "Change for Better" communication. Without more detail in areas listed below I cannot make an informed decision. At present none of the 3 options are palatable.</p> <ol style="list-style-type: none"> 1. The flyer mentions significant savings have been made since 2009. Specifically how much has been saved and how has this been achieved ? 2. What future cost saving opportunities are being explored and how vigorously e.g. productivity increases, waste reduction, supplier renegotiation and tendering ? 3. The flyer also mentions council being "recognised for sound financial management". Can you tell me more about who made this assessment and against what benchmarks ? 4. Has due consideration been given to a user-pays model, and/or getting more community volunteers involved wherever possible ? 5. How might the audit process recently announced by Joe Hockey impact local council operation ? Whilst it's clearly too early to quantify, I would expect potential efficiencies to negate or at least reduce the need for rate increases. <p>Ultimately, there has to be ways to improve or at least maintain services without rate increases above inflation. If I was convinced that council is indeed running the entire operation in an efficient, business-like manner it would be easier to support paying more for better services. I understand there are no easy answers.</p>
11	<p>Having lived in North Balgowlah for nearly 40 year I haven't noticed much council improvements other than under the last Administrator some years so I don't particularly want to pay even more rates when North Balgowlah doesn't get much in the way of footpaths , bus shelters or seats and has no toilet amenities.</p>
12	<p>I really miss the clock that has been removed from on top off the Manly Surf Club. If we are too poverty stricken on present rate levels to afford a clock that has been there for some 40 years then we need to change priorities or increase rates. Some say it was removed to increase parking fines for overstaying time limit. Is this true?</p> <p>I'm sure there would be some business happy to sponsor this heritage feature now removed like so many others. It was an important community service which has now been removed.</p>
13	<p>I do NOT support council applying for a special rate variation. Please spend existing rates more wisely; too much was spent on revamping the website, and on changing the logo from the lovely flannel flower. Spend less on glossy brochures and eg, "gateways to Warringah", and more on basic services, eg the library system.</p>
14	<p>Re \$700K for bush programs etc. There is no mention in the brochure of possible contributions from the Abbott government's "Green Army" proposals.</p> <p>Has the new Abbott government been approached in relation to this matter ??</p>
15	<p>I do NOT support the council applying for a special rate variation. Please spend existing rates more wisely; money was spent unnecessarily on revamping the website, and on changing the logo from the flannel flower. Please spend less on glossy brochures and unnecessary promotions such as "Gateways to Warringah", and more on basic services, such as the library system.</p>
16	<p>Due to the inconsiderate response to my email request for action to address the poor traffic flow at the corner of Abbott Rd and Harbord Rd, Brookvale that results in long delays for thousands of people each day, I do not support the SRV.</p>
17	<p>I don't want an increase in rates. I think we should explore a merger with other councils and cutting non core services. I would sell the aquatic Center and Glen street. My rates are already pretty steep. With a land value increase last year my rates rose dramatically. I pay enough already.</p>

No.	COMMENTS
18	To complete your survey, i would have to know what you mean by improved service or what new services are being planned.
19	I am against any rate increase. Already the rates are sky high as well as crippling land taxes, insurance etc for someone who leases out a house. We can only pass on such increases and that is even worse for tenants. Fair go. If we have to do without a park, some guttering or other improvement so be it. Better than not being able to afford living here at all!
20	I have read the 'Change for the Better' publication that came through our letter box. It did not contain one word, not one, on how the council intends to reduce their spending through efficiencies or streamlining anything it does, so as to save money. The entire publication was about how the council seeks to spend more money on services and therefore wants to increase our rates to allow them to do so. Try improving what you do and the way you do it. Private companies do this all the time. Then you won't have to increase rates. The savings will pay for the services.
21	You must be joking! There is no justification to increase rates above the norm. No way. Try much harder to live within your existing budget. Identify and then eliminate waste. Cap increases in overheads including salaries. Work harder and smarter. If you can't do it, resign and let someone who can do the job.
22	NO RATE INCREASE. Decrease Council staff numbers and cut executive salaries, including mayor's salary.
23	Rates should be REDUCED. Less government is better government.
24	The last three rate increases have been 4.7%, 6.5% and 6.3% - well above CPI. I see no justification for a special rate increase.
25	Not increased rates, but more wisely spent rates please.
26	I favour scenario 3, maintain service. I own a commercial property in Brookvale, so am a Warringah ratepayer but not a Warringah resident. Your on line survey is designed for residents and does not cater for my case.
27	Improve the facilities is the only way forward as then the area will benefit and grow in beauty and well being. By the way, the idea that rear to curb parking is required in the mid curl curl beach carparks is crazy. It is irrelevant at such bush carparks which way a car parks. I heard from one guy that cars were booked for being nose in. Crazy.

No.	COMMENTS
28	<p>It's all fine for Council to say that they want to increase rates so they can improve services.</p> <p>I rang about a problem a week ago but they didn't even have a supervisor available to discuss the complaint. What organisation has such a poor service model? Do you? I doubt it.</p> <p>What's the cost of that in the total council budget? I would suggest it's very, very small – but, to Council, it's not worth providing that to ratepayers.</p> <p>A week later, I'm still waiting to hear the result. Of course, I just have to wait for them to get around to it. In the meantime, what's my problem to them?</p> <p>I have a distinct impression that council staff don't care about ratepayers.</p> <p>I complained to 3 councillors at the same time – no difference to the response from Council. Only one replied, anyway.</p> <p>This is not the first time that I've waited for weeks, and weeks for a response from Council. They couldn't even find the lane at the back of my house, even though it's shown on their plans. I've given up asking for them to mow the grass on their lane – they haven't done it for years. The residents ended up cleaning it up – in part.</p> <p>Surveys are fine – they look good in a corporate sense – but actions speak louder than words.</p> <p>I'm not interested in responding to this survey – if they can't get the above right, even when one of their councillors asks for resolution, what hope is there that they'll improve? It's all about looking good.</p> <p>I have never seen such poor service and don't intend to support this.</p>
29	<p>I am in full support of the special rate variation. We happen to live in a very strong Liberal seat at a state and federal level. It always has been and always will be. Because of this, there is no incentive for the Liberal or Labor party to spend any money in this seat - Liberals know they will win and Labor knows it will not. At the Federal and State levels, new developments and significant funding is channeled to swing seats. Even worse we have a Federal member who is a PM so probably thinks very little about Warringah (and does not want to show favoritism) and a state member who is the Planning Minister , which I believe means he cannot be involved in major planning initiatives in his seat. We have seen the state and federally provided services in Warringah slide over the past 20 years as we become politically irrelevant - so we have to look to our council to drive development and change. If residents vote against this special rate variation, then they have better make our area into a swinging seat if we are ever going to see any new money in Warringah.</p>
30	<p>Where was the consultation when the council changed the Warringah EMBLEM from the Flannel Flower, which is readily identified with the Flora of the area</p> <p>to the nondescript stick figure “w”, easily mistaken for Woolworths. The money required to implement this unnecessary change, staff uniforms, streets, parks & reserves signage, documentation etc and the huge signage behind desk staff at the Council Chambers would have been better spent on the present suggestion.</p> <p>After living in Forestville for 50 years and having appealed to Council for a footpath for over 20 years I have come to the conclusion that Council will do what and when it wants to.</p> <p>With recent land revaluation our council rates for 2013/14 rose by nearly 25% .</p> <p>My vote is for the Council rates to be kept at the “rate cap” set by the State Government.</p>
31	<p>I am strongly in favour of the rate variation and I have indicated this in the survey. However, I have significant problems with the allocation of the additional funding. Too little is being allocated to the protection and maintenance of the environment and too much to sporting and recreational amenities. This should be corrected so that the balance is more like 50/50.</p>

No.	COMMENTS
32	Maintain current service level
33	As a resident and rate payer I support and increase in rates to IMPROVE services.
34	<p>Dear Sir, I am opposed to any increase in rates simply because Council is not doing enough to save money as is. Additionally the area I live in has been without basic infrastructure for nearly 50 years. Giving more money to Council is not going to improve that. May I suggest 3 area where money could be saved. 1. Give Ratepayers the option of receiving rates notices by email. 2. Get rid of all Free Wi-Fi services other than in libraries. Since when has it been in Council's charter to provide free telecommunications services. 3. Abandon annual automatic pay increases for all staff. Doesn't happen in the non-government sector. Just my thoughts.</p>
35	<p>I am appalled and horrified that Council displays such blatant incompetence whereby it nowhere in the advertised rate variation proposals talks about reviewing and refining/reducing current and anticipated expenditures as an essential first step before asking rate payers for more rates money.</p> <p>If Council were to be on the board of a private business and propose such an antiquated approach from its shareholders, they would be swiftly sacked !</p> <p>Anybody can throw money at a problem as is proposed, which at best is only a very poor short term solution that only treats the symptom, not the cause, and which only defers the inevitable grass roots review that must happen someday.</p> <p>As a retired Management Consultant with 30+ years' experience, I respectfully suggest that I do have some idea what I am talking about and as a further suggestion, it might be possible and more cost effective to join in with related councils for any studies that might happen, because there would definitely be commonality of beneficial needs, purposes and intent between such parties.</p> <p>As an afterthought, even if these proposals follow a Consulting review, Council should ask the Consultants to go back in and have another look or get a refund of the Consulting fees, because there are ALWAYS savings to be made no matter how often investigations are instigated.</p> <p>I am appalled and horrified that Council displays such blatant incompetence whereby it nowhere in the advertised rate variation proposals talks about reviewing and refining/reducing current and anticipated expenditures as an essential first step before asking rate payers for more rates money.</p> <p>If Council were to be on the board of a private business and propose such an antiquated approach from its shareholders, they would be swiftly sacked !</p> <p>Anybody can throw money at a problem as is proposed, which at best is only a very poor short term solution that only treats the symptom, not the cause, and which only defers the inevitable grass roots review that must happen someday.</p> <p>As a retired Management Consultant with 30+ years' experience, I respectfully suggest that I do have some idea what I am talking about and as a further suggestion, it might be possible and more cost effective to join in with related councils for any studies that might happen, because there would definitely be commonality of beneficial needs, purposes and intent between such parties.</p> <p>As an afterthought, even if these proposals follow a Consulting review, Council should ask the Consultants to go back in and have another look or get a refund of the Consulting fees, because there are ALWAYS savings to be made no matter how often investigations are instigated.</p>
36	<p>I wish to oppose the rate increase. My rates have increased over 20% since last year, so that should be more than enough to improve services. Also, I oppose council increasing height of buildings to over 8 floors.</p>

No.	COMMENTS
37	I attach my comments to your survey and requests on Change for the Better. Just in case they are "lost" in the larger summary report. I believe strongly that Council focus on Change for the Better is wrong and that there has been no consideration of Council just "trying harder" through managing with more creative innovation and less throwing money at the problem. Perhaps less "community proactive bonding" and more "community reactive responding" might be welcomed and less expensive. The fear lying behind Change for the Better is that Councillors may not be re-elected because they are reactive rather than pro-active?
38	It is ludicrous to expect families that are already struggling with their domestic budgets to have their council rates increased by 26.25% over 3 years. Everything is going up at present in excess of cpi increases but our wages are only increasing by 2-3%. The council has done a great job improving Dee Why beach front, Cromer soccer fields & other projects with only the state government capped increases. Rik Hart needs to continue to earn his large salary & find ways to control costs, stop financial waste & continue to deliver current services with only the 12.55% increase over the next 3 years.
39	improve service
40	<p>I am on your community engagement list and attended the meeting at Brookvale Oval. My financial position is that I can afford the 3% increase and I am responding from that perspective. The main reason I support the full increase is that it is Council cannot viably operate if you don't have the funds to extend the footpath network throughout the municipality. Council will only be able to carry out additional footpath works if the full increase is approved. This is the main reason behind my endorsement of the full 3% increase.</p> <p>Of your proposed capital works I was concerned that with the proposal to spend \$10m at the Aquatic Centre on the basis that Council may be overcapitalising on a site that is difficult to access for many residents ie a car is almost essential to get there. After discussing Council's proposals with Michael Regan I am happy with the upgrade Council is planning. My only concern is the proposal to install a large slide and make the pool more of an entertainment centre. Personally I don't think it is needed, I would rather Council spend the money to upgrade sporting facilities around the pool. The slide at Manly does not get a huge amount of use. There is no mention in Council's capital works program of further upgrading the bicycle network. As the [REDACTED] I would strongly encourage Council to look at more opportunities to extend the cycle network. With the new lithium batteries, electric bikes are now becoming more popular and I think their use will increase quite considerably in the next few years. Council should take this into consideration with their bicycle network design. Council also needs funds to improve Dee Why shopping centre. It is currently an absolute shocker. With Pittwater Council being forced to accept medium/high density at the Warriewood Land Release areas traffic though Dee Why will only get worse.</p> <p>At the Brookvale meeting there was some discussion/complaint that rate payers will be subsidising users even more under the 3% increase. My own opinion is that full user pays hits the young families too much. Some subsidising is therefore essential. It is a process of renewal where young families are encouraged to have their children use facilities such as libraries, pools parks etc. It is a necessary process of renewal.</p>
41	I do not agree with the increase in rates via the special levy. I feel very cynical about the need for this increase when the council recently spent so much money on the new "W" which is completely unrelated to the needs and desires of ratepayers. Considering the mayor is lobbying for the amalgamation of local councils, I marvel at the waste that will be involved when a new Logo will no doubt be implemented if this ever occurs. Also if any new levy was to be implemented I would want the money to be spent on bush regeneration in our fantastic bushland, and recently I have seen only cuts in this area.
42	I oppose any increase in rates and actually support a decline in services. I do this because I do not support the proposed way the money is to be spent. I live here because of the natural beauty and do not like to see this area becoming a vibrant tourist destination. At any time would I agree to

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	money to buy back bushland and I am bitterly disappointed that this still not even voluntarily possible.
43	<p>I do not agree with this proposed Special rate variation because of the waste I see in Warringah. Showers at Dee Why were changed to foot operated in the last 2 years (sorry i do not recall the date) As I pointed out at the time this was a bad idea because they are difficult to use, now all the footpedals are broken, Lets just use normal boring taps that cost about \$10 to replace, They have worked for years and are much easier for everybody.</p> <p>Life savers should be paid for keeping the beaches open, I recently spoke to a life guard on a day when it should have been open but he had closed it, he had no answer to why it was closed on a lovely hot day.</p>
44	If all the local councils amalgamated perhaps we wouldn't have to support so many highly paid [REDACTED] work at Warringah council, that includes most of the administrative staff and the quasi engineers. If the council were a company that had to exist in a competitive market place environment they would have gone into receivership years ago. There is no moral justification for a rate increase!!
45	<p>Hullo there, I am writing to object Totally to the Warringah Council proposed Special Rate Variation ! I grew up in this area and purchased my home unit about 20 years ago and have observed many changes in the Council. I am almost 63 years of age and am the selfsupporter in this household, and am currently employed. The cost of living is huge in this so called wealthy area. [REDACTED]. It is hard enough to make ends meet and with my essential living costs it is hard enough as is to pay landrates. I object to the huge rate increases you suggest, especially when we ratepayers have been informed how many million dollars the council has to hand. It happens that if I became unemployed or had to retire, I would have to sell my property as would not be able to pay it's running costs. There must be other people here in similar circumstances ! Keep the rates as they are now. We can live without the Warringah Council thinking that everyone has progressive funds. I don't & haven't enjoyed a payrise for 3 years. How many people do u think cannot afford to go to the Glen Street Theatre? I can't. I have a very limited budget and even as employed am struggling with necessary bills and living costs. You are putting hard stress on people as it is. There is a lot of poverty in this area, ask The Salvation Army, St Vincent De Paul, Lifeline etc. For those who rent, even if it's only one room, their rents will escalate more due to your proposed rate increase. I actually became ill and threw up with concern when I read your proposed Special Rate Variation. Thank you for the opportunity to comment, and indeed my opinion does count !!</p>
46	I believe that services should be maintained but I do not understand why this must occur with a rate increase. I would prefer to see the council look at cost saving areas and have less wastage. Cut out the rubbish spending, work more efficiently, your a government bureaucracy there are always areas of waste so start there first.
47	I have lived at the same address for thirty-seven years, which is in a strange 'bubble' surrounded by Manly Council residences. I am afraid that I am against any so-called 'Improve Service' rate increase as I am of the opinion that my area has always been completely 'out of sight out of mind' and never seeming to receive any improvements from Warringah Council.
48	Whilst I think the Council is doing a great job and has clearly identified the reasons for suggesting a Rate Variation, I have never seen any plan to conduct a review of every line of expenditure to determine its cost effectiveness along with identifying opportunities for cost savings through improving the efficiency/effectiveness of current procedures and increasing productivity. Until this operation is conducted I believe it premature to proceed with an increase of rates even if approved by IPART

No.	COMMENTS
49	I agree that we need to improve service, as our legacy and contribution to the future generations. We have received this same gift from previous ratepayers and I believe we have a responsibility to pass this on in better, not worse, shape
50	Have paid rates to council for 60 years. resent the constant rise in rates each year. I think you should look to your own housekeeping and make some adjustments there. Special events manager and assistant indeed!!!
51	I am opposed to a rate increase unless we see something by way of return. Some have lived in my street for almost 50 years and we still have no footpath. Trees roots are exposed and dangerous for walkers so we have to use the road. I would accept the need for a rate rise if I could see value for our money. I would be most unhappy with a rate rise. (a) Nothing has been done to improve our area for the last twenty years. (b) Senior Council staff receive enormous salaries.They do not realise the financial drain a rate rise will cause pensioners. If something was actually done to improve our area then I'd say fine. But nothing has been done in all the years I have lived here. Forestville always misses out.
52	The council does not spend wisely the rate income that it gets today and is not entitled to any bigger increase than the minimum. They need to do what every Warringah Resident has to do with limited income, review all the spending that they make and then prioritise what they wish to spend. I fully support the DECLINE option.
53	Hi as a rate payer with multiple properties , i dont think it is fair & equitable to have a % increase where as 5% on \$1000 is a lot less than 5% on \$4000 when in fact the higher rate payers are subsidising all .My belief if \$1m is needed the all rate payers should be divided into the \$1m & all pay the same amount
54	I submit that the service option decided upon be maintain services. The council should look to efficiency measures before imposing such hefty increases on ratepayers. I have lived in my home for 35 years & have seen a lot of rate increases. My home has not changed however in the last few years I was subject to a large land valuation increase & in one year my rates increased 28%. According to your estimates if the improve services option is selected I will be subject to 26.25% by 2018. I am one of the baby boomer generation & planned on remaining in my home until health forces me out. At this rate it will be cost increases that will force me out. I am considering retirement a little early as I have just spent much of this year battling cancer for the second time. I have been seriously reviewing my financial options, income & expenses & it is hefty increases in basic non-discretionary costs such as rates well over the CPI that may force me to continue to work at least part-time or else force me to leave my home. I am an accountant by profession & feel sure there is cost efficiency savings available to WSC. I think they could limit their spending to the basics & be a little more miserly with the cultural & sporting interests. I was appalled at the Giltinans' Tennis Centre debacle. I wonder how much that ended up costing? Also I am currently more than satisfied with the level of services provided. Do not force out many of the longer term original residents & young struggling families that are living in units with their children out of the area. At the Dee Why town planning meeting a few years back there was a strong feeling that middle income workers should be able to afford to live in this area- the teachers, nurses, police, tradies etc. What has happened to that ideal? People will always want more for less money. I am angry that the push in this case seems to be coming from the local government body. As to your calculator, by my figures my rates will increase \$650 if the improve service option is chosen. I wonder how many look at your example & calculate their particular rate increase proposed. I therefore ask that the maintain service option be decided.
55	I wish for rates to REMAIN as they are. For the current position to be MAINTAINED.
56	I think the special rate variation is a good idea. All the projects you are putting forward to improve our standard of living are commendable. Go for it!!

No.	COMMENTS
57	I WOULD NOT AGREE TO ANY CHANGE IN THE RATES CHARGED BY COUNCIL. I OBJECT YOU ASSUMING THAT THE MAJORITY OF RATE PAYERS WOULD LIKE AN INCREASE IN RATES WITHOUT ALL RATE PAYERS BEING CANVASSED AS TO THEIR OPINION.IF THE COUNCIL CAN HAVE A SURPLUS OF \$15 MIL LETS SPEND THAT FIRST. I VOTE TO DECLINE. !!!!!
58	I am strongly opposed to IMPROVE (Scenario 1) because of the cost involved (I live next door to a young couple with 2 young children and a huge mortgage), but would be prepared to accept MAINTAIN (Scenario 3). I also oppose the adoption of the new big W symbol and have yet to meet a fellow ratepayer who likes it . I was very satisfied with the previous symbol.
59	Generally in agreement, only concern is increases over next 3 years, along with land valuation increases, may potentially push us into a higher rates band, so that our rates will increase significantly compared to our current applicable rates band.
60	I do not wish to see rate increase. Money has been wasted e.g. on change of Warringah logo, "Yes" vote for a referendum we did not have, over-engineered parking area at Middle Creek & plans to spend even more money on sportsfields & the aquatic centre. I would like to see the council set priorities on "bread & butter" issues. For example, we should not have to walk ON busy roads due to lack of LEVEL paths (concrete or grass) free from obstacles; toilets at sports fields are locked on weekdays forcing people using pathways to "find a tree". My husband and I have been ratepayers in this shire for 50 years. We would like to be able to walk safely to a bus stop, see a reduction on speed limits in Parnie Place, Maxwell Parade & Currie Road i.e. 40k at all times. We would like to see re-opening of the right of way to Warringah Rd (from Mavor Crescent) for pedestrians, and reciprocal parking rights between Pittwater, Warringah & Manly. The most effective saving would be abolition of elected councillors - council can run perfectly well with good management by full-time staff. More savings could be made by reducing the many levels of management & amalgamation of Northern Beaches councils.
61	Re the proposed rate increases I do not agree with the 24% increase over the next few years. That's too much! I have been a ratepayer for 30 years and the rates have gone up but the services down. (Streets used to be cleaned regularly and now I think it's 6 monthly). Woollahra council cleans their streets daily or weekly! I don't think the council should be involved in Theatre venues (Glen) as none of my neighbours use it and I think if you did a survey you would find a large percentage of patrons are from other council areas and the numbers would not be significant. The council has a green policy but wants to go from grass (which is green) to a synthetic surface. Beats me!
62	The quest for increase over and above the rate cap concerns other rate payers along with my wife and I. The options of a declined service that will accompany the 12.55% cumulative increase is of concern, however no where near as big a concern as the spectre of a 26.25% rise to fund a lot of projects that we can function very well as a community without. The recent spending on the Warringah logo change and website upgrade, plus site beautification projects in the Collaroy basin precinct for example, alarms me to the wisdom of where present funds are being spent and whether increases sought would be utilised to the benefit of those paying the rates. Before putting the rates up have a look at the income currently received is being spent and where savings can be made to contain costs effectively. I thought the politically appointed administrator was a bad Idea. In hind site with the currently elected teams efforts thus far I'm not so sure.
63	Want to add support for improving, with associated rates increase
64	Warringah Council has a spending problem. I.e. cannot live within its means. It always wants more and more income from ratepayers, rather than improving its efficiency with the funds it already gets. E.g. Why does the General Manager receive over \$300k/year. The USA president gets \$400k apparently. Warringah Council has a spending problem, and the extra rates increases are not justified.

No.	COMMENTS
65	<p>Firstly thanks for the pre advice detailing the proposed improvements in Warringah and yes we realise that the money must come from somewhere. I have lived in Warringah all my life, paid Rates for just on 40 years and generally happy with the services etc provided by the Council. We have recently retired and are now Pensioners which means keeping a tight rein on the budget. Our 2013 Rates increase by 22% over the previous year and thanks to the pensioner discount they were reduced but still there was an increase of 11%, way way above inflation. Realise we live in a desirable area where land values have increased, but when we bought the property 30 years ago it was a regular suburb. I think we have contributed our fair share to Warringah and having an additional Rate burden is something we can't accept. If the additional funding is required I implore you to take into account long term residents who can't afford to pay the proposed increase, particularly those like ourselves who this year have had a significant increase.</p>
66	<p>I am in favour of maintaining the current level of services</p>
67	<p>I own two properties in Warringah and I am in favour of maintaining services. I am particularly keen to see improvements to the Dee Why centre. This area is increasingly becoming an eyesore.</p>
68	<p>I would not want my rates to increase any more than they have to as I am a pensioner</p>
69	<p>look good I am sure with good financial management this could be achieved however if necessary why not just put up the rates as what you are doing is another way of saying put up the rates</p>
70	<p>My preferred Service Level Option is: Decline in Service. The reason for my decision is that I cannot see evidence of service ie the roads are not maintained in a timely manner. For instance the pot hole on the bump cnr Warringah Road and Fitzpatrick Avenue West was not filled in for one year. I dreaded driving up there as it wrecked my vehicle. In addition, not everybody is interested in, nor benefits in the services that you propose to improve. For instance, what do the following mean in the Decline in Service column: times and events, or customer service. Who cares? Not I. I do not see a benefit, nor approve of the following: recreational dredging of Narrabeen Lagoon, Glen street cultural Hub, 9km footpaths, and new events. Most of these initiatives are outdated and not of benefit to the new people moving into the area. Also, you do not clarify what you mean by the words in the improved service column: better roads (where?), cleaning (what?), environment?, gardens? In an area as lush and green as Warringah, and with most homes having beautiful gardens, the money you propose for these initiatives does not make sense. As I have not seen evidence of the rate payers money being used for the great and modern initiatives, I support a decline in service. I have come from Middle Cove/Willoughby/Chatswood areas where they have modern facilities, great shops, a great public area such as The Concourse. What I would like to see in Warringah are the following: * Improvement to the Forestville shops ie more cosmopolitan, more modern, improved toilet facilities for men, women and disabled (not the smelly one between the shops and the library) * Option to have a rate cut instead of receiving the two free parking passes to the beaches under Warringah council * Improved shopping experience at Forestway shops ie more modern clothes shops, more restaurants. * Going more upmarket and less bogan. I therefore propose a Decline in Service.</p>
71	<p>We say NO, NO, NO, to the proposed SRV. We do not believe that council has demonstrated to our satisfaction that all available efficiencies have been made. Also, we believe that council has been deliberately vague about just what the extra rates would provide ratepayers. We will cancel our Direct Debit payments to council for our rates should the SRV go ahead. And we will advise others to do so as well.</p>
72	<p>I support the MAINTAIN SERVICE option. In preference I would rather not see the rates rise at all. There is still wastage there with some senior staff spending our money without due consideration. Also some senior staff are overpaid considering the poor level of service they provide.</p>
73	<p>Council should justify the need for more money by explaining what has been done to control costs. How do costs compare with similar councils? It is not enough to ask if residents want better services and facilities.</p>
74	<p>I object to the approach being taken on this matter – the reduction of the entire discussion to the choice between three options that are defined by Council staff, with no provision for a broader analysis or debate.</p>

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	<p>I also object to the way that capital and operational expenditure have been largely combined. Although all the rhetoric is about services, it is very difficult to clarify how much of the proposed increase in rates is to go to delivery of services and how much to capital items. The nature of future capital items is apparently not addressed, yet much of the rate increase will be going to them.</p> <p><u>Methodology</u></p> <p>In my opinion, a decision to increase rates should be based on the widest possible analysis of the facts and the alternatives. The starting point should be an in-depth review of all of the current functions and activities of Council. The community should be given the opportunity to discuss these functions and activities and to participate in defining their ongoing relevance and priority.</p> <p>The approach adopted is diametrically the opposite of this. It presumes (or pretends) that every single activity that Council is currently involved in is necessary, appropriate and delivered in an optimum way. On the information provided – both in the current consultation and in the Strategic Plan and Budget - it is simply not possible for an outsider to make any judgment on this. In the absence of such information I have no basis on which to agree to any proposal for a rate increase and so I cannot support either Scenario 3 (Maintain Service) or Scenario 1 (Improve Service).</p> <p>However, this does not mean that I support Scenario 2, as defined in the Council information. I do not support a Reduction in Services in the manner implied. As stated, I support a detailed review of all activities – including services – and a rational, informed decision on the necessity or otherwise for a rate increase.</p> <p>Thus I support a Scenario 4 and do not wish to be categorized as a supporter of Scenario 2. My Scenario 4 would have four phases or components:</p> <ol style="list-style-type: none"> 1. A comprehensive review by staff and the community of all of the current activities that Council is involved with and a resetting of priorities. Activities may or may not be services. 2. The re-estimation of the consequent operational budgetary outcome, going forward 10 years 3. The development of a parallel capital budget for the same period 4. The identification of any funding shortfall and agreement of appropriate responses, including a rate increase if necessary <p>This scenario is the one that I feel strongly Council should have adopted at the outset and I encourage it to adopt it now.</p> <p>It may be argued that the annual review of the Community Strategic Plan serves the review function I propose. It could, but not when it is run in the way that it has been in recent times. Over the past four years, the level of detail provided with respect to areas of expenditure has been progressively reduced. A simple example is the fate of the funds raised by the ESSR. This has progressed from a situation where the community participated directly in its allocation, to one where Council staff determined the allocation but published its decision, to one where the allocation</p>

No.	COMMENTS
	<p>was made by Council staff but no detail of it was published, and now to the situation that will apply from next year where the ESSR is to be absorbed into the General Rate and all that will be published is the total expenditure on Stormwater and the Natural Environment.</p> <p><u>Alternatives to a rate increase</u></p> <p>Even if a funding shortfall is presumed, there is no analysis of any option to address it other than a rate increase. In the next four years it appears that productivity improvements are planned to be negligible (about 0.8%), user charges are planned to rise at a rate less than the cost of the services/facilities provided and further cost shifting from the State Government is to be accepted.</p> <p>Alternatives to the one proposed here, where ratepayers pick up all these costs, should be canvassed.</p> <p><u>Confidence</u></p> <p>Council's preferred Scenario 1 will generate a 26.25% increase in its rate income by the end of the initial four year period, with most of that increase being untied and unallocated once the four year period is past. This is because most of the planned expenditures are apparently capital in nature and not ongoing.</p> <p>Given recent history where, for example, Council has - without consultation - diverted funds away from the natural environment to stormwater, I can have no confidence that the stated planned increases in operational expenditure will, over time, be spent in the manner claimed in this current proposal. All recent history is that this Council spends money on exactly those items that its senior staff see as important. Residents are not an integral part of that allocation process and, when they attempt to become involved, data sources are shut down. The manner of presentation of this current topic – with three tightly controlled and defined options being presented, and no room for debate of alternatives – is unfortunately an example of this approach and philosophy in action.</p>
75	<p>I decline to have a special rate to increase services. I have lived here for 43 years and paid for our own road, sewerage, etc ,but would like Council to put in a footpath to get to shops as the narrow road is dangerous. Don't redevelop the Acquatic Centre,but put this \$10m towards footpaths by using reserve money we have already donated. Even Manly has a footpath in every street. As a pensioner, we cannot afford the continual increase in rates, and do not want to be forced to move out of Wgah.</p>
76	<p>NO RATE INCREASES. Rates should be reduced by efficiency improvements.</p>
77	<p>There are more and more units being built in Warringah including some where there used to be 1 house, and now there are 14 units on the same block, so council would be receiving a lot more rates. Council propose an increase of 3%, but that is only an average. A number of years recently, rates have increased by "an average of 3%" so the council say; yet my rates went up 30% in 1 year and over 10% in other years, no where near the 3% quoted. Does that mean that council's 3% will mean another 30% increase for me and many others. It is about time council looked at being more efficient, paying the dopes at the top less, because they are useless anyway. So much mismanagement goes on in the council, as so much waste of money. Think about becoming more efficient before you think about increasing rates.</p>

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79	I doubt the Sheeple will get to read this but here goes. Your 'council' is a business/corporation It is NOT an arm of government...The state government pay your business, a subcontractor, to do the work that is needed for the peopleThe Rates you take is UNLAWFUL! 'councils' are INVALID! under the CONSTITUTION OF THE AUSTRALIAN COMMONWEALTH I.g.a. is invalid ..has not received ASSENT...& Referendums have said NO!!!! Why do you fraudulently take from unsuspecting home owners? PROVE ME WRONG..
80	I do not support the rate increased. My rates doubled overnight a few years back and this was very taxing and a huge shock. Further abnormal increases are not justified. Cut costs or save if there is to be further infrastructure spend on sport facilities that only services a few.
81	Instead of putting up rates, how about you manage your costs better and look at making the most of your income producing assets eg: 1. Accept EFT for your bill payments - at present we have to pay field hire charges by cheque which surely is more expensive for you to process than EFT 2. Do that Café in the SLSC shed at Dee Why to produce rental income for council 3. Commercialise the surf clubs for restaurant/bar/function use by the public like they do in Queensland and like you wanted to do at Long Reef 4. Charge a BIG fee to park trailers on the street (to ultimately deter them from being left there), say \$100 pw 'trailer rates' 5. Less Rangers 6. Don't waste money like you did on those pods and taking away street parking in Lawrence St Harbord 7. Forget about the mega refurbishment at Warringah Aquatic Centre 8. Don't waste money on marketing and glossy brochures (eg changing the Logo); I can't imagine how much this 'rate increase' push is costing 9. Allow the telecom companies to erect their mobile towers on council owned sites an charge them rent/licence fees 10. Avoid costly legal fees and court cases to harass residents who want to cut trees down ...10 suggestions will do. Regards

No.	COMMENTS
82	<p>I am currently travelling so therefore I am not in a position to give as much detail as I would like, however, I raise the following issues in argument against a special rate increase. 1. Council surveys are notorious for being very general and then being used to justify very specific actions. eg the dining pods at Harbord were provided on the basis of a request for more alfresco dining yet when the survey was taken it did not say at what cost and that carspaces would be lost. 2. Council is very wasteful in the way it provides infrastructure. eg the Harbord dining pods were poorly designed and were replaced and only now have been used and the cost of the Manly Vale community garden was shocking whilst Harbord residents did it for \$5,000. 3. Street sweepers are a waste of money given that there are so many cars parked at the gutter the sweeper cannot clear the gutters but drives down the middle of the road. It should be the responsibility of the property owner to maintain a tidy appearance in front of their property. The cleaners do such a good job in Harbord they pick up the Manly Daily from the doorstep of the businesses before they open. 4. Council staff numbers are said to be the same as when Pittwater was formed, yet outdoor staff have been outsourced and building certifiers are now private so there needs to be a full review of what each staff member does and whether it provides utility value to the Council and more particularly, the community. When the community garden concept was considered a committee was formed amongst staff to draft the policy rather than one person getting the policies of a couple of other councils and doing a cut and paste job. The committee's result was pretty ordinary and required amendments. 5. Why are perfectly good footpaths torn up to lay down orange ones? You only need to look at Griffin Rd Curl Curl to see the waste of installing a footpath on both sides of the road whilst pedestrian traffic can easily be accommodated on one side and as it is, the western side is rarely used. Why 3 crossovers within 50m. Wyadra Ave had no footpath from Harbord Rd to Corrie Rd until the last couple of years, yet Griffin Rd got two. 6. You talk of salary costs being tied to the award but have you asked the local government department to formulate a case for a new award and it being one that does not give automatic increases based on continuous service but based upon productivity increases? Aren't executive salaries set by the councillors and didn't the general manager receive one well in excess of inflation during the term of the last council? Why not set the GM a target to reduce costs and pay him a bonus when he achieves it? 7. Where in the Local Government Act does it say that councils must provide things like the Brookvale Show which was attended by a small percentage of the Warringah population. Why do you put on functions for Seniors Week and pay \$200+ per plate of sandwiches supplied at these functions when they could be bought at Woolworths or Coles for \$40. The attendance at these functions is generally very low and certainly does not justify the expense. There was also a function at DY RSL earlier this year to do with retirement but what has that got to do with Council? 8. The prizes for the design competition for Walter Gors Park are way over the top. Why 5 prizes totalling \$7,500? First, second & third for about \$2,000 would have done just as well, but then its not your money. 9. I fully support the Council's stand for amalgamations because then it would not be left to Warringah residents to maintain regional facilities such as Brookvale Oval and the Warringah Aquatic Centre. 10. What will the \$0.22M be spent on for local business? Its only small but what is Council going to achieve? And won't the real cost be much greater given that several staff members will be involved and how will you account for their cost? You claim to be achieving cost savings but I would put it to you that the majority of those 'savings' are nothing more than a function of the market place. Some years ago I was directly involved with a Council committee where the accounting was appalling and I was given statements that were wrong and had to be amended three times at my urging and still I had no confidence in the figures. I believe that in order to run the tennis centre at a profit some creative accounting will be required. Make real cost savings by cutting the bloated bureaucracy in the DY citadel and get back to the basics of local government - roads, rubbish and provision of recreational facilities.</p>
83	<p>I strongly oppose your proposed rate increases. The Council, like all of us, needs to live within our budget. As a self funded retiree (former teacher) my income is fixed. Increases in rates and all other services have a significant impact on me.</p>
84	<p>Our decision is to vote for MAINTAIN current service (SCENARIO 3)</p>

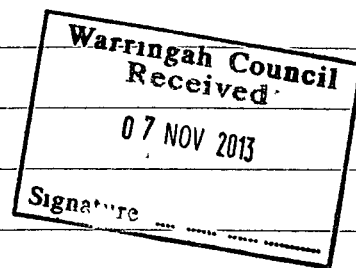
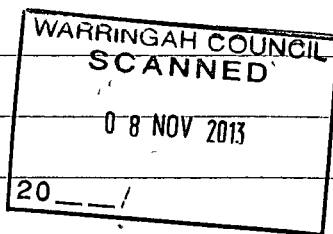
No.	COMMENTS
85	<p>The options presented should not be supported as there are better ways of ensuring sustainability and better services than four special rate increases. The financial projections based on the options have the following assumptions: a) the plan has a productivity increase of 0.2% per annum built into the plan while the national target is of the order of 3% and many well run companies are seeking higher levels. Productivity 0.8% over four years to 17/18 compared to rate increase of 26% b) the plan has user charges increasing less than the cost increases so that the ratepayers are increasingly subsidising users (both from inside and outside the areas). User charges go up 11% in the four years to 17/18 while costs (excluding waste) go up at least 15% c) contributions to operating expenses from the state and federal governments go up by 11% in the four years to 17/18 while costs (excluding waste) rise by at least 15% d) there has been a dramatic increase in what is called borrowing costs but majority is amortising remediation liabilities by \$700,000 in 12/13 and another \$800,000 to \$1,657,000 per annum by 17/18. No mention of the reason for this increase could be found in annual accounts or financial plan. The increases in rates (26%) being sought are to address the deteriorating operating financial position caused by the four factors above and to ensure that about \$9 million is available for new capital each year. However the options put forward are very simplistic, misleading and hide the underlying reasons or need for any rate increase: a) the options talk about improved services when only 40% of increase goes into operating services and 60% into new facilities. Thus the 60% is not required unless there is a continuing need for new facilities b) of the capital items \$2 million (16%) is for the Glen St Theatre which is already committed, may be unfunded as we are told the land that was to be sold is not owned by the council. The expenditure was declared a contingency should the State not vest the land to the Council. Should rates be increased for a contingency? c) \$10 million of new facilities funded by the rate increase is only 12% of the \$92 million being proposed to be spent on new facilities over the next four years. Does the community really need these new facilities especially ones like the new Aquatic centre which has not been specified or could there be a reprioritisation of the \$92 million being spent? The increases in rates is being sought to fund a continued investment of \$9 million a year in new facilities when there has not been justification for the \$9 million as the correct and necessary on-going expenditure rather than \$2 million or \$6 million. Conclusion: That there is another option to enable the increases in operating services to occur and the requires the Council to drive for productivity improvements, increases in user charges and continue seeking operating grants and thus avoid all but one of the special rate increases of 3%. From that plan there would be at least \$3-6 million available for new capital each year, I suggest the one increase is in 14/15 and certainly not in the year that there is a huge waste charge increase. If the Council want to increase new expenditure back to \$9 million for new facilities each year then a detailed 10 year capital budget should be prepared when projects or areas of expenditure are defined and support by the community sort to justify on-going rate increase above the initial 3%.</p>
86	Agree with Improve Service option
87	<p>I am strongly opposed to a 'Special Rate Variation Increase', because: 1. I am sure, that increased efficiency will enable Council to continue to provide essential environment and neighbourhood services. 2. Quite a few of the prioritised areas seem to cater to a targeted part of the community (some are minorities?). 3. Most plans appear to improve/add facilities that could be paid for by their users. Especially, as many of these users would be others than ratepayers. In today's low interest rate climate, funding should be easy until costs recovered. Prime example would be the \$2m to be spent on the 'Glen Street Cultural Hub'. 4. I don't see any consideration for the ageing population. 5. Current rates, plus increases in line with the rate cap are already a significant outlay for most ratepayers I would think. How does Council suggest that those ratepayers on a fixed income finance the increases to them? They don't have a source to pass the costs on to. 6. There is no guarantee that a 'Special Increase' would not be asked for again during or after the proposed period. In fact, it seems to be becoming quite a fashion to threaten cuts in services if Governments are not provided with more money. 7. I support option/scenario 2 as shown in Council's flyer. This flyer shows a more correct option that should be available than that shown on the online survey, which only shows it in a negative way.</p>

No.	COMMENTS
88	I do not support the Special Rate Variation in the Improve and Maintain scenarios. Council's projection that scenario Decline is based on numerous funding costs for high ticket items that may not be needed and supported under the present economic circumstances.. Our natural bushland and heritage has had funding cuts. At same time considerable funding allocated to IT services, logo changes, Dee Why Town Centre developments and upgrades to sporting infrastructures that mat not be needed requirements I do not support the proposed SRV in any form..
89	I am writing on behalf of 20 directly related family groups of which we all live, work and own both residential and commercial properties within Warringah. We as a group strongly oppose any special rate increase. Our local Government has to start taking some real measures in controlling waste in its expenditure. The ratio of revenue to employee costs at approximately 40% in our view is unsustainable, the General Manager recently quoted in the Manly Daily that employee wages rose by 3.25% per annum. This is not a practice that happens in the private sector, and if you run a small business our profit margins have diminished whilst our cost of living has increased since the Global Financial Crisis. As it stands over the past 10 years all inclusive costs on our rate notices have increased by an average of 8% per annum, any extra increases would be outright theft. We as a community are already having to deal with all other household costs escalating in the form of Gas, Water, Electricity and Insurance bills. Any special rate increase would only be a stop gap to tackling the real solution to solving your community needs. The only solution for our community would be an amalgamation of councils giving us a leaner and more efficient bureaucracy.
90	DECLINE Warringah Council suggestion for special rate variation increase on top of IPART rate cap recommendations. In a lower economic area like Dee Why, rates are already HIGH ENOUGH..... "By wasting ratepayers money on new marketing/advertising materials caused by changing the Warringah Council "Flannel flower" insignia/ logo (traditional symbol of the flora of the Guringai area); which had represented well the image of Warringah Council for a long time TO replace it with a new Warringah Council logo that represents nothing of any significance to anyone, least of all the traditional owners, the Guringai people.
91	Dear Council The question I would like to submit is . What is the situation re council costs. 2012 vs 2013.What increase has there been . Are the staff numbers the same or higher . We understand costs must rise however overheads must be kept wjthin budget. I welcome your reply .
92	At this stage as outlined in the survey I would prefer to adopt the "MAINTAIN SERVICE" option for the time being .The rates we are paying are high and I would prefer a steady as she goes policy to consolidate funding and then pay for improvements on a as can afford basis.
93	I select the maintain option. There appears little information on the effect the extra rates on 10,000 new sites in Warringah will have.Is council saving this for more projects? Effects of the Hospital on revenue, road changes footpaths and its near neighbour I can not find. Only pet projects like aquatic centre which I and 5 family members have not used for over 5 years (,users should pay for upgrades) , synthetic surfaces which I do not like and is a soccer push to control grounds used by other sports. That the council Manager reports support for the improve option before information sessions suggests another political stitch up so appearing fair all non responses are treated as declines? Why do rate payers get penalized for most cost increases when many items for improvement are used by many others so the users should share a greater burden
94	You say cost of delivery services is increasing faster than your income. As a widowed self funded retiree my cost of living is increasing faster than my income so I can ill afford a greater than normal rate increase. Maybe like me the council must find new savings areas or simply do without. I'm not sure that a council which allows a 15 story block of units and commercial space near the St Davids Ave and Pittwater Rd intersection with the traffic chaos which will result is smart enough to use extra rate money wisely.

No.	COMMENTS
95	<p>I am against special rate variation as I feel the current rate plus normal yearly increases is sufficient. I feel if the rates were used more economically e.g. less money spent on Brookvale Oval and re-surfacing all sports grounds with artificial turf were not to go ahead we would not be needing extra. We ourselves have to adjust to the current circumstances and I believe that council have to do so too. For this reason I do not support any variation in rate increases.</p>
96	<p>To: Warringah Council 18th November 2013 SPECIAL RATE VARIATION</p> <p>I support, in principle, the ongoing special rate variation each year over four years commencing in 2014/5 to improve service levels and financial sustainability. However, the special rate variation (SRV) would be assigned specifically to pre-selected projects.</p> <p>The existing rate levies, including the ESSR, Sports Field Rectification and Asset Renewal, have a specific purpose which allows Council to determine the individual projects on merit each year. Whereas the current proposal for a SRV requires individual projects to be determined up front for the next four years. Some of the problems that I believe arise from this process are as follows:</p> <ol style="list-style-type: none"> 1. It would not be possible to alter the allocation of funding once the SRV is approved. 2. A significant portion of the SRV would be assigned to major new capital projects that have not yet been on public exhibition. 3. The allocation of the SRV to pre-specified projects does not provide flexibility to prioritise. 4. The SRV would restrict funding for urgent projects that may arise during the next 4 years. 5. Subsequent decisions would be made in favour of pre-specified projects, regardless of changed circumstances, to avoid forfeiting SRV funding. 6. Council would have to apply to vary the SRV in order to change the allocated amount or alter individual pre-specified projects. <p><u>Re the Pre-Selected Projects:</u></p> <p>The SRV is highly skewed towards new capital projects for recreation. The SRV allocation includes programmes that would normally be included in operational expenditure. The SRV includes over \$2m for road maintenance, even though a significant proportion of the budget is already allocated to roads. (The sale of Council road reserve at Collaroy Escarpment also boosted income by \$1m for local roads in Collaroy.) The SRV includes \$2m for Glen Street Theatre Cultural Hub - in addition to the sale of Council land on which the current library and playground are located. The SRV assigns \$1.3m to the Dredging of Narrabeen Lagoon. However, the project has not been on public exhibition, together with the options for recreation and the environmental impacts of the proposal.</p> <p>The funds allocated to the environment generally are a small fraction of the SRV. The \$200K per year for restoring bushland is not a large amount and would normally be included in the ESSR funding. The proportion of the ESSR is currently spent on bushland projects is not provided. The SRV component for improving waterways is mainly targeted at the maintenance of stormwater infrastructure - even though stormwater projects are already a major component of the ESSR funding.</p> <p>The SRV includes \$1.4m per year over 10 years (\$14m repayment on \$10m loan) for redeveloping the Warringah Aquatic Centre. However, the project has not yet been on public exhibition and there are a wide range of possible options. This includes low cost options that would improve revenue but would not require a \$10m loan. Some options are also likely to be contentious, with divided support for the retention of a 50m</p>

No.	COMMENTS
	indoor pool, which is not available elsewhere in Warringah. In my view, the SRV funding for the WAC project is premature before options are considered properly. The appropriate timing of this project is also a variable, dependent on various factors, and should not be fixed to occur or significantly progress during the time-frame of the SRV.
97	I do not support any increase in rates. Warringah has wasted money over the last 18months including changing the Council logo without consultation, website update which is not user friendly, slow and useless. DO NOT increase rates
98	Special Rate Rise for 2014/15e This is wrong. There is no way the Council can justify the proposed Rate rise. It spruiks the savings it has made but we do not hear of all it has wasted. Residents knew nothing about the changes until fait accompli” when they lost Their beautiful Flannel Flower Logo . The “stark nothing M” cost a fortune (there was no expertise or design ability needed). Add changes to stationery, signs and other items this entailed, not to mention the Launch Party, and the cost to Ratepayers must have been at least \$30,000 or more. What other “white elephants” are there that Rate Payers do not know about? The Council has many unnecessary positions in the Ranks and could save by re-organisation. Those employed should be able and willing to act efficiently and use their brains. They should be fully trained after being taken on - including manual workers who should learn how to care for the Bush, etc., AND be properly monitored, not left to idle, sleep in their vehicles whilst on the job, etc. This has happened and can be attested to! Any firms employed should be efficient (not like the present Garbage Contractors). At present it is a complete nightmare contacting the Council and getting anything done and it is horrifying to see the waste in Warringah, not to mention such things as the gate at the Aquatic Centre (marked “This Gate must always be closed”) which is open literally morning, noon and night, all day and every day of the week. The proposed synthetic grass playing fields will be used by Teams for a total of approximately two days a week. Garbage is left everywhere when they leave. Damage is done to the facilities. The Team Members are not paying anything like the fees they should to assist in upkeep: they are being subsidized by other Rate Payers. Then there are the cycle paths (shared and otherwise) – again for the few who mostly do not obey the rules (monitor who dismounts at the bridge over the Warringah Expressway from Bantry Bay Road or who follow rules about caring for Flora on tracks through the bush). Other Ratepayers will tell you of dozens of mistakes, oversights and wastage. I rest my case.
150	We would wish for no change to rates ie OPTION 1 With costs on the increase in particular government charges and electricity and gas our availabe disposable household income is reducing very quickly. We are at the stage in life where we are unlikely to be employed due to age and therefore need to attempt to hold every \$ where we are able. Therefore we must vote against an increase in rates although we do understand where you are coming from ... maybe council should look at its high administration overheads.
151	I agree with the rate increase and hope to see the benefits throughout the area. Can some of the money go to our garbage trucks that come through Dee Why - the smell from the council ones is awful and you do not want to walk past them and they leave the smell when they go down a road !

[REDACTED]
5/11/2013



RE: SPECIAL RATE VARIATION

I OBJECT TO ANY RATE INCREASE.

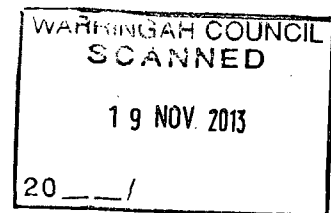
I AM 64 AND TRYING TO SURVIVE ON A CENTRELINK PENSION OF \$20,000 A YEAR. EVERY DOLLAR OF RATE INCREASE WILL MEAN MORE HARDSHIP AND LIVING THAT MORE DIFFICULT.

I HAVE A FRIEND THAT RENTS IN DEEWY AND WORKS IN A LOCAL BUSINESS AND EARNS \$15.00 A HOUR. RATE INCREASE WILL DRIVE UP RENTS, THIS WILL MEAN MORE HARDSHIP ON HER. WHEN THESE LOW PAID WORKERS ARE FORCED OUT OF THE AREA DUE TO HIGH RENTS, WHERE DO THE LOCAL BUSINESSES GET WORKERS?

RATE INCREASE MAY MEAN MY FRIEND AND I WILL NEED TO MOVE, WARRINGAH WILL JUST BE A DOMAIN FOR THE RICH.

YOU BLOKES WHOM MAKE THESE TYPE OF DECISIONS SHOULD REALISE THAT NOT EVERYONE IS ON A SALARY OF \$50,000 A YEAR!!!

[REDACTED]



The Manager, Warringah Council

We are opposed to any SRV by Warringah Council

Efforts over the past three and a half months, for resolution about a nuisance noise issue from a large [REDACTED] have been considerable on our part and lack-lustre on Council's part. Any consideration we may have had about an SRV have long evaporated as we consider the utter wastefulness of time, the not inconsiderable stress, and the frustration from Council's response to the issue.

Over five years ago another neighbouring dog's nuisance barking was handled differently, promptly and with a successful outcome. The contrast with the current procedures and attention could not be greater.

The matter is still ongoing and unresolved and if the issue continues along the lines it has followed to date, a letter outlining in full detail the history of the matter will be forwarded to Council.

There are other matters, environmental in nature, which have been raised with Council. The response when safety issues have arisen has been prompt and fully satisfactory. Otherwise Council's response has been unimpressive.

We are not in favour of an SRV.

Sincerely

[REDACTED]



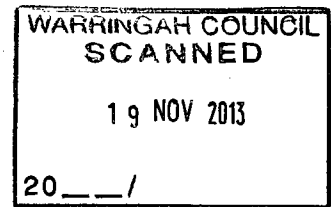
17th November 2013

[REDACTED]

[REDACTED]

[REDACTED]

Warringah Council
Civic Centre Dee Uly



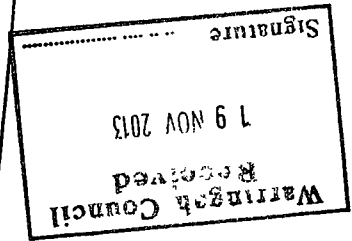
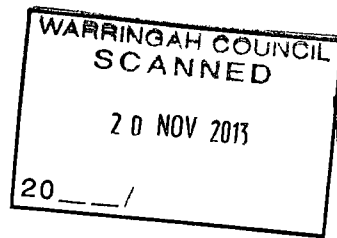
OBJECTION TO PROPOSED RATE INCREASE

Dear Sir / Madam

I strongly object to the special rate variation (SRV) proposed by Warringah Council. It is unfair to levy rates on unimproved capital value (UCV) because every resident shares services equally and it is clearly unfair to levy rates on the basis of property values because rate payers pay for the same services at discriminatory levels of rates

[REDACTED]

15-11-13



The Mayor
Warringah Council
Dee Why

Dear Sir

re Rate increase.

Before you increase the rates there are a few questions I have regarding the way the money has been spent.

- (1) Work done on both South Curl Curl ocean pool and Freshwater pool. I understand in both cases incorrect surfaces were used, thus requiring extra costs to remedy the problems. My concern is was the work done by qualified workers? Who paid for the work to be redone? The council or contractor?
 - (2) Why were good and adequate footpaths pulled up in Albert St, Freshwater and replaced. There are plenty of streets without any footpaths.
 - (3) The car park at Jacka Park, Wyndora Ave is covered with loose gravel which washes into the drain every time it rains - this finishes up on Freshwater Beach - the northern end is a disgrace - covered with rubble & sticks.
 - (4) The unnecessary change of Logo at great cost.
- I look forward to hearing from you regarding the above concerns.



Nov 9th 2013.

Dear Michael Regan,

I would
like to state my objection to
the proposed rate variation.

I believe that the amount to
be given to Recreation is far too
much, the majority of people
in my area would like the
money to be spent in maintenance
of roads, foot paths in streets +
litter bins especially in our
parks where there are
overflowing bins because there
are not enough + they are
not emptied regularly enough.

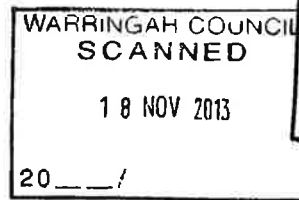


Please consider the essential
& not the unnecessary thing
that half the population
doesn't use.

Yours sincerely

November 13th 2013

Mayor Michael Regan,
Warringah Shire Council
Civic Drive, 725 Pittwater Road,
Dee Why NSW 2099



Dear Mayor Regan,

I am writing this letter in response to your invitation for comment on the planned increase in rates detailed in your recent correspondence on this matter

Firstly let me express my concern that this matter appears to have become pre-ordained given the widely reported statements by Rik Hart that the community "acknowledges the need for this action "

Let me assure you that I personally, and many of my fellow rate-payers and acquaintances as well, are anything but supportive of your plans to have an additional dip into our pockets

I believe that any governmental body has an obligation to govern for the needs of all its constituents, not merely the "special interest groups" and "squeaky wheels" which seem to infest the local government agenda these days

Has anyone in your organisation given even the slightest consideration to the perilous position that many of we pensioners and self-funded retirees find ourselves in under current economic conditions?

While well paid yuppies and young married couples with double income and inflated disposable assets may well be willing to pay extra towards a never- ending increase in council provided services and benefits, many of us are struggling just to meet our daily living costs

In my own case I have seen my income reduce by 50% in percentage and dollar terms in the ten years since I retired. My capital has been eaten into at an alarming rate as I spend my reserves to maintain the most basic standard of living. This of course compounds the problem as I will in future earn a steadily declining level of income on the lower value of my cash assets

I feel safe in assuming that your personal income has not declined over the years, or that of Mr Hart? Please realise that not all of us have the benefit of an annual salary and allowances

The fact that General Managers at Local Government seem to earn more than most State Government Ministers is not lost on your ratepayers either. Just how ageing ratepayers are expected to meet an ever-increasing cost burden is a mystery to me

The main problems I have with your plans are

- The predominance of upgrades which are directed at the needs of the few, rather than the majority
- The fact that many of the programmes planned or in place seem formulated to help local business interests, not the community at large
- The seeming attitude that Local Government is in some way exempt from the requirement for all of us to tighten our belts to meet present economic circumstances
- Wasteful and unnecessary expenditure on indulgent and unimportant programmes
- The developing attitude that Local Government has a right to expand its level of involvement in marginal and peripheral areas never intended to be in its scope of activity
- Basing future expenditure plans on the results of "wish list" surveys

In addressing these matters more specifically, I wish to record my thoughts for your edification

Many of the programmes you are nominating as reasons for the rate increase are of little interest or benefit to the majority of Warringah Shire ratepayers

I have been a ratepayer here since 1968 and not once in that time have I attended the Glen Street Theatre or its associated community centre. In fact my family have been local ratepayers going back to the mid-thirties and they are in a similar position as myself in this regard.

Plans to spend a couple of million dollars on this project are to my mind, outrageous.

One must wonder just how many Warringah ratepayers are in a similar situation to me. Certainly there are quite a few people in our society who like a visit to the theatre. Good luck to them, but what ever happened to the "user pays" principle? The fact that most commercial theatres in this country are struggling to remain open suggests that there is not much of a place for a council provided venue in this marketplace.

I believe this to be an unnecessary and indulgent pastime which is for the use and overall benefit of a small minority of ratepayers, (and perhaps non-residents).

My attitude is similar for other grandiose projects such as the coastal walk and the Narrabeen Lakes walking path. Just how many rate-payers or residents actually use these tracks? Given the advanced age and declining physical ability of many of us ratepayers, I suspect that these are yet another example of projects for the minority rather than the majority.

Upgrading Brookvale Oval is another pet peeve of mine. Why should council be spending the community's hard earned money in improving this venue mainly for the benefit of the owners of Manly Warringah Rugby League Club?

I have followed Manly since I was a child and have attended Brookie since the mid-fifties when we children were able to enter free through the sparse, benevolently placed barbed wire and telegraph poles which allowed ingress through the old creek bed.

Rain or shine, we sat on the toilet block roof cheering for Roy Bull and Rex Mossop and the other greats of the day sporting the big white seagull on their jumpers

We weren't put off by the mud from the trotting track around the ground nor the rain wetting us through in our open seating We were there for the footie Real football fans will go anywhere and suffer any hardship to watch their heroes at work Spending a fortune so corporate interests can entertain their customers and hanger's on in luxury is another matter altogether

I also take umbrage at the excessive amount spent on suburban sporting fields I certainly will never get any use out of these facilities and there are many in the same boat I wonder just how many of those playing on these fields are resident in our shire Are we perhaps picking up the tab for other councils who are not willing to invest in sporting fields in their own areas?

Once again it seems that the majority is being forced to contribute to the activities of a minority How can this be fair? Users pay is my motto

I have difficulty in reconciling large council expenditure on programmes which are of most benefit to the local business community While the waterfront upgrade at Dee Why Beach may well have been carried out with the best intentions, the outcome has been far from satisfactory

What I have seen is the beach parking area becoming nothing more than a giant car park for patrons of the cafes and restaurants along the beach front Very nice for the owners of these establishments, but a non-event for the poor old ratepayer wanting to go for a walk along the beach

I could include in this observation the woeful town centre park What a waste of money! On any given day there are two smokers and a dog present during the lunch hour in this soulless and overshadowed area I understand the council has plans for a larger and more opulent area under consideration and one must ask, why?

Dee Why to my mind is a lost cause and we would be better off realising that you can't make a silk purse out of a sow's ear Just the other day it took me more than 10 minutes to exit the Coles car park owing to a constant stream of traffic coming up towards Pittwater Road from the beach

I was then further delayed at the traffic lights on Pittwater Road as traffic travelling towards Brookvale closed off the intersection owing to a lack of sequencing of the traffic lights through the Pittwater Road strip

Frustration over the snail's pace of traffic in the area is endemic and despite all the usual guarantees, we know that things will only get worse as the headlong development of Dee Why gathers pace

Apparently Council can't wait to put another thousand cars into this area by allowing the building of skyscrapers to block out the sun and match the mood of the poor bloody residents and rate payers

The less said about the handling of the car park issue for the area adjoining St Kevin's Catholic Church the better I personally feel ashamed to be a resident of Warringah

Shire It may well be council has acted legally, but there is such a thing as a moral obligation

I challenge anyone to prove that an underground parking facility and access roads through the present car park will provide a better solution than what we currently have If you want confirmation take a walk around to the Grand and see just how difficult it is to enter and exit such a facility

All I can see is the potential for even more traffic chaos and difficulty in crossing Pittwater Road than the inferior level of access now existing A "suck it and see" attitude will not satisfy those of us who know what the real situation with Dee Why motor vehicle movement is

Recently the Federal Treasurer warned us that we will all need to tighten our belts and learn to live within our means, if we are to reduce the deficit and bring the budget back into the black

It is of very real concern to me that Warringah Council appears to consider that this reality does not apply to them Your promotional material clearly shows that a special rate increase is considered the only acceptable outcome, so I wonder why we are spending more of our limited money on a "people's input" programme

No doubt it would surprise you to know many people would actually prefer a rate reduction and if necessary, some lessening of services, rather than a "special" or "one-off" increase, (how many times have we heard this term in the past?) If it's not an "environmental" levy, or a "special capital works" levy, then it's a "catch up" increase

Local government has brought in a plethora of these levy measures over the years, possibly as a way around the rate-pegging which the State Government introduced I understand rate-pegging came about simply because of over enthusiasm on the part of councils in search of an increasing revenue stream

I'm afraid the golden goose has stopped laying Mayor Regan

It is difficult to reconcile Council's concern for the healthiness of the budget when we see wasteful indulgence like the change of council corporate identity Just why the perfectly adequate flannel flower emblem had to go is an enigma to me The new logo, which looks more like an emblem for a science fiction programme to my jaundiced eye, is mediocre at best

Why waste money when the economic climate is apparently so tight? Has the service or range of benefits to the ratepayer increased with this identity change? I think not

Why does council need to evaluate newer, more ostentatious chambers and offices in what is a monopoly sector? Why are we so over regulated? Why should council ancillary and miscellaneous charges be so excessive (the list of council fees and charges detailed on your website would take a speed- reader a week to work through) Where does all this money really go to?

Where is the improvement in service from the large amounts spent on councillors and staff attending meetings, conferences and educational programmes? Has the council really carried out a comprehensive review of the services and benefits it provides to establish where the money can be most wisely spent?

It is my firm belief that Local government has lost sight of the reason for its very existence. Looking after local roads, parks and beaches with additional responsibility for refuse collection and building approvals should be your prime focus.

We have a State government to handle social issues and the rest of the non-core activities councils seem determined to become involved in.

Rest assured if the State Government wishes you to take on additional responsibility then in my opinion, it is for their advantage, not yours.

Shifting costs to the local government sector is an old and well proven tactic. I believe this amounts to double dipping as there is inevitably no reduction in the State taxation or revenue stream when they get you to take on this broadening of your activity base. The ratepayer gets a double whammy as Council adjusts fees upwards to meet the new responsibilities while the State Government certainly doesn't lessen the cost burden on the mugs paying their bills.

I also see no sense in spending vast amounts of money in catering to the tourist or visitor trade. Surely the main benefit of these activities is to the business sector? I just don't see why we as ratepayers have to contribute to their economic returns.

Yes, I know they employ people, but are these always locals?

If a Manly match at Brookie attracts 15000 people, how many of these are from our local government area? Conversely, how many of those using the beachside car parks are locals?

Finally, I am appalled by the reliance council places on "focussed" survey results in establishing community needs and desires. If questions are cunningly devised, then results can be obtained to justify just about anything.

If asked the question, then most people will opt for the highest level of benefit available. This is a far different thing to being willing to pay for the increased service.

For instance, I am driving a 14 year old Holden motor vehicle as I am not in an economic position to upgrade. If I were to be asked if I would like a new Bentley I would certainly say, "Yes, please!"

There is however a financial reality which says I would answer "no" if I knew I had to pay for the vehicle myself. The question which should have been asked is "would you be willing to pay for a new Bentley?" It's all in the wording of the question.

People will inevitably agree to a wish list, but balk at paying for it. If Council were to adopt a user pays philosophy with say Brookvale Oval, then you could suggest a \$20 per person surcharge on everyone attending games there. This could then go towards

upgrade and improvements with the users paying their fair share. What sort of response would you expect under these circumstances? I'm sure you know what it would be. My point exactly.

It is far simpler to whack the burden on the ratepayer. Simpler, but hardly fair. Better to not carry out the work, which is ultimately to the advantage of a minority including business interests, visitors and opposition followers.

It is becoming increasingly apparent to me that we can no longer afford the luxury of the Local Government area. Clouded lines of responsibility, duplication of effort and facilities, extravagant costs and a level of confusion over why different council areas have vastly different priorities and expenditure philosophy suggests to me that it might be time to say goodbye to the third level of government.

Brisbane City Council and Logan Shire Council just about control the total Brisbane metropolitan area while we have three councils covering a small strip of land reaching out from the harbour to Palm Beach. How in the world can such an expense be properly justified?

Not that I expect any of the foregoing to have an impact on Council's decision, which I suspect has already been taken, despite the claims that you are gathering community input.

I personally consider that the chances of a rethink work out at slightly less than that of you missing a Manly Daily photo-shoot opportunity. I hope I am wrong, but long experience makes me cynical.

You may register me as one not in any manner supportive of a special rates increase, and as a huge supporter of State Government rate-pegging, as a control measure. Once bitten, twice shy.

Yours truly

Mr Brad Hazzard
Mr Greg Page

Minister for Infrastructure
Minister for Local Government



The Mayor Michael Regan
Dear Sir,

As a long time resident & ratepayer of [REDACTED]
[REDACTED] I feel qualified to make the
decision as to whether or not I need to pay more.
In all those years there has never been any
additional services or advantages to those of us
living in that God-forsaken pocket [REDACTED]
no footpaths, no verge maintenance & worst of all
no transport the main reason for my having
to move away.

Taxi fares are expensive & the long walk
to the nearest shops & bus service became
impossible for me.

All very well to spend money on up-grading
sporting facilities & the like. Certainly children need
them as ours did, but were never indulged with the
trappings you propose. As for Olympic standards, how
many achieve those levels & for those who do they
are well & truly catered for.

High time you learned to balance the budget as
we have to & spend our hard earned money on the
essentials & basic needs before indulging in extravagance.

As a self funded retiree I strongly object to
any additional increase in rates.

Yours faithfully,

12 November 2013

Michael Regan
Mayor
Warringah Council
Civic Centre
725 Pittwater Road
Dee Why NSW 2099



Dear Sir

Proposed Special Rate Variation

Ref 2013/288337

We refer to your recent letter regarding the proposed special rate variation

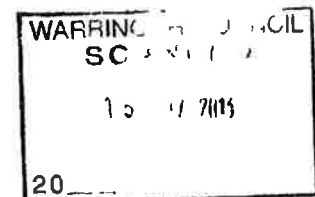
As property owners and ratepayers in Warringah, we wish to state that we do not support this proposal

We understand that projects need to be undertaken and improvements to facilities made however the justification for a proposed special rate increase to "deliver the improvements our community is calling for" is, quite frankly, alarming

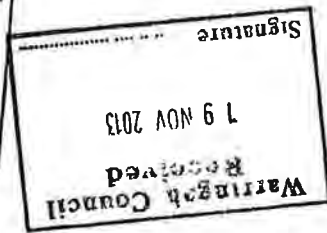
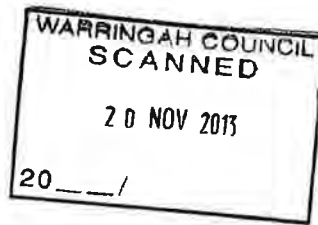
We call on Council to seek efficiencies in other areas of operation, such as reducing overheads, administration. We urge Council to ensure that the rates we are currently paying are well managed and that rigorous processes be applied when considering works and projects using public funds

We strongly object to this proposal

Yours faithfully



The Mayor
Warrungah Council
Dee Why



Dear Sir

re Rate increase.

Before you increase the rates there are a few questions I have regarding the way the money has been spent.

- (1) Work done on both South Curl Curl ocean pool and Freshwater pool. I understand in both cases incorrect surfaces were used, thus requiring extra costs to remedy the problems. My concern is was the work done by qualified workers? Who paid for the work to be redone? The council or contractor?
 - (2) Why were good and adequate footpaths pulled up in Albert St, Freshwater and replaced. There are plenty of streets without any footpaths.
 - (3) The car park at Jacka Park, Wyndora Ave is covered with loose gravel which washes into the drain every time it rains - this finishes up on Freshwater Beach - the northern end is a disgrace - covered with rubble & sticks.
 - (4) The unnecessary change of Logo at great cost.
- I look forward to hearing from you regarding the above concerns.

Yours faithfully



DEAR S.R

'ON THREE OCCASIONS I HAVE TRIED TO CONTACT YOU BY EMAIL TO REGISTER MY OBJECTION TO AN INCREASE IN OUR RATES LEVY, IT DOES NOT WORK.

MY OBJECTIONS ARE SEVERAL IF THE COUNCIL DID NOT WASTE MONEY ON SUCH THINGS AS OUR NEW TERRIBLE COUNCIL LOGO (WITHOUT CONSULTATION) MORE FUNDS WOULD BE AVAILABLE.

OUR SERVICES ARE MINIMAL GARBAGE RE-CYCLE AND THE STREET SWEEPER ABOUT TWICE A YEAR.

WE HAVE BLOCKED DRAIN WHICH ARE ONLY CLEARED WHEN WE REPORT THEM AS OVER FLOWING. ROADS ARE REPAIRED BADLY

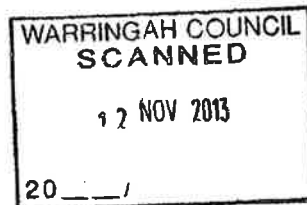
I REALISE THE OVALS ARE MAINTAINED AND SKATEBOARD RAMP UP GRADED.

GLEN ST. THEATRE IS BEING RE-MODELLED - BUT THIS IS HAPPENING WITH OUR CURRENT RATE PAYMENT.

SEEMS A BIG PERCENTAGE IS ON STAFF WAGES AND DEE WHY.

LEAVE THE RATES AS THEY ARE

Have Your Say
Warringah Council
725 Pittwater Rd
Dee Why



Dear Sir/Madam,

It is my opinion that at this stage, Councils should keep rates to a minimum
However, all essential services should always be maintained and Council should
always be on the look out for efficiency improvements

However, Councils should not be running services that help a few and really are
not for the benefit of all ratepayers

eg Glen Street Theatre and those sporting complexes at North Manly

Consequently, I feel that your last advertisement in the Manly Daily on 2/11/2013
is somewhat misleading but I do agree with the MAINTAIN SERVICE policy

Yours faithfully,



RECEIVED WARRINGAH COUNCIL 04 NOV 2013 MAIL ROOM

DEAR SIR.

I AM AGAINST ANY
 INCREASE IN RATES AS I
 DO NOT THINK THE
 COUNCIL WILL DO ANYTHING
 MORE THAN THEY DONT DO
 NOW, AND I FIND IT
 DIFFICULT TO PAY THE
 AMOUNT THAT YOU CHARGE

WARRINGAH COUNCIL SCANNED - 4 NOV 2013 20==/
--



Our Ref: 2013/288337

IV

21 October 2013

Dear Ratepayer:

Re: Explaining our proposed special rate variation

Over the last five years Warringah Council has worked to improve services and facilities to our community.

Now your Councillors and I want to build on these successes, so we are asking for a special rate increase to bring forward projects and improvements. As a property owner in Warringah, we are seeking your input in making this decision.

We will be able to provide upgraded roads, new footpaths and develop facilities including all-weather sportsfields, surf club upgrade, revamp the aquatic centre, beautify parks and reserves and continue to restore our natural environment. There will also be more funds for youth facilities, improved playgrounds and more.

Rates currently increase with the 'Rate Cap' determined annually by the Independent Regulatory and Pricing Tribunal (IPART). Councils can apply for a Special Rate Variation (SRV) to seek additional funds above the rate cap to better serve their communities' needs.

So that we can deliver the improvements our community is calling for, your rates will need to rise above the rate cap from 2014/15. A rise is inevitable – we will need one no later than 2017/18 in order to just maintain current service levels.

What are the choices?

IMPROVE SERVICE (Scenario 1)	Improved service levels, new capital projects and financial sustainability. <i>This is supported by a special variation each year over four years commencing 2014/15. The improvements are outlined above and detailed on the website.</i>
MAINTAIN SERVICE (Scenario 3)	Maintain our current service levels and financial sustainability. <i>Rates increase in line with the rate cap and a one off special rate variation in 2017/18</i>
DECLINE IN SERVICE (Scenario 2)	Current service levels would be maintained in the short term, but later decline. <i>Council's budget would be in an operating deficit after 2017/18 and service levels would decline.</i>



What is the percentage increase in rates?

	2014/15	2015/16	2016/17	2018/19	Cumulative Impact
IMPROVE SERVICE	6.1%	6%	6%	5.9%	26.25%
MAINTAIN SERVICE	3.1%	3%	3%	9.4%	19.66%
DECLINE IN SERVICE	3.1%	3%	3%	2.9%	12.55%

Note: all scenarios include the estimated rate cap adjustment, set by IPART. 'Decline in Services' is the estimated rate cap.

What is the impact on average residential rates?

The average annual rate for a household in Warringah under each scenario over the next four years is below. The figures in brackets are the additional increase above the estimated rate cap.

	2013/14	2014/15	2015/16	2016/17	2018/19
IMPROVE SERVICE	\$1,138	\$1,208 (\$34)	\$1,280 (\$71)	\$1,357 (\$112)	\$1,437 (\$156)
MAINTAIN SERVICE	\$1,138	\$1,174	\$1,209	\$1,245	\$1,362 (\$81)
DECLINE IN SERVICE	\$1,138	\$1,174	\$1,209	\$1,245	\$1,281

How can I find out more and get involved?

These scenarios are detailed in our revised Delivery Program and Long Term Financial Plan. They are on exhibition online, in all our libraries and the Civic Centre at Dee Why. I encourage you to view and comment on these plans by **Monday 18 November** at warringah.nsw.gov.au.

There will also be several public information sessions from 6.00 pm - 7.30 pm, with presentations by the Councillors starting at 6.15pm on:

Monday 28 October	YOYO's Youth Centre, 10 Forest Way, Frenchs Forest (Between Forestway Shops and Warringah Rd)
Tuesday 29 October	Civic Centre, Dee Why (main Administration building, enter via Civic Drive)
Tuesday 5 November	Presidents Lounge, Brookvale Oval (enter via Alfred St. No disabled access to this venue)

Please take the time to participate. I welcome your feedback and look forward to discussing making Warringah even better.

Yours faithfully

Michael Regan
Mayor

15th November 2013

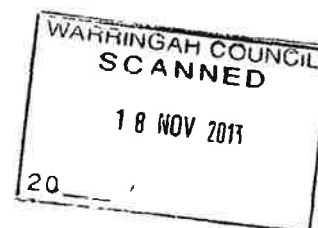
Dear Sir/Madam,

I am writing regarding the flyer "Change for the Better" concerning an increase in rates

I am aware that this council has been fiscally prudent and I congratulate you on this. I would have hoped that this would continue. I consider it grossly unfair that the burden for the proposed expenditure should largely fall on large land holders. Many people who own such blocks are not wealthy and will find it very difficult to meet these costs. I suggest that in fairness if you decide to go ahead with these proposals that you place an equal levy on all rate payers or consider not going ahead with this huge expenditure.

Please consider the people who will bear the vast bulk of the burden. Please put yourself in our places and reconsider your plans or consider another method of payment.

Yours faithfully,

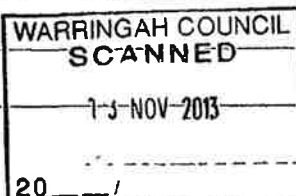


11 11 13.

GENERAL MANAGER

Re. S.R.V. PROPOSAL.

My wife & I agree to maintain (SCENARIO 3)
NOT (SCENARIO 1) AS PROPOSED BY COUNCIL.
WHEN I VISITED FORETVILLE LIBRARY THEY SAID
THAT THEY HAD NOTHING ON DISPLAY AND NEW
NOTHING RE. EXTRA INFORMATION ONLY THE BROCHURE
WE ALL RECEIVED. I BELIEVE COUNCIL WOULD HAVE
RECEIVED BETTER RESPONSE IF A YES/NO PAPER
HAD BEEN AVAILABLE TO SEND TO COUNCIL.



3rd. Nov. 2013.

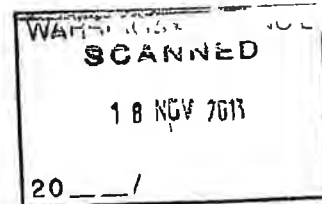
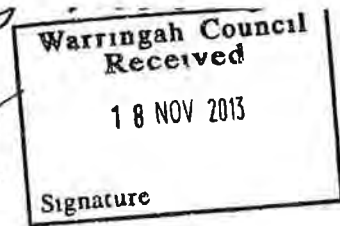
The General Manager
Warringah Council.

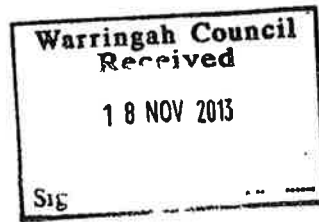
Dear Sir.

As ratepayers & residents at
the above address, we hereby
lodge an objection to Council's
intention to raise extra revenue
by the introduction of a Special
Rate Variation (SRV) over a
four year period.

Yours faithfully,

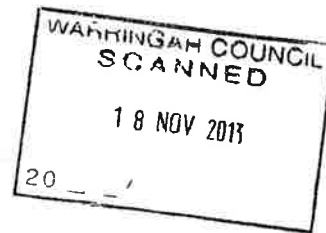
P.S. an acknowledgment to this
letter would be appreciated.





11 November 2013

The Mayor and General Manager
Warringah Council
725 Pittwater Road
DEE WHY N S W 2099



Dear Messrs Regan and Hart

Special rate variation

I respectfully request you give more thought to what you are proposing unless you are indulging in social engineering

Your statement is too cute and simplistic that a coffee a week will cover the special rate increase on average rates of \$1,138 p a and ignoring the effect on other rate payers My rates are \$3,802 40 p a and I calculate an improved service rate you champion will cost me an additional

2015 \$231 95	2016 \$242 06	2017 \$256 60	2018 \$267 46
---------------	---------------	---------------	---------------

Add to this the new pool inspection and reinspection \$250

Total increase \$1,248 00 without taking into consideration Valuer General increasing land values and the flow on effect to rates Valuer General increased my land value by 23% for 3 years to 1/7/2012

Council must appreciate there are many of us who are retired with fixed or reducing incomes, but not pensioners and therefore not entitled to rates concessions We are entitled to seniors health card benefits that are not recognised by Council We only avail of Council very basic services Does Council want to force senior citizens who have provided for their retirement to sell up and move to retirement villages?

Solution

- 1 Council extends pension concessions to senior health card holders
- 2 Council adopt a rate for basic services for all rate payers covering garbage, road maintenance, cleaning, all general neighbour matters Then like other service providers they give rate payers a choice of options packages they can utilise like (i) sporting facilities, (ii) Theatre/arts, (iii) Brookvale Oval and facilities, (iv) Childcare, (v) Events and functions

I believe Council should review its activities and programmes and return to basic Council matters - garbage, public health and roads I am not impressed with largess of Council to Brookvale Oval (\$m's), last weeks news of new bus shelter for Dee Why (\$1m) and now a super skate park As Council explains high cost of maintenance why take on more unless unused facilities are retired instead of thinking up projects to continue to use them

I attach an article on parking fines and Warringah Council does not get a mention Does anyone at Council think parking behaviour here is any better than elsewhere - it is not and clearly evidenced as compliance if ineffective Here is \$2/3m waiting to be collected which would improve traffic, make footpaths safer and lead to more social compliance behaviour

Salary costs can be reduced not increased if

- 1 End programmes/services that are not real Council business - Events promotions, Art, Glen Street Theatre, Childcare etc
- 2 Be realistic with forward programmes - Does Dee Why need a \$1m bus shelter?
- 3 Retire facilities not used or sell
- 4 Keep resident expectations and aspirations practical and affordable If Council like rate payers find costs outpacing income reduce spending and manage your assets
- 5 Without Brookvale Oval, Glen Street Theatre, Childcare Centres and similar items savings in outlays and staff involvement would be available
- 6 The larger the staff numbers and departments the higher the salaries individually and gross

Thank you for the opportunity to comment

Yours faithfully



Councils milk us for \$3b

4/11/13
Steve Smith

EXCLUSIVE

**THE CHAMPION
BAN AFFAIRS REPORTER**

One hand they don't want driving, yet on the other hand cow motorists are worth eye-watering \$3 billion to council coffers.

Financial reports reveal that local governments over this financial year with ord-breaking tax, fine and hauls even as draft polls seek to slash parking and it even more expensive to halt Sydney's congestion

Parking fines have hauled City Council with the council also handing out \$365.6 million of the state's \$1.4 billion haul since 2003.

It doesn't end there either. The council's latest financial report revealed it raked in \$43.5 million from parking meters and parking stations in the year to June.

PARKING FINES 12/13

Sydney City	\$38,880,474
Waverley	\$11,070,607
North Sydney	\$6,819,186
Parramatta	\$5,849,534
Woolahra	\$5,509,123
Willoughby	\$4,688,369
Fairfield	\$4,664,832
Randwick	\$4,565,946
Leichhardt	\$4,276,366
Ryde	\$4,240,084
Liverpool	\$3,883,521
Marrickville	\$3,348,066
Manly	\$3,188,713

of people who access the city by car, it contributes significantly to traffic congestion and delays to bus services by occupying valuable street space.

The strategy said it would work with the City of Sydney and developers to make changes to local government planning controls to reduce the rate of new parking spaces where congestion is worst.

It also seeks to change the parking space levy to on-demand to encourage drivers to travel outside peak and reduce overall demand for off-street parking.

relying on NSW's 5.6 million registered cars to beef up budgets, latest policies seek to reduce on-street and off-street parking in Sydney's heart.

The Sydney City Centre Access Strategy seeks to convert on-street parking to other functions such as loading, mobility access or taxi pick-up/set-down.

On-street parking facilities car access to the city centre and supports retail and commercial activity. But while it only serves a small number

of people who access the city by car, it contributes significantly to traffic congestion and delays to bus services by occupying valuable street space.

The strategy said it would work with the City of Sydney and developers to make changes to local government planning controls to reduce the rate of new parking spaces where congestion is worst.

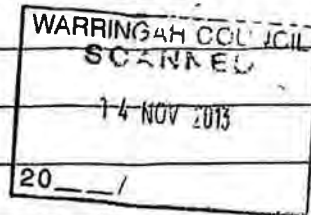
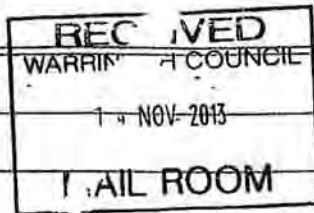
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It also seeks to change the parking space levy to on-demand to encourage drivers to travel outside peak and reduce overall demand for off-street parking.

FOR THE FULL LIST, GO TO
THE TELEGRAPH.COM.AU



TO WHOM IT MAY CONCERN
WARRINGAH COUNCIL
CIVIC CENTRE, DEE WHY

I AM WRITING REGARDING THE "HAVE YOUR SAY" AS TO THE PROPOSED RATE INCREASES. I BELIEVE THE RATE SHOULD BE MAINTAINED AT THE PRESENT CAP AND SAVINGS BE MADE BY CUTTING COSTS AND INCREASING EFFICIENCY. THE RATE BASE HAS GROWN ENORMOUSLY OVER THE PAST TEN YEARS DUE TO THOUSANDS OF RATEABLE UNITS AND HOMES BEING BUILT. ADD TO THIS THE VALUER - GENERALS INCREASE IN PROPERTY VALUES WHICH AUTOMATICALLY INCREASES THE RATE LEVEL. I FIND IT HARD TO BELIEVE THAT COUNCIL WOULD NEED EVEN HIGHER INCREASES IF THE INCOME WAS MANAGED PROPERLY.

THE GENERAL MANAGER FOR INSTANCE RECEIVES ABOUT AS MUCH PER ANNUM AS THE PRESIDENT OF THE U.S. OF AMERICA. I BELIEVE THE MAYOR RECEIVES AROUND \$80,000 PER ANNUM FOR WHAT WAS ONCE A VOLUNTARY ROLE WITH EXPENSES. I SHUDDER WHAT SALARIES OTHER SENIOR OFFICERS ARE PAID. PLEASE CONCENTRATE ON PROVIDING THE BASICS, GARBAGE, ROADS FOOTPATHS, ETC AND FORGET "PIE IN THE SKY" PROJECTS AND THE PRETEND JOBS IN COUNCIL WE ARE PAYING FOR. I BELIEVE ANY PUBLIC AMENITY WHICH DOES NOT AT LEAST BREAK EVEN SHOULD BE CLOSED DOWN. I SEE MONEY WASTED DAILY WHICH COULD BE USED TO BALANCE YOUR BOOKS. COUNCIL SHOULD BE RUN LIKE ANY OTHER ENTERPRISE AND NOT EXPECT TO BE BAILED OUT BY RATEPAYERS BECAUSE OF MISMANAGEMENT. IN MY OPINION COUNCILS HAVE JUST BECOME FIEFDOMS WITH THOSE IN POWER FORGETTING WHO THEY ARE PUT IN PLACE TO SERVE.

SINCERELY,

1/1

5

27 | 10 | 2013

FAX TO: 9971.4522

Sent 27/10/13, 7:10 pm

Mr Michael Regan
The Mayor
Warrungah Council.

Dear Sir,

RE: PROPOSED SPECIAL RATE VARIATION

Your ref: 2013/293097 (20/10/13)

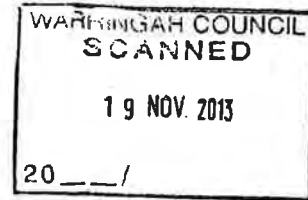
I write to strongly object to any increase in the Council rate beyond the 'Rate Cap'. This 'Rate Cap' is determined by an independent Tribunal, is in essence of the CPT and not meant to be exceeded except in exceptional circumstances or emergencies.

The Council should, in keeping with general economic principles, learn to live within its means. Any capital project should be planned for by savings. Services should only be provided if they are funded. Perhaps staff can be cut, administration streamlined or eliminated and wages pegged or reduced. If there are savings cannot be found, perhaps Council merger is the answer.

I note that the U.S.A. could function for 16 days (probably even longer) with supply frozen. Similarly, Council functioning is not vital.

I find your multi-coloured letter to be self-serving in only giving some options that are designed to make life easier for themselves.

Yours faithfully,



The Manager, Warringah Council

We are opposed to any SRV by Warringah Council

Efforts over the past three and a half months, for resolution about a nuisance noise [REDACTED] [REDACTED] have been considerable on our part and lack-lustre on Council's part. Any consideration we may have had about an SRV have long evaporated as we consider the utter wastefulness of time, the not inconsiderable stress, and the frustration from Council's response to the issue.

Over five years ago [REDACTED] handled differently, promptly and with a successful outcome. The contrast with the current procedures and attention could not be greater.

The matter is still ongoing and unresolved and if the issue continues along the lines it has followed to date, a letter outlining in full detail the history of the matter will be forwarded to Council.

There are other matters, environmental in nature, which have been raised with Council. The response when safety issues have arisen has been prompt and fully satisfactory. Otherwise Council's response has been unimpressive.

We are not in favour of an SRV.

Sincerely



17th November 2013

Warringah Council
Civic Centre Dee Uly



OBJECTION TO PROPOSED RATE INCREASE

Dear Sir / Madam

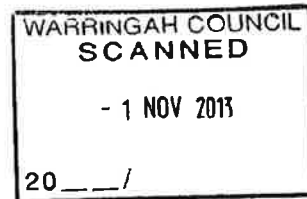
I strongly object to the special rate variation (SRV) proposed by Warringah Council. It is unfair to levy rates on unimproved capital value (UCV) because every resident shares services equally and it is clearly unfair to levy rates on the basis of property values because rate payers pay for the same services at discriminatory levels of rates.



1 Y

2013-10-30

Warringah Council
Civic Centre
725 Pittwater Road
DEE WHY NSW 2099



Dear Sirs

Proposed special rates variation

Thank you for your circular of 18 October concerning above

Taken in isolation your arguments for making a special rate variation are reasonable

However taken in the knowledge that all governments are short of money, electricity, gas and water charges are increasing rapidly, the overall picture for the community is not good

Here we have a two speed economy The FIFOs are OK Charities are reporting there is an increasing number of middle Australia unable to meet the increasing costs of electricity, gas, etc and end up being homeless Here is WA alone there is something like 3000

Before you increase the rates, please look at the overall picture

Perhaps you could organize a few Friends groups - ie Friends of Dee Why Lagoon, and/or similar groups

Yours faithfully



Dear Sir,

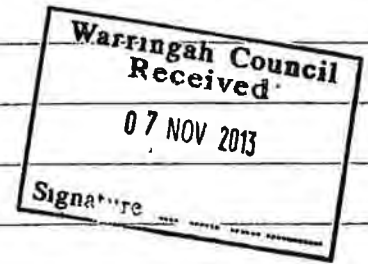
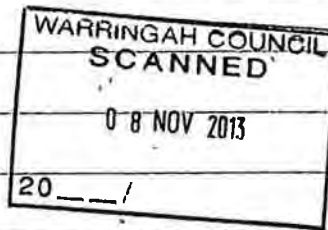
Re Special rate variation – [REDACTED]

I would prefer Council to only increase rates at the "Maintain Service" in line with the rate cap. My rates are high costing \$1688.00 per year and I'm finding all the increased charges a burden.

I have owned the property for 10 years and have noticed no improvements for the street. Opposite has been a very rundown reserve with hardly any play equipment for children of the area. However, I'm finally hopeful the reserve will be upgraded for the benefit of the residents.

Kindest regards

5/11/2013



RE: SPECIAL RATE VARIATION

I OBJECT TO ANY RATE INCREASE.

I AM 64 AND TRYING TO SURVIVE ON A CENTRELINK PENSION OF \$20,000 A YEAR. EVERY DOLLAR OF RATE INCREASE WILL MEAN MORE HARDSHIP AND LIVING THAT MORE DIFFICULT.

I HAVE A FRIEND THAT RENTS IN DEEWY AND WORKS IN A LOCAL BUSINESS AND EARNS \$15.00 A HOUR. RATE INCREASE WILL DRIVE UP RENTS, THIS WILL MEAN MORE HARDSHIP ON HER. WHEN THESE LOW PAID WORKERS ARE FORCED OUT OF THE AREA DUE TO HIGH RENTS, WHERE DO THE LOCAL BUSINESSES GET WORKERS?

RATE INCREASE MAY MEAN MY FRIEND AND I WILL NEED TO MOVE, WARRINGAH WILL JUST BE A DOMAIN FOR THE RICH.

YOU BLOKS WHOM MAKE THESE TYPE OF DECISIONS SHOULD REALISE THAT NOT EVERYONE IS ON A SALARY OF \$50,000 A YEAR!!!



The General Manager
Warringah Council

Dear Mr Hart,

I enclose 3 letters from the
"Mercury Daily." They oppose the rate
rise and so far we haven't had
one supporting it.

I am quite sure most
people are against it but they
are too busy and cynical about
the notice they will receive to
make a submission against it.

Times are tough for quite a
lot of people. If you think the council
workers should be given a pay rise
then I think you should work
out how to reduce the size of the
staff. Further, at some places new
staff are ^{being} employed at a lower
rate than those they have replaced.
Multiskilling is ^{also} the order of the day
in some work situations.

In conclusion I am against
this extra rate rise Yours sincerely



N HIA GONG

building industry for 30
s, admitted the Narra-
development was one
e most difficult he had
involved in.
e had to obtain funding
t in the middle of the
," he said.
e value of the complex
bout \$55 million. Three

When you purchase a
oven plus another elig
appliance. Co



It's a bit rich, Mr Hart

WARRINGAH Council general manager Rik Hart is quoted as saying most residents accepted the need for a special levy (MD, October 31).

Well, Mr Hart, you could be surprised to know that this may not be the case, particularly given in-built inefficiencies many NSW councils display.

A recent NSW local government report alluded to Warringah Council being behind in their spend proportions in critical areas compared to many other councils. The 2012/13 financial report showed Warringah Council recorded a profit of \$14 million yet it still wants more.

Mr Hart complains about wages

expenditures, so may I also suggest that you get rid of some unnecessary positions within the council management.

The times are long gone for having a manager for everything. Have you heard of multiskilled positions or maybe you should look at your own salary level?

While ratepayers have no direct say in staff employment or the levels of rates, we do get to vote, which is something that councillors should well remember the next time around.

MIKE GIBB, Belrose

Rate rise rankles

WHILE the concept of a rate rise above the capping to facilitate new projects appears feasible at first reading, a closer look does bring up some concerns:

■ Given previous council expenditure (for instance the new "W"

logo) can we be assured that any additional funds raised would be spent wisely?

■ Would the council approach to ask for double the maximum legislated increase work elsewhere?

What if Warringah ratepayers pointed out to their boss that they worked hard, mentioned the rising cost of living, told them they needed a holiday, preferably overseas?

If they then asked for a new car, do readers think that they would be successful in getting a larger pay rise?

We acknowledge that we live in a wonderful area yet hear constantly that working families are struggling to make ends meet.

Perhaps the council should consider looking for efficiencies within its own team before asking for a rise above and beyond the percentage set in place to protect ratepayers?

Just a thought.

CAROLE BEALES, Collaroy



Hypocrisy must stop

"THE majority of residents have spoken". This quote from is Rik Hart, Warringah Council General Manager, in support of a special levy on our rates.

He is able to say this because the council commissioned a survey of residents which was conducted by telephone a fortnight ago.

Three scenarios were put to the residents.

I was asked which of the three

scenarios I supported.

I said to the nice chap on the other end of the phone that there ought to be another option, which your readers Mike Gibb and Carole Beales propositioned, ie the council could be more efficient with the way they spend our money.

That way we could have option 1 without any loss of services. (Sorry sir, there's no box for that).

If this had been proposition number 4 then I seriously doubt that Rik Hart would have made the announcement referred to at the beginning of this letter.

Any survey can be structured to give the desired answer, it just depends on how the question is formulated — just ask John Howard when Australia had the Republican referendum.

I wonder what this survey cost us. Not to worry, council is not paying for it. We are.

IAN LINTON, Collaroy Plateau

WARRINGAH COUNCIL SCANNED
07 NOV 2013
20__/

RECEIVED WARRINGAH COUNCIL
07 NOV 2013
MAIL ROOM

2-11-2013

TO THE MAYOR - MICHAEL REGAN

NO ! NO ! NO !

I HAVE BEEN WAITING FOR A FOOT PATH SINCE MAY 1954
GROSS WANT - IT'S NOW 2013
AND IT'S NOT ON ANY AGENDA.

I CAN'T AFFORD AN EXTRA RISE TO MY RATES, AS MY LAND VALUE WAS INCREASED, SO YOU SHOULD NOT BE SO GREEDY TO WANT MORE.

WHY SHOULD WE HAVE TO PAY FOR YOUR "POOR HOUSE-KEEPING" AND FOR THAT EXTRAVAGANT DREAM YOU HAVE FOR DEEWAY. - SO MR. MAYOR

NO ! NO ! NO !

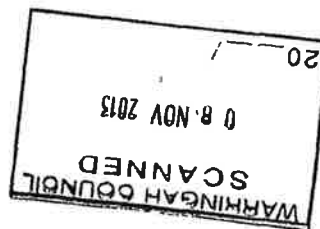
P.S. WOULD YOU CARE IF I HAD MY HOME?



m.au

4 November 2013-11-04

Warringah Council
Civic Centre
725 Pittwater Road
Dee Why NSW 2099



Increase in Rates

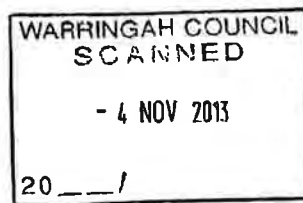
Dear Michael,

I wrote a letter regarding opposing the rate increase, I didn't add the reasons why So I would like to let you know why, small business is down 30% Small business in the local area hires local rate payers We have had to let 2 people go already I would like to also bring to your attention that work cover is making everyone with a asbestos roof put New roofs on This can cost up to \$150,000 00 This economy is very fragile at the moment and so is business Business cannot afford extra expenses

Thanking you

Manager

Mr Michael Regan
Mayor
Warringah Council
725 Pittwater Road
Dee Why NSW 2099



Dear Mr Regan

Re Explaining our Long Term Financial Plan

Thankyou for your recent correspondence explaining Warringah Council needs in improving services & facilities.

I felt it was important important for council to first consider the financial impost council rates are to small business operators & investors with regard to the already high council rates on small strata business premises.

[REDACTED] The size of these tenancies generally varies from 55 to 92sqm typically with an occupancy level of 1 to 3 people . Each tenancy is levied in excess of \$1000 per annum in council rates.

Council rates form approxiamately 25% of building outgoing costs & from our experience this is extremely high. When benchmarked against Baulkham Hills council rates , a 60sqm office suite in Norwest Business Park council rates are \$309 pa, this represents a council rate 260% per annum higher in Warringah Council.

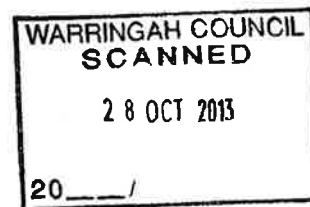
We request Warringah Council consider its council rates applying to small strata office suites. Such a high level of council rates for small business premises is a disincentive to leasing ,sales & development in Warringah Council

While I understand Warringah Council desire to maintain a high level of service & facilities we would not support any increase in council rates . .

Please contact me on 0413 733 788 should you require any further information.

Regards

29/10/13



The Mayor Michael Egan

Warringah Council

Dear Sir,

I have received your correspondence regarding a proposed increase in Council rates and would like you and your fellow aldermen to take note of the following

The average CPI for Sydney is 2.5%, all monies for all levels of government come from taxes created by profits made in the private sector e.g. company tax, income tax, customs tax, excise tax, stamp duty, land tax, GST etc. The private sector is in difficulty, without coal, iron ore, copper, diamonds, gold, uranium and agriculture exports, Australia would be bankrupt.

The coming years are going to be harder and harder, two billion people who surround us all want the standard of living we enjoy and are prepared to work harder for it.

As the Asian middle class travels, more and more Australians will find themselves in casual tourist employment. Currently we are, again, experiencing a temporary residential real estate boom, when this recedes there will be casualties.

Like the above institutions, Local Councils have to improve their productivity, reduce their costs, outsource to tendered services that are more efficient and lower cost, reduce welfare services that are state responsibilities, re-amalgamate Pittwater and Warringah Councils, issue a contract to a German time and motion organization to examine all aspects of the Council to increase its efficiency and identify waste.

Increasing the rate percentage simply puts the above action off, only lean efficient organizations survive now anywhere in the world now.

Yours Faithfully

The next four years...

ENVIRONMENT

\$2.24M

PROTECTING OUR WILDLIFE AND NATURAL AREAS

- ▶ Restoration of more of our bushland
- ▶ Increased cleaning around our waterways and lagoons
- ▶ Keeping more rubbish and pollution from our waterways
- ▶ Increased clearing of rubbish in our bushland areas

CULTURAL

\$2.3M

GLEN STREET CULTURAL HUB

- ▶ A cultural hub, including Glen Street Theatre and a new library, will create a regional space for performing arts, study, and creativity. It will also be a catalyst for the revitalisation of the entire Glenrose site and provide a much needed community space in the Forest area

PUBLIC ART AND CULTURAL EVENTS

- ▶ Adding to our quality of life and bringing us together as a community

A SUSTAINABLE FINANCIAL POSITION

A special rate variation would ensure that future funds are available for new works to continue to meet the needs of our growing community. Council would be able to maintain all current service levels and the increases to service levels proposed.

WHAT WOULD BE THE IMPACT ON RATES?

RATES WILL NEED TO RISE ABOVE THE 'RATE CAP' NO LATER THAN 2017/18 IF COUNCIL IS TO MAINTAIN CURRENT SERVICE LEVELS.

Rates increase in accordance with the rate cap, this is the increase determined annually by the Independent Pricing and Regulatory Tribunal (IPART). Councils can apply to IPART for a Special Rate Variation (SRV) to seek additional funds above the rate cap to serve communities' needs.

WHAT ARE THE CHOICES?

IMPROVE (Scenario 1)	Improved service levels, new capital projects and financial sustainability <i>Ongoing special rate variation each year over four years commencing in 2014/15</i>
MAINTAIN (Scenario 3)	Maintain current service levels and financial sustainability <i>Rates increase in line with the rate cap and a one off special rate variation in 2017/18</i>
DECLINE (Scenario 2)	Current service levels in the short term would be maintained. Council's budget would be in an operating deficit after 2017/18 and service levels would decline <i>Rates only increase in line with the rate cap</i>

ANNUAL RATE INCREASE AS A PERCENTAGE

	2014/15	2015/16	2016/17	2017/18
IMPROVE	6.1%	6%	6%	5.9%
MAINTAIN	3.1%	3%	3%	9.4%
DECLINE	3.1%	3%	3%	2.9%

Note: all scenarios include the estimated rate cap adjustments

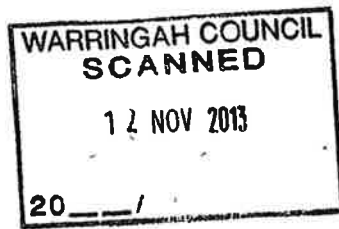
IMPACT ON AVERAGE RESIDENTIAL RATES

The average annual rate for a household in Warringah under each scenario over the next four years is below. The figures in brackets are the additional increase above the estimated rate cap.

	2014/15	2015/16	2016/17	2017/18
IMPROVE	\$1,208 (\$34)	\$1,280 (\$71)	\$1,357 (\$112)	\$1,437 (\$156)
MAINTAIN	\$1,174	\$1,209	\$1,245	\$1,362 (\$81)
DECLINE	\$1,174	\$1,209	\$1,245	\$1,281

- To improve service levels it would cost on average an additional \$156 per year, or \$3 per week, in 2017/18
- To maintain service levels it would cost on average an additional \$81 a year, or \$1.56 per week, in 2017/18

For additional information on the impact to your rates visit warringah.nsw.gov.au



11.11.2013

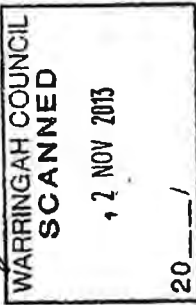
Warringah Council
Dee Why
NSW

Attention Michael Regan.
Re Special Rate Variation.

We do NOT support the proposed Special Rate Variation.

We feel you have wasted Rate payer money
by developing a new Warringah Logo.
Yours faithfully,

see my 2099



The Mayor
Warringham Council

Re: Proposed special rate
variation

As the owner of a number
of properties in the Warringham
Area I am writing to
record my total opposition
to any rate increases above
the rate cap. This includes
opposition to a one off
special rate variation in
2017/18.

In other words, I am
opposed to scenario 1 & 2
scenario 2

The cost of living in
the Wangarua area is
already much greater
than in most parts of the
world & is unaffordable
to many.

Let's not make it
unaffordable to people
already living in it!!

There must be economies
which can be made, &
Council should be able to
maintain current service
levels both before & after
2017/18 and we substantial
rates already paid & increases
expected by the Rate Cap
Sincerely



Mayor Pegan in the last five years has put on his hands on the rehabilitation of the Curlew Lagoon also Warringah Council has spent millions of dollars on the sporting field and buildings in John Fisher Park. Warringah Council has removed most of the signs at the Gross Pollutant trap and around the Badu Muri Walk. Incidentally has fallen in disrepair, nothing has been done to it since it was hit around the Greenvale Creek.

It is a bit ironic that Warringah Council wants money for projects and at the same time wants to remove the logo of the Marnie Flower that has been its logo for the Council for the last sixty years. Replacement a stupid idea also the money that has been spent on convincing the ratepayers of Warringah for an increase in their rates. These two factors have cost the ratepayers of Warringah millions of dollars. There is an old saying self praise no recommendation.

The residence of Curlew in the last five years have had little value for their rates they have payed.

The previous sacked Warringah Council had proposed this staged will focus on the lagoon body itself including the lagoon foreshore improvements with planting of native species especially aquatic plants, removal of exotic plant species.

If Warringah Council had not been sacked. So say the community of Curlew would have a well landscaped

planting of native plants, shrubs and trees. I would think the community of Curt Curt would not mind the paying the higher rates if they were to benefit from the rate rise.

Please note the photos of the bushes if all the Lantana and Morning glory and many of the noxious weeds were removed and replanted with natives. I would not be writing this letter on the going on in the bushes.

This morning, I went to the area where the photos were taken near the M. Softball field, there had been a drinking binge over the weekend, empty beer bottles were scattered around the Softball area. I have taken photos of the area.

I was lucky that two persons were walking their dog in the area. I took them into the area where the photos were taken. They were amazed and disgusted that Warrangah Council had done nothing to clean up the area. The area was like a pig sty. The photos that I took will be taken to the Media if not cleaned up. The residence of [REDACTED] has had enough. The next door neighbor has had his tyres slashed on his ute twice. The first time one tyre was slashed the next time three. Two doors down had also his tyres slashed. Regular occurrence of beer bottle being smashed in the area where I lived.

Please Mo. Reply,

Mr Hart never asked the community of Warrangah about changing the Flannel Flower to stupid W. Also if he goes ahead with the rates rise, the community will oust Mayor Megan for Vince De Luca at the next Council Election.

There's no doubt that over the last five years, Warringah Council delivered improved services and facilities to our community.



Warringah residents have told us loud and clear they want their Council to continue to work harder, to do even more for our natural and built environments, to increase services and accelerate the delivery of key major projects. Residents want improvements and facilities that reflect our changing lifestyle and the continued growth of our region.

We are dedicated to responding to our residents. All these things cost money and funding for local Councils is limited.

We are asking ratepayers for a rate increase and in return Council will bring forward projects and improvements. For less than a cup of coffee per week for each household, we will be able to provide upgraded roads, new footpaths, develop facilities such as more all-weather sportsfields, surf club upgrade, revamp the Aquatic Centre, beautify parks and reserves and continue to restore our natural environments.

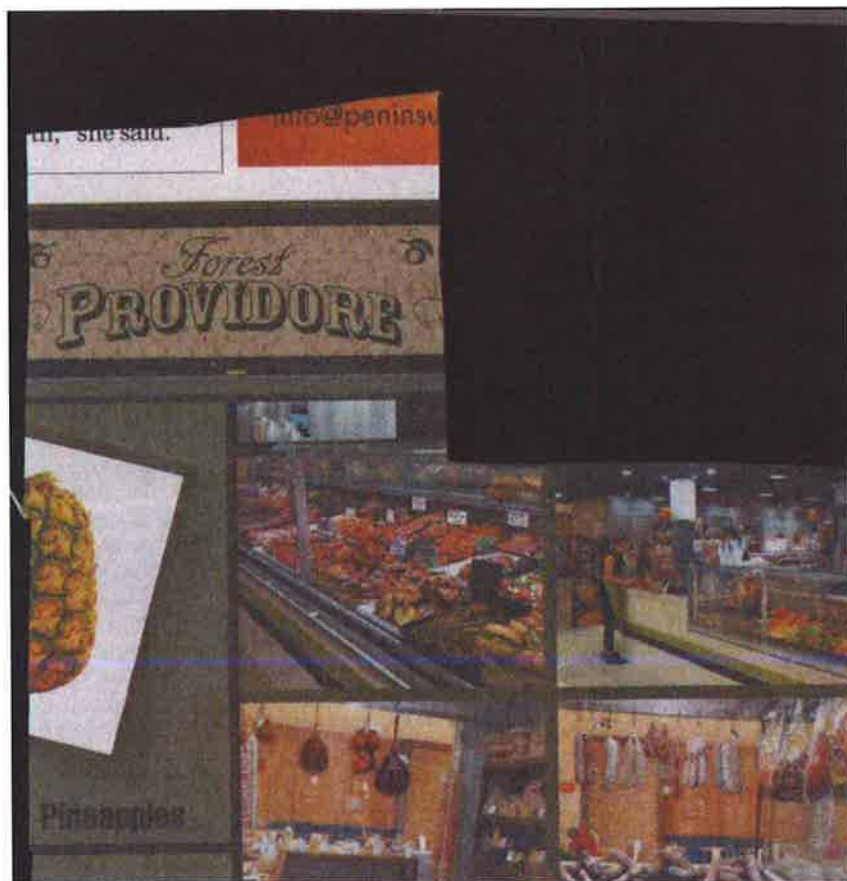
There will also be more funds for youth facilities and improved playgrounds.

I look forward to discussing these exciting improvements with you and getting on with making Warringah even better.

Michael Regan
Mayor of Warringah



Upgrading 16 playgrounds and building an additional outdoor youth facility	\$1.69m
Increased support for local business	\$0.22m
Improving the appearance of our parks, reserves and public gardens	\$1.45m
ENHANCING OUR RECREATIONAL FACILITIES	\$13.86M
Building new synthetic sportsfields	\$1.5m
Upgrading surf club facility	\$1m
Recreational dredging of Narrabeen Lagoon	\$1.3m
Redeveloping the Warringah Aquatic Centre*	\$10m
Improving the Anembo Reserve Trail	\$0.06m



Hypocrisy must stop

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IAN LINTON, Collaroy Plateau





N HIA GONG

building industry for 30
 , admitted the Narra-
 development was one
 e most difficult he had
 involved in.
 e had to obtain funding
 in the middle of the
 " he said.
 e value of the complex
 out \$55 million. Three



When you purchase a oven plus another elig appliance. Cor

It's a bit rich, Mr Hart

WARRINGAH Council general manager Rik Hart is quoted as saying most residents accepted the need for a special levy (MD, October 31).

Well, Mr Hart, you could be surprised to know that this may not be the case, particularly given in-built inefficiencies many NSW councils display.

A recent NSW local government report alluded to Warringah Council being behind in their spend proportions in critical areas compared to many other councils. The 2012/13 financial report showed Warringah Council recorded a profit of \$14 million yet it still wants more.

Mr Hart complains about wages

expenditures, so may I also suggest that you get rid of some unnecessary positions within the council's management.

The times are long gone for having a manager for everything. Have you heard of multiskilled positions or maybe you should look at your own salary level?

While ratepayers have no direct say in staff employment or the levels of rates, we do get to vote, which is something that councillors should well remember the next time around.

MIKE GIBB, Belrose

Rate rise rankles

WHILE the concept of a rate rise above the capping to facilitate new projects appears feasible at first reading, a closer look does bring up some concerns:

■ Given previous council expenditure (for instance the new "W"

logo) can we be assured that any additional funds raised would be spent wisely?

■ Would the council approach to ask for double the maximum legislated increase work elsewhere?

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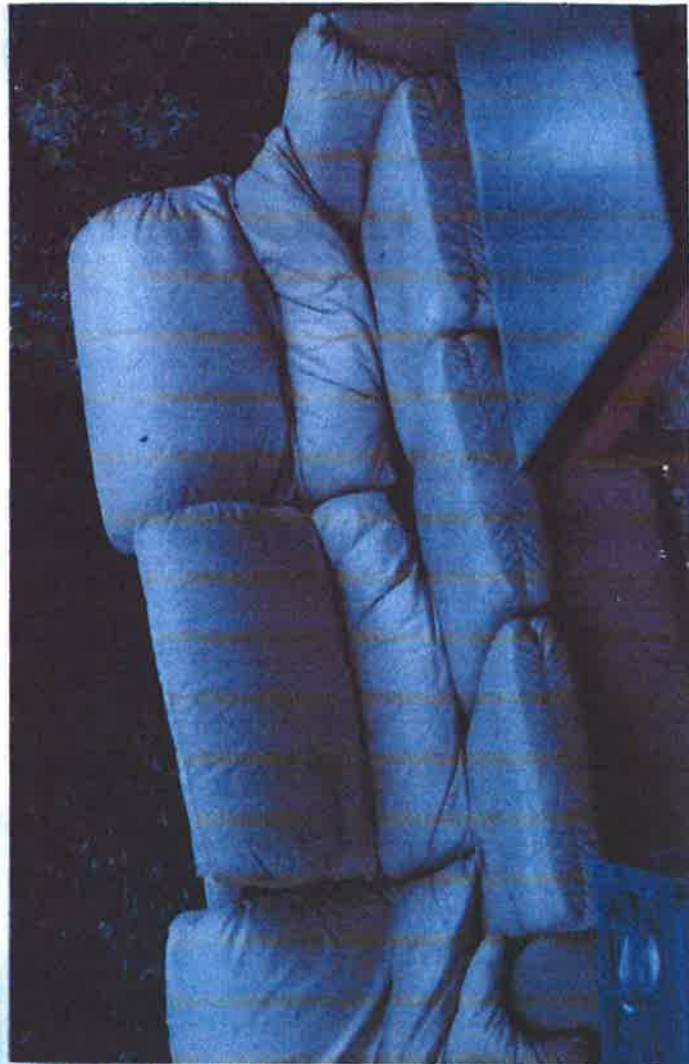
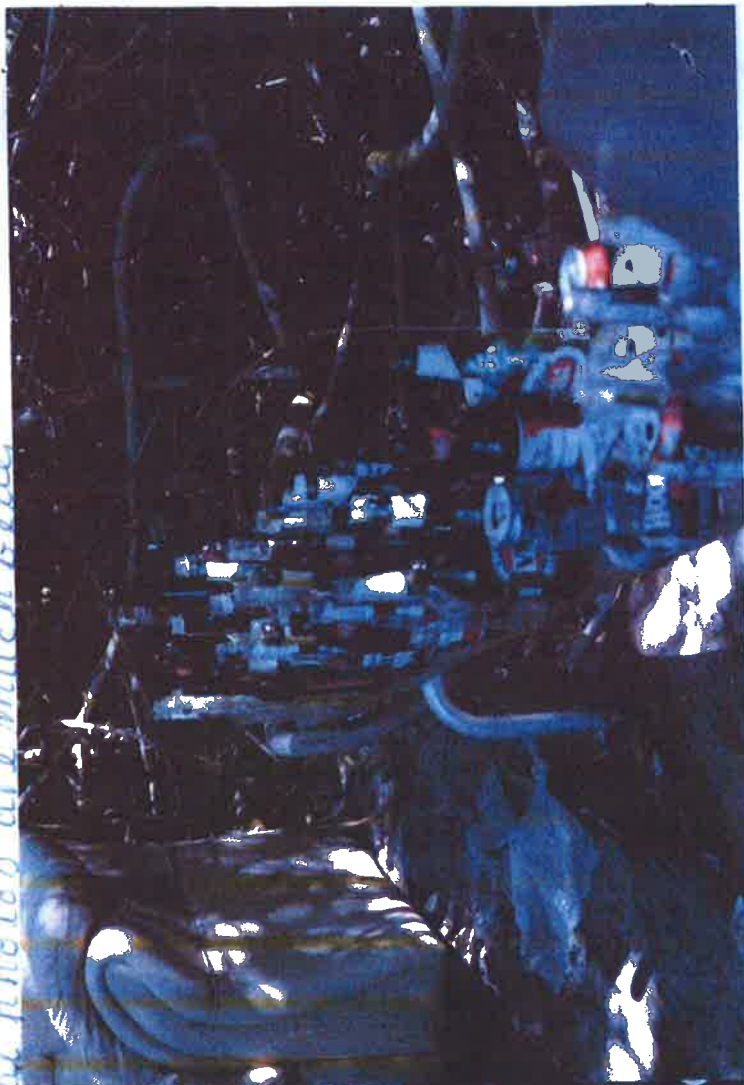
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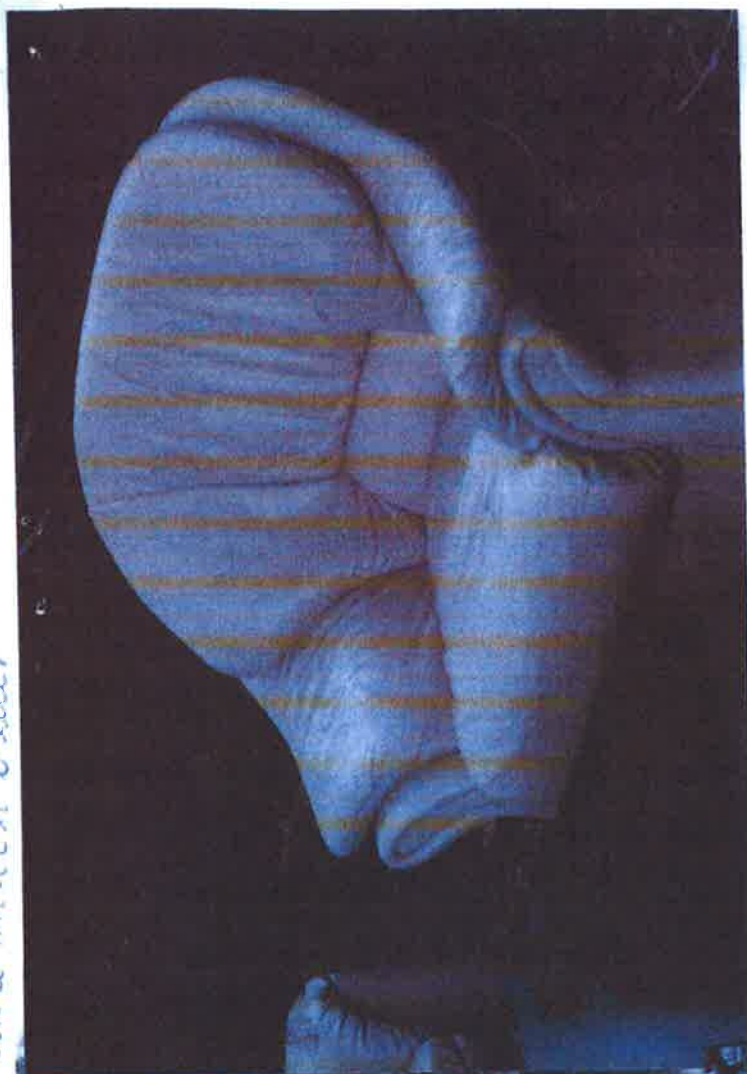
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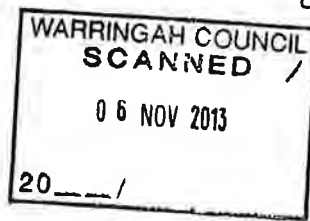
CAROLE BEALES, Collaroy

The photos & the original photos are much better



The original photos are far clearer and much better





The Mayor
Warringah Shire Council

Dear Mr Regan,

I am totally opposed to the
special rate variation.

At present people are losing
their jobs and if they are fortunate
enough to get another one the
salary they are offered is lower
than that paid to the person
they are replacing.

In my view the cost of people
employed by the council is far
too high I suggest you do something
about this.

Some well-off people are now
coming into the area but you
need to take into account there
are still many people living here
who are not well off.

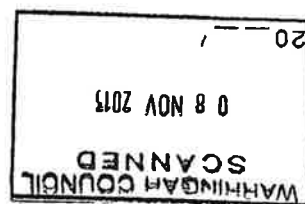
I reiterate I am opposed to
the special rate variation.

Yours sincerely,
C



6th November 2013

The Mayor,
Warringah Council,
Civic Centre
725 Pittwater Road,
DEE WHY NSW 2099



Dear Sir,

Re **Proposed Special Rate Variation**
Your Reference: 2013/293097

As a Director of the owner of a number of properties in the Warringah area I am writing to advise my opposition to any rate increases above the rate cap. This includes opposition to a one off special rate variation 2017/18.

In other words, I am opposed to Scenario 1 and Scenario 2.

The cost of living in the Warringah area is already much greater than in most parts of the world and is unaffordable to many.

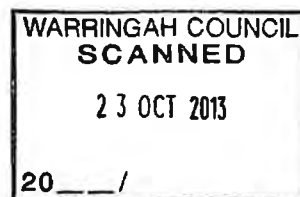
I do not wish to contribute to anything which may make it unaffordable for people already living in it.

There must be economies which can be made by Council, and Council should be able to maintain, in my opinion, current service levels both before and after 2017/18 with the substantial rates already levied and with increases effected in accordance with the rate cap.

Yours sincerely, 

The Mayor ,
Manly Warringah Council,
Civic Drive,
725 Pittwater Rd,
Dee Why NSW 2099

To The Mayor and Councillors of Manly – Warringah Council
The Editor Manly Newspaper



Re Your recent Newsletter and the caption "Change for the Better"

I read with dismay and disbelief that our current councilors think that raising our already excessive rates (for services???) will be a change for the better!!

It is my view that the only ones who stand to benefit would be the councilors themselves, as I am sure they would then want to up their salaries – which are already excessive in my opinion

I have lived in [REDACTED] I've seen the rates rise in accord with rising values, but apart from getting kerb and guttering over 50 odd years ago, there has been little improvement. We still have no footpath and I now have to walk on the road to get to the bus stop as the nature strips are too uneven and dangerous, as is walking on the road, particularly in winter. This is exacerbated by there being no pedestrian crossing at the busy intersection of Daisy Street, Water Reserve Rd, and Myrtle Streets

So, instead of wasting money on useless fireworks which cost a fortune and last just a few seconds, how about doing something really useful? Why not create a lasting benefit (and pleasure) by putting in some footpaths in Nth Balgowlah!!

Should you choose to print this letter, please withhold my name and address

Yours sincerely,

19th October 2013





General Manager, Warringah Council

Submission Regarding Suggested Rate Increase by Warringah Council

We wish to object to any increase in our local government rates above the 3.1% determined by the Independent Pricing and Regulatory Tribunal, for the following reasons -

1 IPART has set a realistic rate increase which is close to wage increases granted to ordinary workers in the State of New South Wales

2 Both the State and Federal Parliaments are engaged in policies of fiscal restraint, while Warringah Council wishes to almost double the 3.1% increase allowed by IPART to an extraordinary high level of 6.1%

3 IPART makes its determinations annually and in the Council brochure titled "Change for the Better" [undated] admits that all the rate scenarios given are only estimated rate cap adjustments. There is therefore no certainty as to accuracy of the figures given by Council for future years.

4 Warringah Council claims repeatedly that it is in a sound financial position and this is to be applauded. However, it would be foolish for Council to then become involved with over-expenditure on a wide variety of projects which could change its financial position detrimentally.

5 Mayor Michael Regan makes light of the large increase in rates suggested by Council by stating that improvements can be made "for less than a cup of coffee per week". Apparently the Mayor is unaware that any rate increase affects the family budget of ordinary ratepayers, many of whom could face full-time unemployment because of financial uncertainties. As well as this, self-funded retirees and pensioners have been affected badly by falling deposit interest rates.

6 The two elaborate brochures received by us, namely "Warringah Matters" and "Change for the Better" [undated] strongly support the large rate increase subjectively. The very use of the word "decline" for the rates-only increase in line with the rate cap set by IPART lacks objectivity. The full page advertisement in the *Manly Daily* 26 October 2013, follows in the same vein. It would be interesting to know just how much of ratepayers' money has been spent by Warringah Council in the strong promotion of an extra rate increase.

7 We have been ratepayers of Warringah Council continuously since 1954. Never before have we experienced the suggestion of such an excessive rate increase. It will be another financial burden imposed on ratepayers above the figure set by IPART. This is really unnecessary.



J13

Please acknowledge receipt of this submission.



What is the percentage increase in rates?

	2014/15	2015/16	2016/17	2018/19	Cumulative Impact
IMPROVE SERVICE	6.1%	6%	6%	5.9%	26.25%
MAINTAIN SERVICE	3.1%	3%	3%	9.4%	19.66%
DECLINE IN SERVICE	3.1%	3%	3%	2.9%	12.55%

Note all scenarios include the estimated rate cap adjustment, set by IPART 'Decline in Services' is the estimated rate cap

What is the impact on average residential rates?

The average annual rate for a household in Warringah under each scenario over the next four years is below. The figures in brackets are the additional increase above the estimated rate cap

	2013/14	2014/15	2015/16	2016/17	2018/19
IMPROVE SERVICE	\$1,138	\$1,208 (S34)	\$1,280 (S71)	\$1,357 (S112)	\$1,437 (S156)
MAINTAIN SERVICE	\$1,138	\$1,174	\$1,209	\$1,245	\$1,362 (S81)
DECLINE IN SERVICE	\$1,138	\$1,174	\$1,209	\$1,245	\$1,281

How can I find out more and get involved?

These scenarios are detailed in our revised Delivery Program and Long Term Financial Plan. They are on exhibition online, in all our libraries and the Civic Centre at Dee Why. I encourage you to view and comment on these plans by **Monday 18 November** at warringah.nsw.gov.au

There will also be several public information sessions from 6:00 pm - 7:30 pm, with presentations by the Councillors starting at 6:15 pm on

- Monday 28 October: YOYO's Youth Centre, 10 Forest Way, Frenchs Forest (Between Forestway Shops and Warringah Rd)
- Tuesday 29 October: Civic Centre, Dee Why (main Administration building, enter via Civic Drive)
- Tuesday 5 November: Presidents Lounge, Brookvale Oval (enter via Alfred St. No disabled access to this venue)

Please take the time to participate. I welcome your feedback and look forward to discussing making Warringah even better.

Yours faithfully

Michael Regan
Mayor

LOL LOL LOL LOL LOL
what A joke
all you do is stop
progress unless you
Live in [redacted] 0%.

Attention : -Mr. Rik Hart, General Manager.

Refs : 2013/340048, 2013/324860.

Dear Mr Hart,

Thank you for your letter to me received today, regarding the SRV application matter which goes before council tomorrow evening at which point council will decide upon whether or not to apply for the SRV.

You have suggested that I attend this meeting to ensure that my questions will be answered, but I believe that this is rather pointless as council does not appear to have been asking the right questions in the first place, this being mentioned in my emails to council of 7,9, and 12 November and subsequent discussion with your Mr. Darren Thomson, who appears to be a most capable gentleman..

Tomorrow's final meeting is neither the time nor the place for me to speak because it seems that the initial investigative procedures and terms of reference have not been fully created or quantified and public forums should only occur at the end of an exhaustive facts finding/proposals process, not during one. Referring, as an aside, to the Productivity Improvements that you have kindly outlined in your letter, they are indeed commendable, but appear not to be part of any orderly driven, prioritised and structured process.

I will therefore as succinctly as possible, provide a synopsis of the few basic points that I respectfully believe council needs to follow in order to settle the problem of appropriate rates payment once and for all :-

1) Firstly, the matter of council rates must be treated as would a large private company treat its revenue raising/profitability activities in order to ensure its long-term sustainability.

2 If this is so done, council would thus recognise that the whole SVR issue as gazetted in the MD/phone - polled/optioned up etc. by council, is indeed not at all about SVR's because these would be extremely rarely needed (if ever at all) if an acquisition system of fair, logical and sufficient rates based upon identified, proven and quantified service needs (both now and in the future), was to be in place.

3) To get to this place, an in-depth critique should be made of the antiquated (early 1900's ?) method of determining rate charges that are currently apportioned via the combined House & Land Valuation method. This method was probably inherited from the UK, but is neither fair nor logical and which is ever oscillating. It is understood that the Mayor, Mr. Michael Regan, is not sympathetic to this method either. One realises that to find an alternative, cost effective, as simple and better scheme is no easy task, but it must be possible and perhaps lessons could be learned from what overseas/other State councils do now in this respect, without us fully " reinventing the wheel " here ?

4) To get to best practice productivity, a task force must be created to determine and document (possibly in similar item portals) every item of council's expenditure at current costs, some of which would need measuring. This would form the basis of a target to be beaten and also for either a Request for Tender Document for external Consultants to tender upon or for an in-house Continuous Productivity Improvement (CPI) team to consider and present their own KPI targeted and costed proposals. Perhaps part Consultants/part CPI team combined might be the most flexible

and dynamic/competitive model ? Also, getting any unions on side as part of the process, works magically as they cannot easily reject what they've seen with their own eyes and been part of.

5) The CPI practitioners in whatever form, must in accordance with their prioritised KPI's, set about examining methods and practices leading to achievement and subsequent implementation of CPI, all day, every day, every year ! There are many proven techniques available for this, but I suspect that they would be computerised these days to relieve some of the number crunching.

My last comment

In essence that's it, needs fleshing out, but any other piece-meal way of dealing with CPI ends up in SRV land, over and over again !

I'm not a know-all, but have had a lifetime's experience in CPI.

I am retired now, but miss the challenges of it all and have worked in hundreds of CPI programs both here and in the UK in both private organisations and government utilities. Hence my interest in getting the best result for the Warringah Shire and people like me, the ratepayer.

Perhaps at this late stage, some form of the SRV is unavoidable for 1- 3 years, but just think what could be done during that period and beyond, never say never !

I will watch, if I can work it out, tomorrow's streamed council meeting with great interest, but it bodes to be frustrating I feel ?

Best regards,



From: [REDACTED]
Sent: Monday, 20 January 2014 1:08 PM
To: 'ipart@ipart.nsw.gov.au'
Subject: Warringah Council's Special Rate Variation application to IPART.
Importance: High

Dear sir/madam,

I refer to Warringah Council's Special Rate Variation (SRV) application to be in IPART's hands by 24 February 2014.

Commencing in November 2013, I have written 4 submissions to Council (see example attached above) stating my objection to and remedy for the need to have any special rate rises at all, copies of which are in my possession.

Similarly and every week since Council decided to make application to IPART, Warringah residents are writing published letters to the Manly Daily, also expressing their various objections to the SRV.

Most of the objections are on the grounds that :-

- 1) Council has only just had a back-door increase in rates due to the recent spate of Land Valuation increases;
- 2) The vast majority of the advertised projects are quite nice to have at some stage, but are by no means essential right now except perhaps for the proposed new hospital at Frenchs Forest which could end up being funded at least in part by private investors, thus reducing ratepayer financial involvement;
- 3) One of the projects, the dredging of the Narrabeen Lagoon, was last done in 1977/78 and the resulting dredged materials were sold off to pay for the dredging, this not being mentioned or considered as a cost offsetting factor currently.

Council offered 3 levels of rate levy driven services, **Decline, Maintain, Improve** all 3 of which smacked of " fear factor " if we don't apply levies in addition to rates.

What they did not mention and which I have been strenuously pointing out to them, is that if they had a policy in place of **Continuous Productivity Improvement (CPI)**, there would be no need in my experience for rate levies and possibly rate increases above inflation at all.

I informed them as an ex-CPI Consultant, that there is a traditionally better way to contain rates/costs and simultaneously manage the adequacy, continuity and quality of Council Services.

It's simple, create written Terms of Reference, call in the Consultants, get them to publically tender for a complete review of all council activities and expenditure, concentrating on the highest costing items in descending order.

The consultant fees could be paid for in many incremental and favourable ways based on the early achievement and implementation of agreed milestones and such fees could be expected to be recovered within the first year of implementation ----- **and then for each and every year following that !**

The bonus feature would be to include a permanent team comprising council employees working hand in hand with the Consultants (which also keeps the costs down), **who would then continue the good work once the Consultants had gone.**

I know what I am talking about having been involved with many such successful assignments for Public Utility and Private Organisations both in this Country (e.g. Sydney Water) and overseas.

Every Federal and State Administration and Local Council in Australia should have in place a permanent CPI department that set annual budgeted cost savings that recovered all of their departmental running costs and also achieved identified and targeted annual cost savings, each and every year !

It's as simple as that and anything else is would be a criminal waste of lost opportunity !

Yours sincerely,

[REDACTED]

Feedback on SRV – record of phone interview 3 December 2013

[REDACTED]

Unable to use internet or write a letter (87 y.o.)

- Supports MAINTAIN option
- Strongly objects to IMPROVE option as it is – too many projects, too expensive all at once. Would prefer that if do an IMPROVE option, that it has less and costs less

Concerns:

- Her ability to pay \$2,000/year rates now, even after pensioner rebate, and any increase on top
- Value for money – she only uses limited range of council services and facilities. Agrees that lots is on offer for seniors but she doesn't take advantage of any of it. Also states that garbage service is excellent
- Perceived lack of community consultation – things are just announced, no consultation or discussion with ratepayers who will have to pay for it. eg. PCYC
- Ways any surplus is used eg. \$300k extra offered one year by councillors to community interests/ needs. Should instead be put aside for these capital works projects so don't have to come back and hit ratepayers with higher charges.

(Fiona van Dort, Senior Corporate Planner)

-----Original Message-----

From: [REDACTED]
Sent: Sunday, 15 December 2013 3:14 PM
To: Internal Ombudsman Mailbox
Subject: Re.: Rate rise application

15/12/13

[REDACTED]
[REDACTED]
Andrew Patterson
Internal Ombudsman

Dear Sir,

I took part in the survey about what services we would like to see in Warringah. Not at any time were we informed, that it comes at an additional cost.
Of course we voted for lots of wished for services. I and many more thought the money for it was already there or grants could be applied for to finance new projects or developers were to pay for it.

I and many more are totally opposed to raising the rates more than the allowable amount.

What can we do to appeal this approval of an application to raise the rates?
Can we write to Pricing and Regulatory Tribunal? What Email address do they have?

Please advise what options we have.

Regards

[REDACTED]



Warringah Council ref 2013/322980.

Mayor Megan

I am opposed to any increase in my rates the reason as follows.

The rate payers of Warringah were never consulted when the Council changed their logo. The Flannel Flower had been Warringah Council logo for about sixty years. "Why" the change to the stupid "W". In brief what will it cost the rate payers of Warringah to have it removed millions of dollars. That money could have been better spent.

Warringah Council in the last six years have spent millions of dollars on the sporting fields and buildings in John Fisher Park. The community of Curl Curl only received a children's play ground.

Last year I was in the Park where the new road was to be built. I met a person I knew she was with a young man from the Council. The young was putting stakes in the ground to replace the trees that were removed. The stakes were to show where the new trees were to be planted. Weeks later I seen the lady in the park again. In short five trees were cut down only to be replaced by two as the Council could not afford five.

In the last year and half I constantly written to the Council about youths smoking pot, consuming beer and putting graffiti all over the park. The neighbor next door twice had tyres slashed on his car also on the other side of me two door down has had his tyres slashed also beer bottles smashed along the street. I have a negative response from the Council just recently the youths have put in the bushes (Pleasure Day)

Three seater lounge, two seater lounge and one seater lounge and various other items of furniture from the clean up, 29.11.2013 this morning I went to the area beer bottles and rubbish strewn every where, along the lagoon in the bushes on the Abbott Road side, near the wine softball area is a rubbish tip and is a disgrace to Warringah Council.

18th June 2013 letter from Warringah Council Ref 2013/147391
In response to your letter a cleaning officer will inspect the area between the footbridge near the netball courts and the Alan Newton Reserve and log all graffiti and rubbish for removal by the appropriate section of the Council as soon as possible
Please note the date of the letter and the date of this letter (Well over 4 months ago)

I think the community of Cui Cui would not mind paying the extra rate levy if the levy went to their area

If Stage 4 of the Cui Cui Rehabilitation Program had went ahead, it was proposed this stage will focus on the lagoon body itself, including lagoon foreshore improvement with planting of native species trees and shrubs, especially aquatic plants. If this had happen when you were elected in your first term I would not be writing this letter. All the mosses and terrestrial weeds would have been removed and there would opened up area and the youths would not be concealed doing what they are doing now.

The Council election were held months ago. Buryling Councillors I have not seen or heard from them. The only one is Vince Deluca who calls a shade a spage

Please note like me the older generation don't want to learn how to use the website or any the modern technology (is why the letter)

going on Warringah Council performance I don't believe that the Council should increase the rates

No reply. I believe the Council will do what they want and not the community.

Submitted on Friday, January 17, 2014 - 4:51pm Submitted by anonymous user: [REDACTED]

Submitted values are:

IOrB: Individual

--Personal Details--

Title: [REDACTED]

First Name: [REDACTED]

Middle Name:

Last Name: [REDACTED]

Date Of Birth: [REDACTED]

Email Address: [REDACTED]

Primary Phone Number: [REDACTED]

Primary ph no type: Mobile

Secondary Phone Number: [REDACTED]

Secondary ph no type: Home

--Your Residential Address Details--

Unit Number: [REDACTED]

Street Number: [REDACTED]

Street Name: [REDACTED]

Suburb: [REDACTED]

State: [REDACTED]

Postcode: [REDACTED]

Country: Australia

Residential address same as postal address: Yes

--Which property (address) is this query regarding*--

Is this query regarding your residential address listed above?

Yes

Subject: Complaint

Comments:

I object strongly to the proposed increase in Council Rates. My taxable income last year was under \$19,000 - paying a levy on my normal rates is out of the question.

When my rates went to pay a small fortune to change WITHOUT COMMUNITY CONSULTATION the universally liked flannel flower logo to a W which a seven year old could have drawn, I have severe doubts about the competence of the people managing my money.

The results of this submission may be viewed at:

[REDACTED]

From: [REDACTED]
Sent: Monday, 16 December 2013 12:21 PM
To: Mayor
Subject: rate increases

Good Morning

I would like to make some comments regarding the intention to raise rates by 26% over 4 years.

I don't understand why money is spent on pamphlets being sent out to ratepayers regarding the increases and you say you like us to give our opinions on the proposal and then when people say No to the increase you disregard the result! I don't understand!!

Cost savings could be attained elsewhere, for instance, I don't understand why council has child care centres. It discriminates against families who choose to stay at home and look after their children and also families who don't have children. These families are subsidising people who want to have two incomes. I think council gets involved in too many areas. I would like to pay council rates for only the basics. (Roads, parks and garbage etc).

And the decision to put synthetic grass instead of normal grass on playing fields. I seems ironic as the council is supposed to have a green policy and then they pull up natural grassl. And it is probably more expensive. The green policy seems very selective.

Anyway, 26% increase we believe is too much and if it goes ahead we will consider this at the next election.

Regards, [REDACTED]

From: [REDACTED]
Sent: Sun 08/12/2013 09:01
To: Cr Michael Regan
Subject: Proposed rate rise

Dear Michael,

I have recently returned from an extended trip to the UK following the passing of my father and hence have only just heard about the special meeting which is being held on Tuesday. Hence I am too late to apply to speak at your special meeting. However I would like to make some comments, which I hope you will carefully consider before approving any non-standard increase to our rates.

There are many well off people who would not blink at the prospect of paying extra on their rates. However there are also many who are less well off, such as single parents and pensioners, who are already struggling to pay their bills. These people have already been clobbered with a number of large bill increases, some of which have been rising well above inflation. One example of these is energy bills, which have risen massively in recent times.

You have described the proposed special increase as the equivalent of a cup of coffee every week. While in isolation this sounds like a compelling argument this should be considered in its wider context. These vulnerable people are already paying for the equivalent of many cups of coffee per year. For example my rates bill is just over \$1300 per year - or the equivalent of 372 cups of coffee (at \$3.50 per cup). A 3% rate increase means I will need to pay for an additional 11 cups of coffee per year, or 383 cups in total.

While an additional cup of coffee per week on top of this (52 extra cups per year) doesn't sound like much - this means I will be buying the equivalent 435 cups of coffee per year in total, and even more in subsequent years. And for some these additional cups will be the straw that breaks the camel's back, meaning they may need to cut back on other essential items.

Michael, I also note that a large chunk of the special increase would be to pay for the upgrading of the Aquatic Centre at Frenchs Forest to include things like water slides. This can hardly be considered to be an essential service and so to hit everyone, including the vulnerable, with a special rate increase for a service that will be used by a small minority of rate payers is, in my opinion extremely unfair.

If you wish to upgrade this facility then I suggest you look to alternative means of funding this upgrade, for example by engaging in a public / private partnership. There are other ways of raising revenue, such as increasing entrance prices, or looking for sponsorship opportunities. This will ensure that those who are actually using this facility pay for it, rather than rate payers in general, which include those who can ill afford your proposed rate increase.

So Michael I urge you to carefully consider these issues before passing a rate increase that will be a major burden for some vulnerable members of our community.

Yours sincerely

[REDACTED]

SUSTAINABLE FINANCIAL POSITION

1 Thank you for the opportunity to express an opinion

2 Briefly, I believe that we should choose the "improve" option

This would "ensure that funds are available for new works", as well as maintain the current services

I appreciate that the demands on Council must be intense

3 I would like to draw attention to one need which was highlighted by a personal experience

I have resided in [REDACTED], Beacon Hill for 49 years. In this period the volume of traffic on Beacon Hill Rd has multiplied exponentially, as has the traffic around Old Pittwater Rd

In one month, on two occasions at peak hour, my car was crushed by trucks turning left out of Old Pittwater Rd at the bottom of Beacon Hill Rd, into Pittwater Rd heading north

The traffic was moving at about 5 k/hr

The first time, an ambulance, fire engine and police came. I was jammed in the car, but not injured. The second time, I was able to alight, and only the police were required.

4 I wrote to RTA, including a map, but received an unsatisfactory reply

5 I believe that the truck drivers were not entirely to blame, as that corner, at peak hours especially, is hazardous. It requires some serious improvements

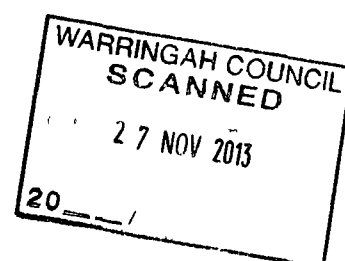
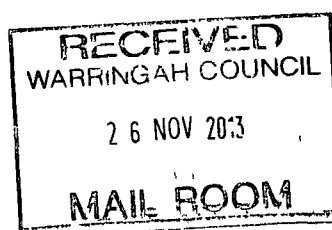
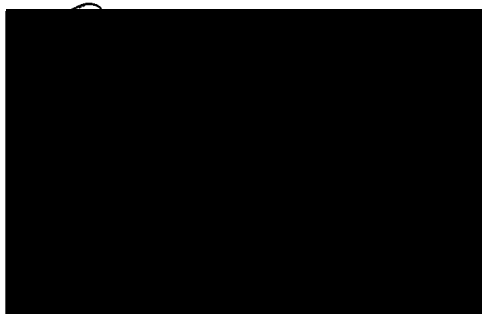
A long truck has difficulty turning left without moving into the adjacent lane.

6 Another need is for a turning-right arrow south into Pittwater Rd. There was a smash here recently involving 2 cars, one of which was turning right. Vehicles from Curl Curl are also affected by this hazard

7 There have been other accidents recently in this section of road, but I won't go on

8 In conclusion, I confirm my broader view that we should choose the "improve" option for funding

It would be nice if some funds could be found to address the above issues



Submitted on Thursday, December 19, 2013 - 6:13am Submitted by anonymous user: [REDACTED]

Submitted values are:

IOrB: Individual

--Personal Details--

Title: [REDACTED]

First Name: [REDACTED]

Middle Name:

Last Name: [REDACTED]

Date Of Birth:

Email Address: [REDACTED]

Primary Phone Number: [REDACTED]

Primary ph no type: Home

Secondary Phone Number: [REDACTED]

Secondary ph no type: Home

--Your Residential Address Details--

Unit Number: [REDACTED]

Street Number: [REDACTED]

Street Name: [REDACTED]

Suburb: [REDACTED]

State: [REDACTED]

Postcode: [REDACTED]

Country: Australia

Residential address same as postal address: Yes

--Which property (address) is this query regarding*--

Is this query regarding your residential address listed above? No

Unit Number:

Street Number:

Street Name:

Suburb:

Postcode:

Subject: Comment

Comments:

Greetings Warringah Council,

I object strongly to the attempt being made by Warringah Council to increase rates by over 6% annually over the next 4 years .

I refer to the article in the Manly Daily 12/12/13 concerning this matter. Apparently Warringah Council had canvassed 'some' ratepayers and the result was to maintain the current services that is NO INCREASE what gives Warringah Council the right to carry out this function after the poll result that Council itself instigated . Warringah Council I feel is treating it's ratepayers with contempt in this matter.

I note that the increase would be used to address the problems with Narrabeen Lagoon you mean the silting up, well buckets of money was spent about 2-3 years ago to move silt/sand from the area adjacent to the Caravan Park/Ocean St and now several years

later the silt /sand is still there .It will continue to be there as some years ago a groin was placed in the Lagoon Entrance (East of Ocean St Bridge) this I believe is causing the lagoon to silt up .Yes it makes a nice area for mothers and children to swim and play but at what cost to the Lagoon environment.

The issue of the Aquatic centre well lets face it yes probably needs a makeover at the time of it's construction I recall controversy concerning it's cost so all we are doing is the same just many years later my thoughts are that whilst both amenities are now an asset that must be maintained Warringah Council and indeed all Councils should be thinking about their services.

I can be contacted on [REDACTED] or [REDACTED] to discuss these matters and believe me at the next election any present councillor will be last on my ballot paper

Thank You

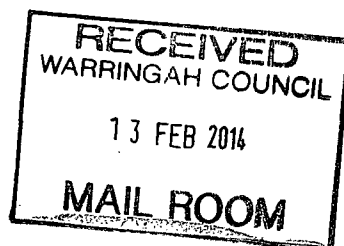
[REDACTED]

The results of this submission may be viewed at:

[REDACTED]

10 February 2014

Mr Michael Regan
Mayor of Warringah Council
Civic Centre
725 Pittwater Road
Dee Why
NSW 2099



Tel [REDACTED]

Dear Mr Regan

Unnecessary applications for a rate increase by Council

I am writing to you because I am most concerned that Warringah Council appears to be out of control so far as its costs are concerned.

I oppose any rate increase proposed by Warringah Council.

Warringah Council still appears to think it is immune to the cost pressures of modern living that necessitate making cost savings.

If one runs an organisation, such as a Council, where the biggest cost line is staff wages, salaries and expenses one has to cut them if one is to make meaningful savings. In particular one has to cut the salaries of the most senior executives and reduce their numbers by at least 50% - a painful process but necessary about every four years. No executive should earn more than \$90,000 at our ratepayer expense.

In my opinion in Warringah residents are sent unnecessary and expensive, often full colour, flyers about projects I would prefer to ban rather than continue with. Collaroy Beach for instance has been ruined by over development of, and unwanted parking in, a beautiful green field playing area.

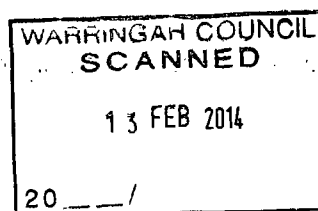
In my experience there are so many completely unnecessary staff members of Council fighting with and fining their community, rather than serving it, that they should be sacked long before our Council is given a rate increase.

Do you seriously assess Council's budget? Do you look at staff numbers and what they actually do? If you just insisted upon a 10% cut in staff numbers and a re-worked budget before requesting any rate increase I am sure we would all be better off. Worthwhile productivity has to improve.

Yours sincerely

[REDACTED]

[REDACTED]



From: [REDACTED]
Sent: Thursday, 16 January 2014 1:46 PM
To: 'mayor@warringah.nsw.gov.au'
Cc: 'ipart@ipart.nsw.gov.au'
Subject: Thoughts & oposition to a 26,25% rate rise

Mayor Regan.

My wife and I attended the meeting a short while ago when your Council outlined its case to increase rates above the IPART recommendation.

Your council outlined the extensive projects that local rate payers expect to be done, and that those vocal ratepayers are heavily lobbying Council for these works to be carried out plus our increased fixed and other costs as the reasons this substantial increase over and above guideline is requested.

We have discussed and thought about the request for extended funds, here are our thoughts in this matter.

This Council replaced an appointed administrator who, during his tenure to our surprise managed the council functions in a reasonable & satisfactory manner from our perspective.

During your Councils tenure we believe the bureaucratic level of management has grown exponentially fat when compared to the previous administration.

In considering just some of what the council actually is responsible for we selectively identified the following.

1. Garbage & recyclables contracted to URM
2. Gardening in the Dee Why to Long Reef Headland nature strip, contracted to various echo gardening providers.
3. Roadwork's, drainage, maintenance also contracted out.
4. Graffiti removal is also in our riding at least is removed by contractors.

So as we looked at the various services council is involved in we found commercial contractors were in the main used to carry out these works.

We looked in our local riding at what projects Council is involved in.

The most prominent is the Collaroy Beach upgrade followed by the Collaroy Basin streetscape beautification project the cost of these two projects must be quite staggering.

The Collaroy Basin beautification project in particular I find it hard to fathom why it was carried out and if indeed it was in anyway necessary to the degree that has been provided in that Basin locality.

The beach front section is to gain better wheelchair access hope it fills the need, and that the money has been well spent.

Then we looked some of at Councils other costs.

The costs for the redesign of the council logo, the creation of the website plus the ongoing management fees etc is just obscene, the result for the logo of a stick figure type font W that replaces our iconic flannel flower is laughable, suggest you fire whoever was responsible immediately for these projects they are a liability not an asset to us the rate payers.

Comment for upcoming development headaches.

Recently I had cause to attempt to go to the Grand, when I attempted to enter the car park from Pacific Pde I found it impossible to cross the bumper to bumper traffic so progressed to Sturdee Pde same deal, can't imagine the chaos when the towers + Cobalt etc are up and running. The Dee Why precinct has an horrible traffic flow problem now, lord help us when the projected developments are completed.

Bottom line.

Don't think even an immediate 50% increase will solve your funding problem, believe your costs & projects will just continue to expand and consume the revenue gathered unless your current management structure changes dramatically.

Think you need to first manage efficiently what you actually can do with the current revenue stream.

Then identify what the silent majority actually deem is important, and then prioritise what can be afforded by the community for the good of the community, not be swayed by the noisy self interest lobby groups that are worrying you to death with sometimes frivolous or self serving causes, for if you don't we the silent majority will unfortunately all be looking for another politically appointed administrator in the near future to provide an efficiently managed and affordable council service.

The past Councils have had a number of unsatisfactory terms even resulting in dismissal a number of times, let's not have to go through all of that yet again.

We the ratepayers have to live within our means so should our Council.

Regards

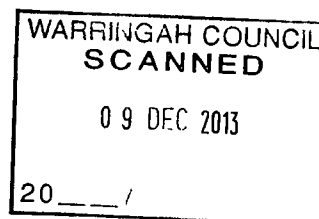
[REDACTED]

[REDACTED]

To IPART we are opposed to any increase above that suggested by the NSW Govt

I wish to object strongly to hefty rate increases. I am already paying \$828..yearly. I am also paying \$2,800 in levies for my unit yearly as well as water rates etc..etc.In [REDACTED] we repair potholes.take our wheelie bins out and return them .Deal with dumped cars left here etc. So how am I expected to survive on a pension?

Mr. Michael Regan (MAYOR)
C/o Warringah Council
Civic Centre
725 Pittwater Road
DEE WHY N S W



6th December 2013

Ref 2013/323055

Dear Sir (Michael)

Thank you for your recent letter (29th November) re planned Council Meeting scheduled 10th December 2013 to consider proposed substantial rates increases.

As you have rightly said, I attended the meeting held at Brookvale oval early November Previous to this I had written to Mr Hart (G M.) expressing my concern for Pensioners (including myself) the Disabled (unable to work possibly living on 'Support Income') and the Disadvantaged (unable to find work) through the lack of jobs available or lack of skills

I suggested to Mr Hart that a person on \$100,000 a year would not notice (possibly) the doubling of his annual rate premium For a Pensioner(say on) \$20,000 a year the pressure would be exponentially greater. One, of course, recognises that Council does give concession to pensioners etc , and this is appreciated.

One also recognises that Council costs are also increasing. Some salaries (I understand) are fairly generous – is this a 'fair go'? to rate payers called upon to meet such costs? I believe that Council is careful to keep down un-necessary costs and is in the top three (3) in the State as far as Fiscal Management is concerned and are to be Congratulated

I was alarmed to learn that so many of the Council's responsibilities in regard to providing areas such as (1) The Warringah Aquatic Centre (2) The Glen Street Theatre (3) Brookvale Oval (and possibly others) run at substantial losses. Are rate payers, at large, responsible to maintain these loss ventures? If this is the case – there will never be sufficient funds, no matter how much rates are increased

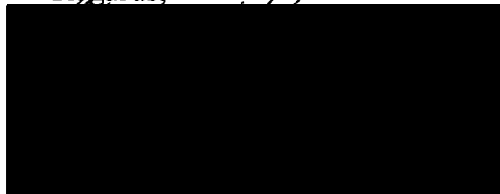
The proposed re-development of Dee Why I am sure is absolutely necessary but if it means going into substantial debt we must proceed little by little within our means, even if it takes a little longer to achieve our goals. You have only to look at the mess of State and Federal Government Finances to recognise that little by little is the safest and wisest way to go

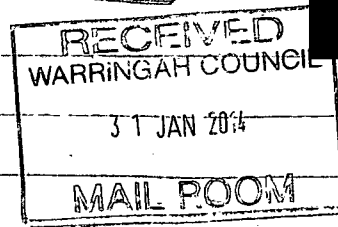
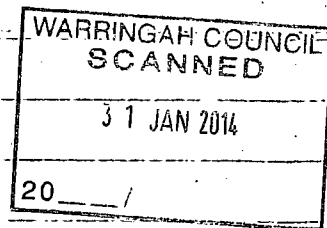
Thus far Warringah Council has done a great job Lets proceed with caution and wisdom and remember in it all that not all Warringah ratepayers are on \$100,000 a year, plus.

Good to hear from you. In general terms I'm on your side

Yours faithfully,

Regards,





WARRINGAH COUNCIL
725 PITWATER RD
DEE WHY
2099

TO WHOM IT MAY CONCERN

DEAR SIR/MADAM.

I AM WAITING REGARDING YOUR REQUEST FOR A 26.25 PERCENT RATE RISE. I HAVE ALSO WRITTEN TO IPART NSW.

LAST YEAR OUR RATES WERE 2741.30

THIS YEAR OUR RATES ARE 3390.83

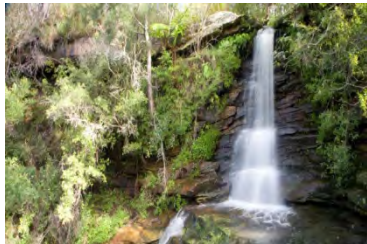
THIS IS AN INCREASE OF OVER $23\frac{1}{2}\%$ WITH YOUR $26\frac{1}{4}\%$. THIS WILL BE A RATE RISE OF OVER 50% IN TWO YEARS.

I WOULD LIKE YOU TO EXPLAIN TO ME AS A PENSIONER ~~THE~~ HOW YOU THINK RATES OF THIS LEVEL COULD BE PAID

AS YOU ALREADY HAVE A RISE OF $23\frac{1}{2}\%$. HOW CAN YOU ASK FOR ANOTHER $26\frac{1}{4}\%$.

AWAITING YOUR REPLY

YOURS FAITHFULLY



Warringah Council

Special Rates Variation Research

Prepared by: Micromex Research

Date: October 2013





Background

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Warringah Council is facing the challenge of balancing community expectations with future financial sustainability, and as such has determined that it needs to apply for a special rate variation in order to fund future services, facilities, programs and initiatives for its residents.

Research Objectives

As part of the application process, Warringah Council requested Micromex Research conduct a robust community research survey in order to:

1. Measure community support for the introduction of a special rate levy
2. Provide an avenue for feedback in order for residents to express their views on the proposed SRV

Interviewing & Sample Size Implications

Interviewing

A random telephone survey of 400 residents was conducted between 17th and 22nd October 2013.

Interviewing was conducted in accordance with IQCA (Interviewer Quality Control Australia) Standards and the Market Research Society Code of Professional Conduct. Where applicable, the issues in each question were systematically rearranged for each respondent.

Sampling Size Implication

A random community sample size of 400 provides a maximum sampling error of plus or minus 4.9% at 95% confidence.

This means that if the survey was replicated with a new universe of n=400 Warringah residents, that 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%.

Therefore the research findings documented in this report should be interpreted by Warringah Council and IPART as not just the opinions of 400 residents, but as an accurate and robust measure of the entire Warringah community's attitudes.

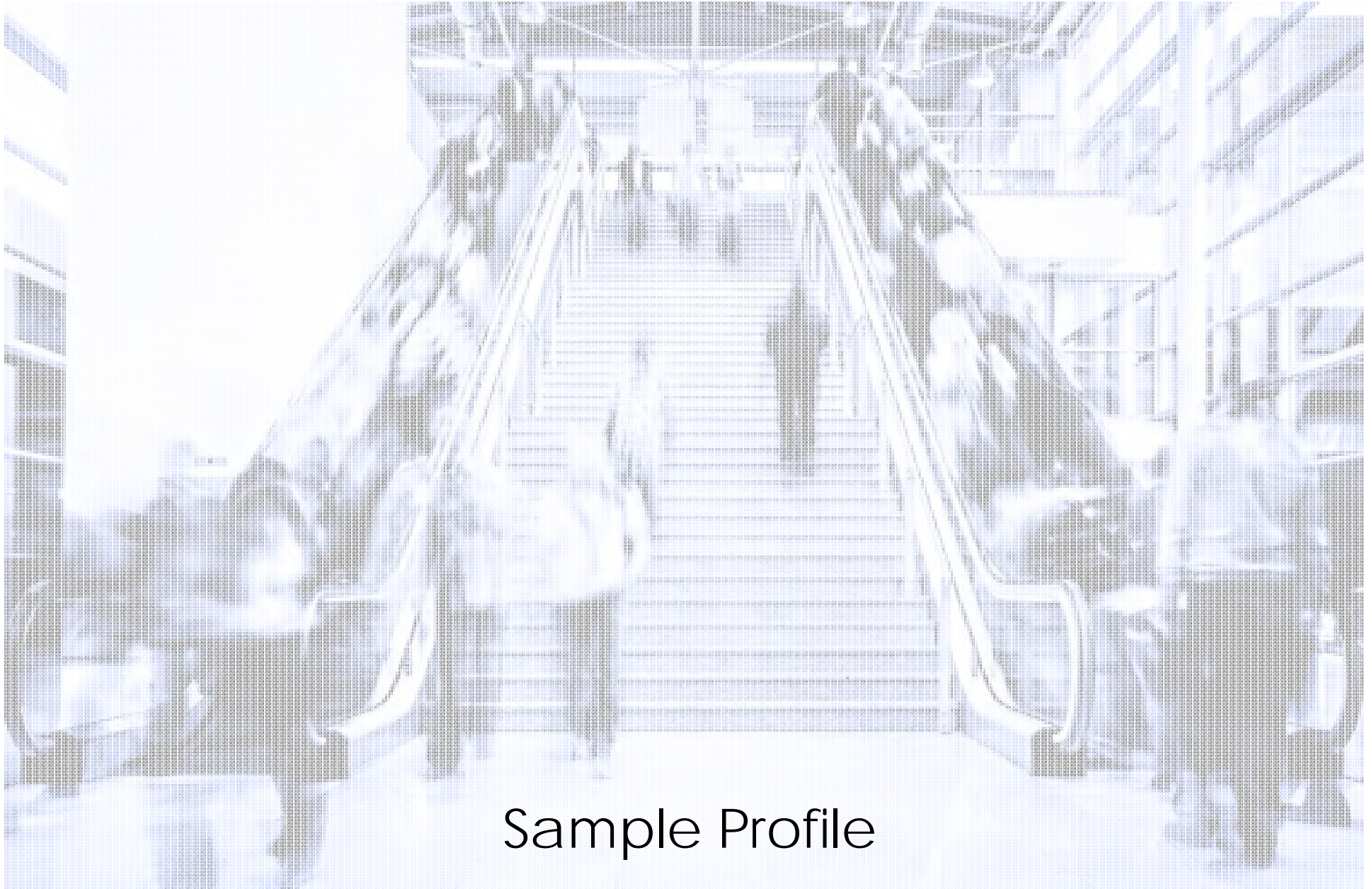
How To Interpret Rating Scores

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance, satisfaction or support and 5 the highest importance, satisfaction or support

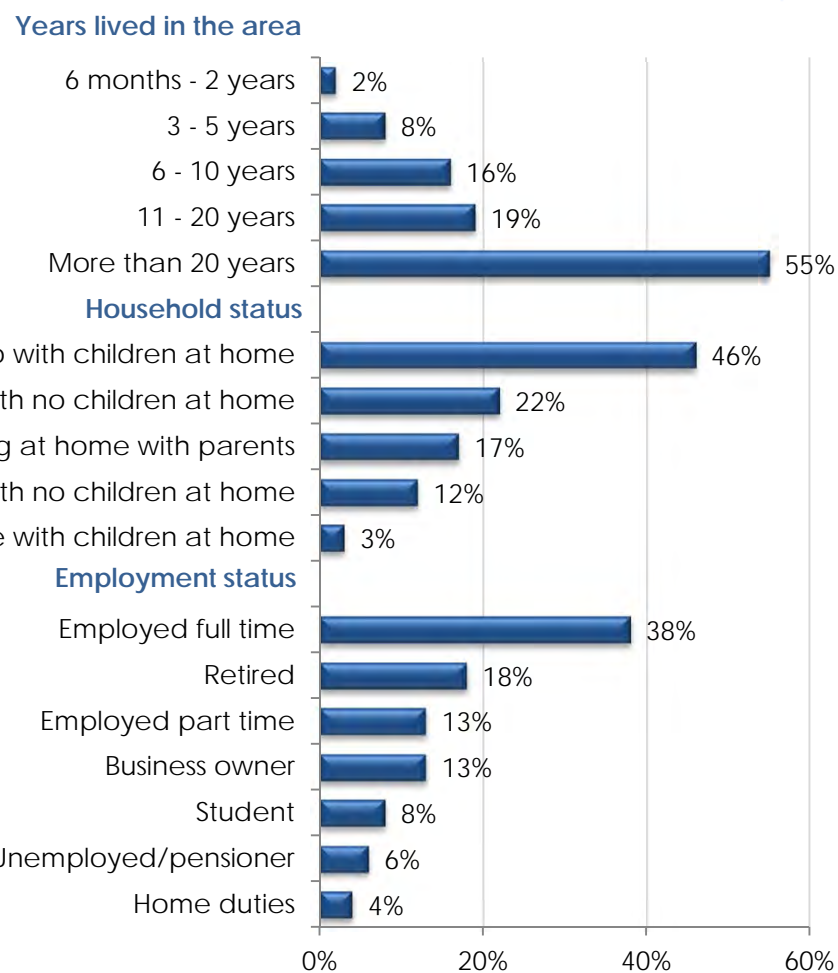
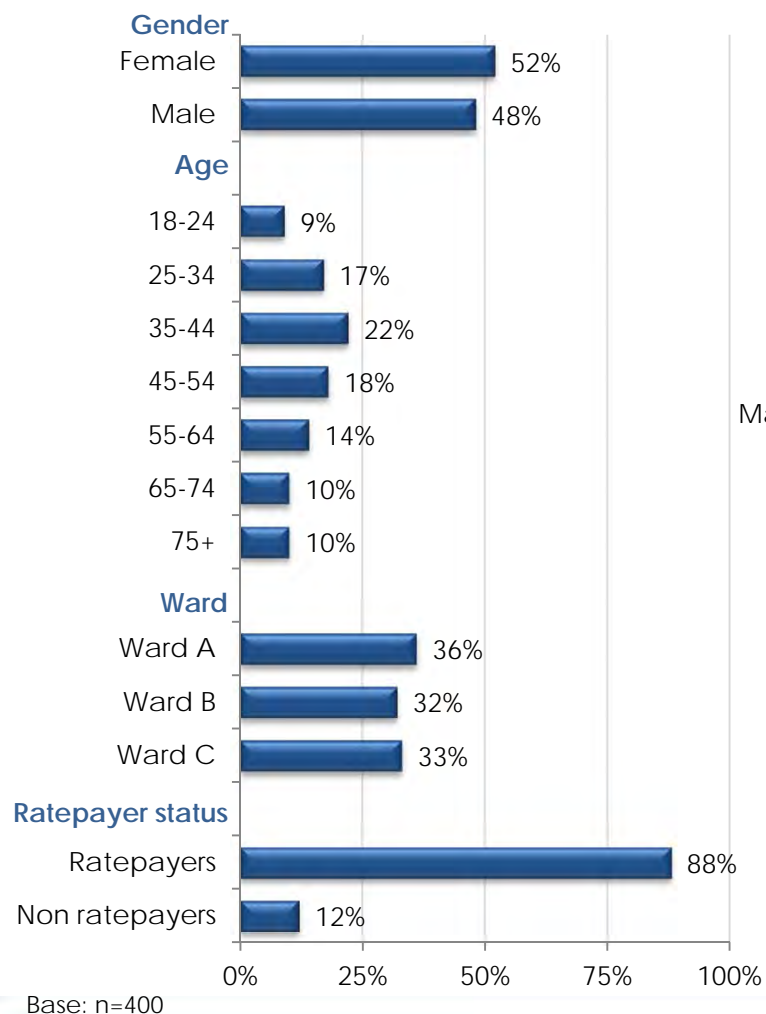
This scale allowed for a mid range position for those who had a divided or neutral opinion.

1.99 or lower	'Very low' level of importance/satisfaction/support
2.00 – 2.49	'Low' level of importance/satisfaction/support
2.50 – 2.99	'Moderately low' level of importance/satisfaction/support
3.00 – 3.59	'Moderate' level of importance/satisfaction/support
3.60 – 3.89	'Moderately high' level of importance/satisfaction/support
3.90 – 4.19	'High' level of importance/satisfaction/support
4.20 – 4.49	'Very high' level of importance/satisfaction/support
4.50 +	'Extreme' level of importance/satisfaction/support



Sample Profile

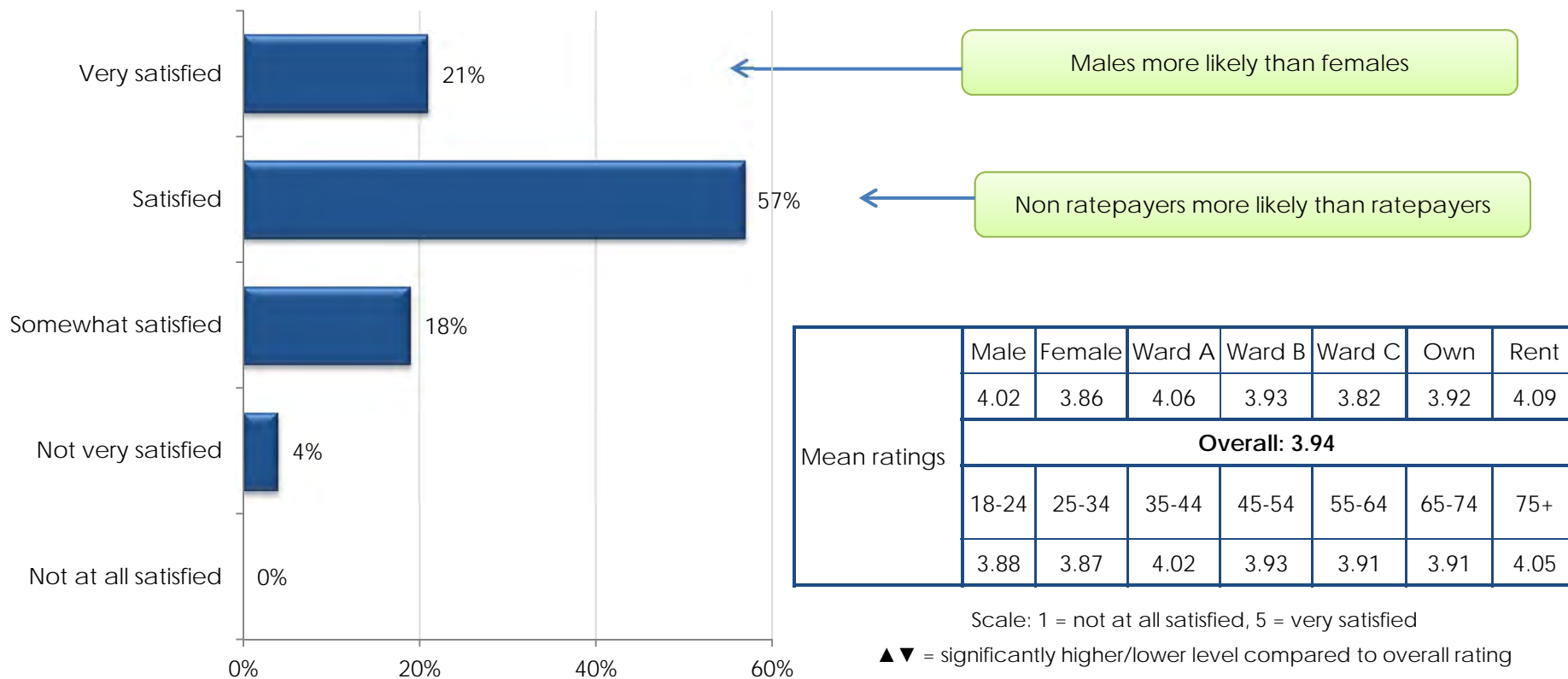
Sample Profile



The sample was weighted according to 2011 ABS Stats

There Is A High Level Of Satisfaction With The Quality Of Facilities Provided By Council

Q. How satisfied are you with the quality of facilities provided by Council in the local area?

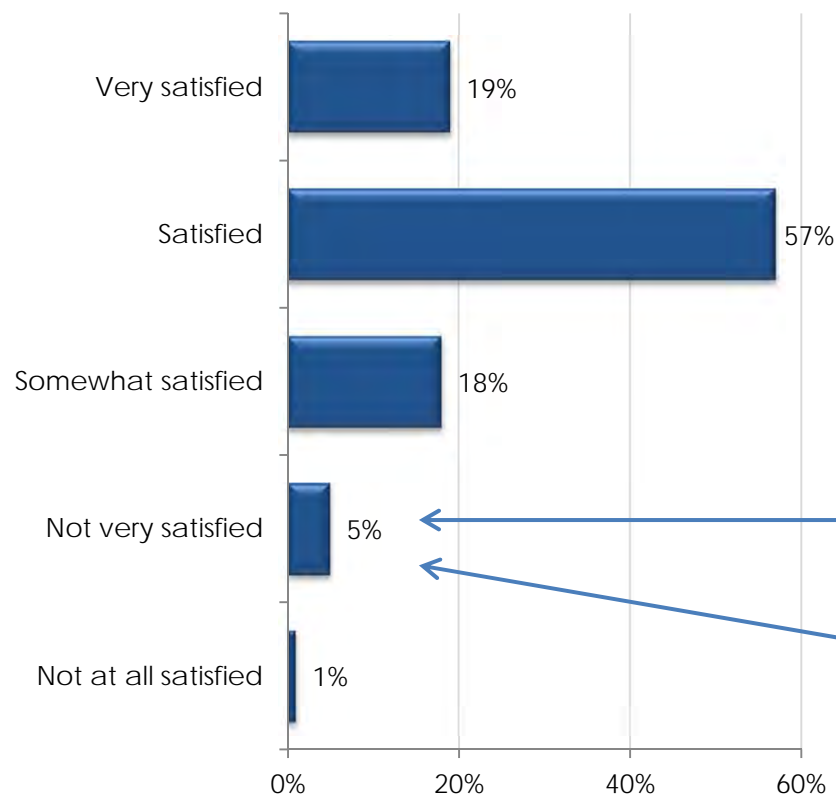


Base: n=400

No clear dissatisfaction with the current facilities

There Is A Moderately High Level Of Satisfaction With The Quality Of Services Provided By Council

Q. How satisfied are you with the level of service provided by Council in the local area?



	Male	Female	Ward A	Ward B	Ward C	Own	Rent
Mean ratings	3.85	3.89	3.93	3.95	3.75	3.90	3.71
	Overall: 3.87						
	18-24	25-34	35-44	45-54	55-64	65-74	75+
	3.75	3.90	3.84	3.83	3.88	3.85	4.11

Scale: 1 = not at all satisfied, 5= very satisfied

18-24 more likely than 45-54

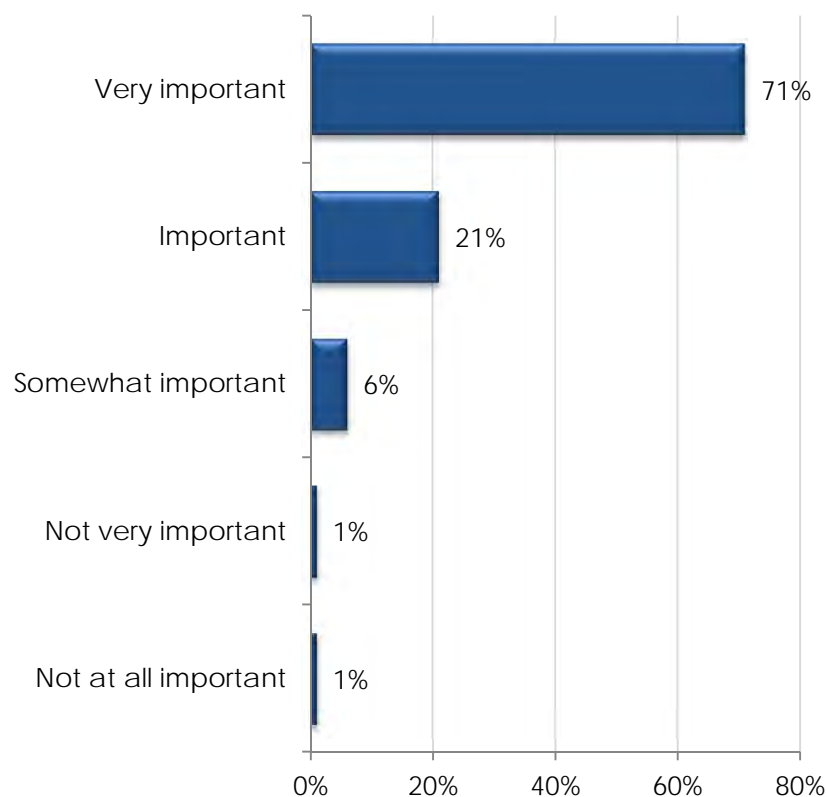
Non ratepayers more likely than ratepayers

Base: n=400

There is very little dissatisfaction with Council services

Residents Indicate That It Is Extremely Important That Council Maintains The Natural Environment

Q. How important is it for Council to maintain the natural environment?



	Male	Female	Ward A	Ward B	Ward C	Own	Rent
Mean ratings	4.51	4.70	4.61	4.70	4.52	4.62	4.54
	Overall: 4.61						
	18-24	25-34	35-44	45-54	55-64	65-74	75+
	4.46	4.93▲	4.68	4.52	4.59	4.51	4.36

Scale: 1 = not at all important, 5 = very important

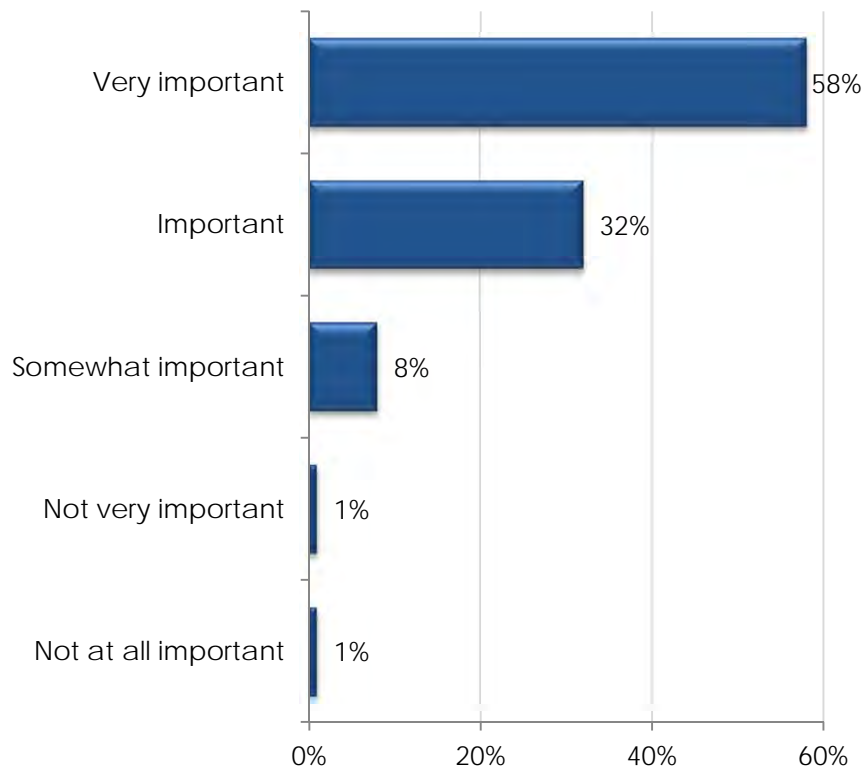
▲▼ = significantly higher/lower level compared to overall rating

Base: n=400

The Natural Environment is a priority area for the community

Residents Indicate It Is Of Very High Importance That Council Continues To Improve Facilities And Services

Q. How important is it for Council to provide better facilities and services?



Mean ratings	Male	Female	Ward A	Ward B	Ward C	Own	Rent
	4.45	4.47	4.47	4.47	4.44	4.45	4.54
	Overall: 4.46						
	18-24	25-34	35-44	45-54	55-64	65-74	75+
	4.41	4.56	4.36	4.58	4.52	4.53	4.17▼

Scale: 1 = not at all important, 5 = very important

▲▼ = significantly higher/lower level compared to overall rating

Base: n=400

Residents want the LGA to continue to improve



Funding Options

Read statement:

Rates are Council's main source of income for delivering services and are capped by the State government. Council is facing the challenge of balancing community expectations with future financial sustainability.

After 2017/18, Council won't be able to maintain existing service levels to the community without an increase in rates. This is as a result of having to spend more maintaining new assets at a higher standard to meet the needs of our growing community.

Your Councillors are proposing a special rate increase from 2014 in response to requests for improved services to make Warringah an even better place to live.

Council is looking for your help in examining three options for funding service levels:

- Decline in Services
- Maintain Services
- Improve Services

Option 1- Decline In Services



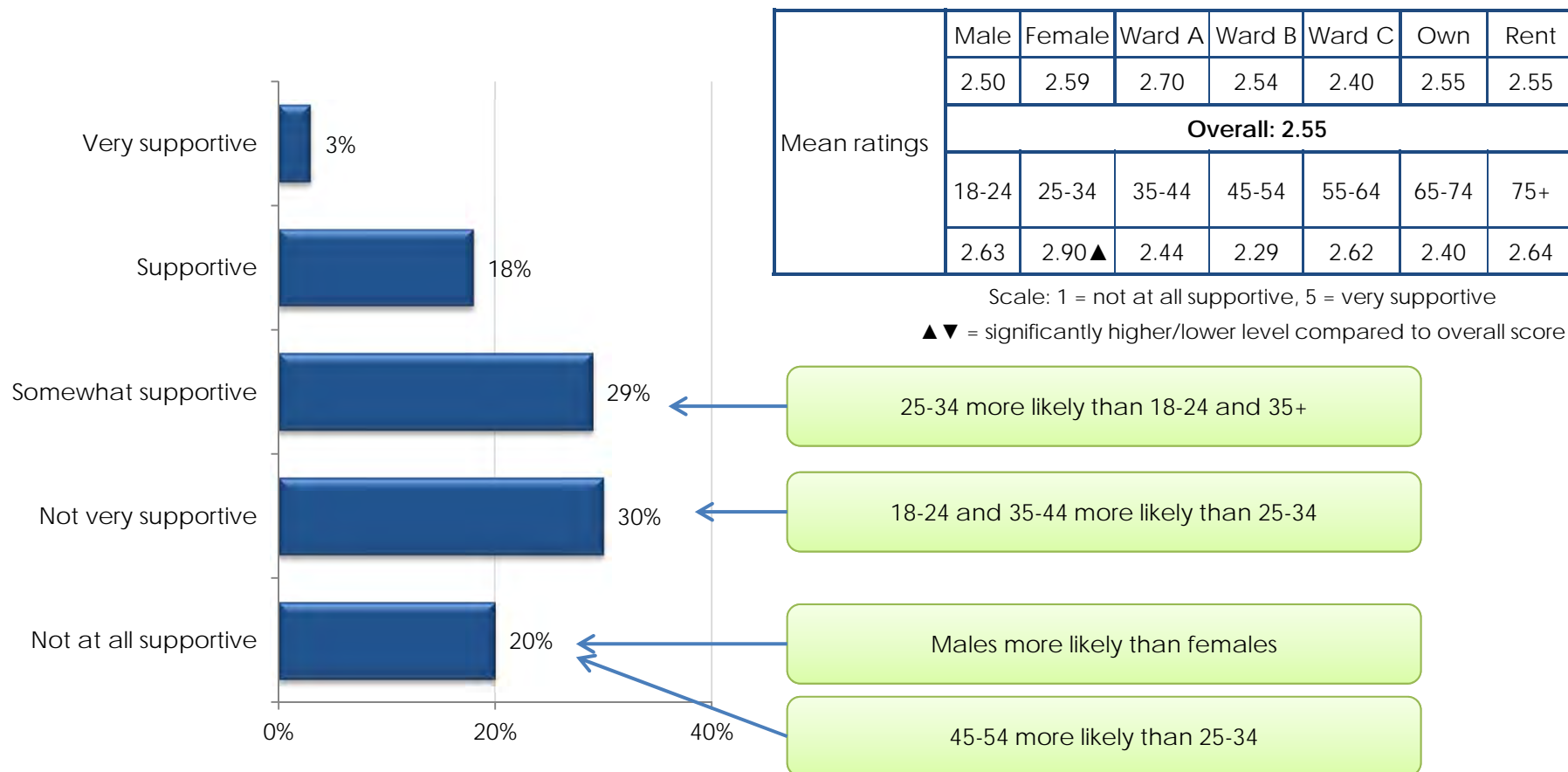
Decline in services. Rates would increase only by the State Government rate cap of approximately 3% per annum or 12.55% over four years. Current service levels can be maintained until 2017/18. Service levels will then be reduced to make savings of \$1.3 million each year. For the average residential rate payer this would mean an increase of \$143 by 2017/18.

Under this option savings could include:

- Reduced opening hours or possible closure of facilities including pools, libraries, etc.
- Reduced maintenance of sporting facilities, parks and gardens
- Reduced maintenance of roads, footpaths, cycleways and drains
- Reduced environmental programs (*e.g. weed removal and native vegetation programs*)
- Longer processing times for customer requests, applications and permits
- Fewer community events
- Less funds for community sponsorship and economic development
- Large increases in user fees and charges

Residents Had a Moderately Low Level Of Support for Council Proceeding With Option 1 – Decline In Services, Maintain Rates

Q. How supportive are you of Council proceeding with this option? (Option 1 – Decline in services, maintain rates)



Base: n=400

Only 21% of residents indicated clear support for this option

Option 2 – Maintain Services

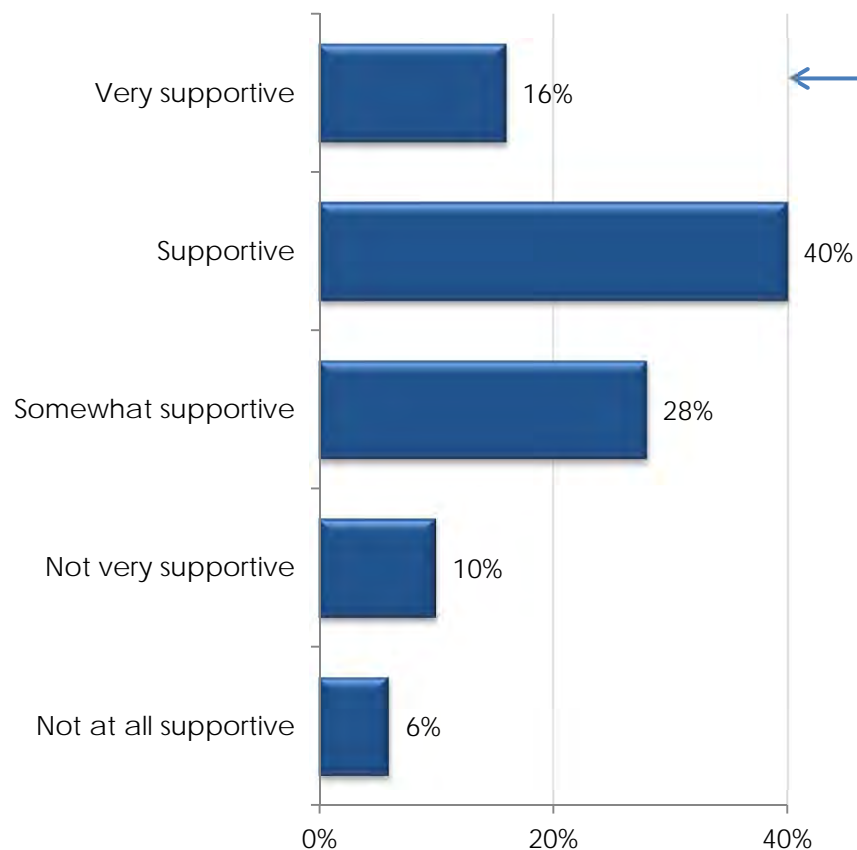


The second option is maintain services. To maintain current service levels, rates would need to rise above the State Government rate cap to 9.4% in 2017/18. This would be a total increase of 19.66% over the four years. For the average residential rate payer this would mean an increase of \$224 by 2017/18, of which \$143 would be the rate cap increase and the remaining \$81 would be to maintain services.

- Maintaining opening hours and programs at pools, libraries, although no new facilities would be constructed.
- Maintenance of sporting facilities, parks and gardens would remain as is, with no increase to mowing, planting or maintenance
- Construction of roads, footpaths, cycleways and drains would be maintained,
- Environmental programs would be retained (*e.g. weed removal and native vegetation programs*)
- Processing times for customer requests, applications and permits would remain the same
- Community events would be maintained, but not expanded
- Funding of community sponsorship and Economic Development would be maintained

Residents Were Moderately Supportive Of Council Proceeding With Option 2 – Maintain Services, Increase Rates

Q. How supportive are you of Council proceeding with this option? (Option 2 – Maintain services, increase rates)



Non ratepayers more likely than ratepayers

	Male	Female	Ward A	Ward B	Ward C	Own	Rent
Mean ratings	3.46	3.55	3.63	3.37	3.51	3.47	3.75
	Overall: 3.51						
	18-24	25-34	35-44	45-54	55-64	65-74	75+
	3.95▲	3.86▲	3.54	3.38	3.21	3.31	3.28

Scale: 1 = not at all supportive, 5 = very supportive

▲▼ = significantly higher/lower level compared to overall score

Base: n=400

56% of residents indicated clear support for this option

Option 3 – Improve Services



The final option is Improve services. To improve service levels, rates would rise by 6% each year for four years. A total increase of 26.25%. For the average residential rate payer this would mean an increase of \$299 by 2017/18. Of this, \$143 would be the rate cap increase and the remaining \$156 would be a Special Rate Variation .

In addition to maintaining all current service levels this option would enable Council to provide the community with the following enhancements:

\$2m on the local environment with more:

- Restoration of bushland
- Increased cleaning around bushland, waterways and lagoons

\$11m on local Neighbourhoods with:

- Increased cleaning of centres
- Improved maintenance of roads
- 9km of new footpaths and better maintenance of existing footpaths
- Upgrading 16 playgrounds and a new outdoor youth facility
- Increased support for local business
- Improving the appearance of parks, reserves and public gardens

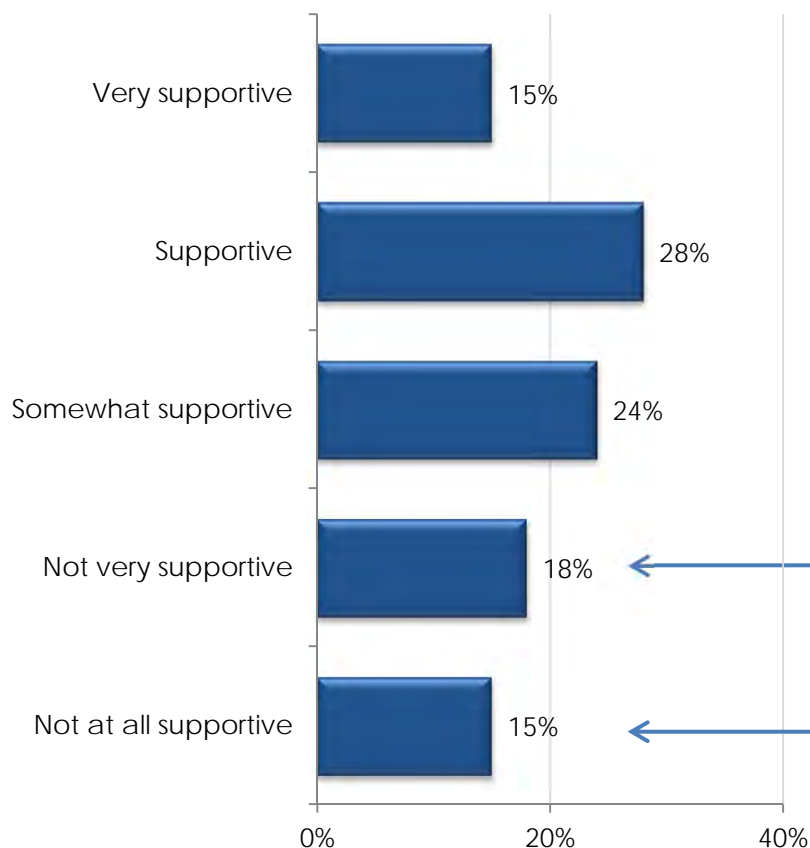
\$14m for local recreational facilities including:

- Renovation of the Warringah Aquatic Centre
- New synthetic sportsfields
- Upgrade of a surf club building
- Dredging Narrabeen Lagoon for recreational use
- A new horse riding trail at Terrey Hills

\$2m for creating the Glen Street Cultural Hub, installing public art and new cultural events

Residents Were Moderately Supportive Of Council Proceeding With Option 3 – Though Support Was Greater For Option 2

Q. How supportive are you of Council proceeding with this option? (Option 3 – Improve services, increase rates)



	Male	Female	Ward A	Ward B	Ward C	Own	Rent
Mean ratings	3.15	3.06	3.20	3.10	3.00	3.04	3.54▲
	Overall: 3.10						
	18-24	25-34	35-44	45-54	55-64	65-74	75+
	3.90▲	2.98	3.24	3.05	2.86	3.08	2.73

Scale: 1 = not at all supportive, 5 = very supportive

▲▼ = significantly higher/lower level compared to overall score

Females more likely than males

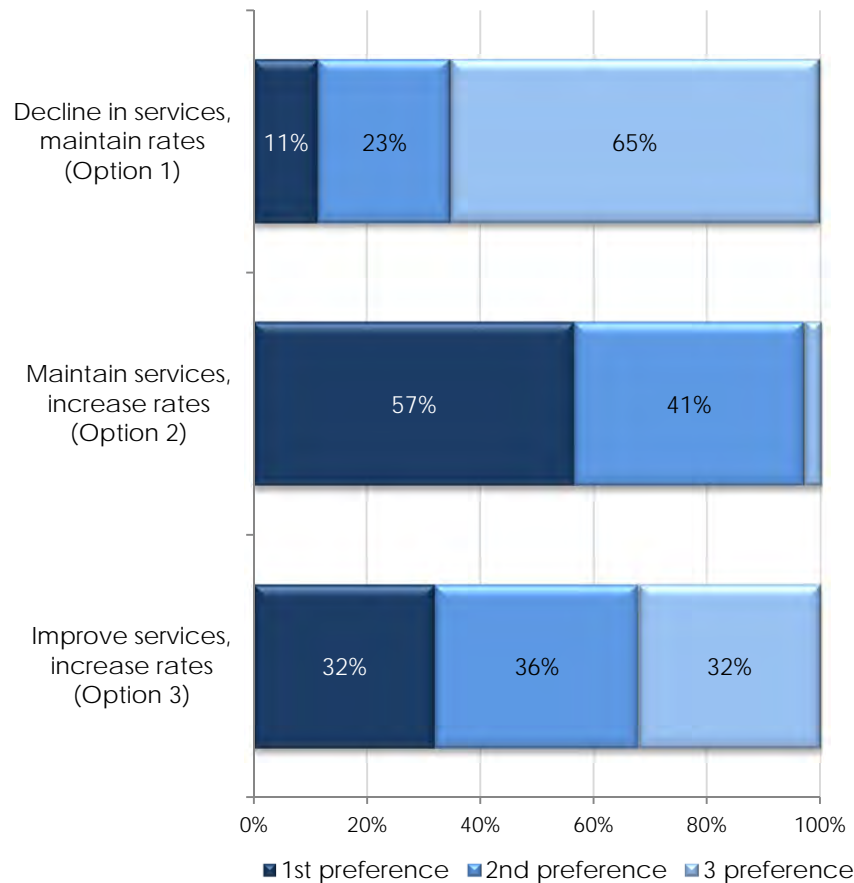
Ratepayers more likely than non ratepayers

Base: n=400

43% of residents indicated clear support for this option

When Pressed, Option 2 (57%) Was Clearly The Most Preferred Option, Followed By Option 3 (32%)

Q. Please rank the three options in order of preference



Mean
ratings

1.46

Decline in Service (11%)

Council need to manage their finances more efficiently	6%
Could not afford a rate increase	5%

2.54

Maintain Service (57%)

Services and facilities need to be maintained	37%
This is a reasonable increase to maintain services	12%

2.00

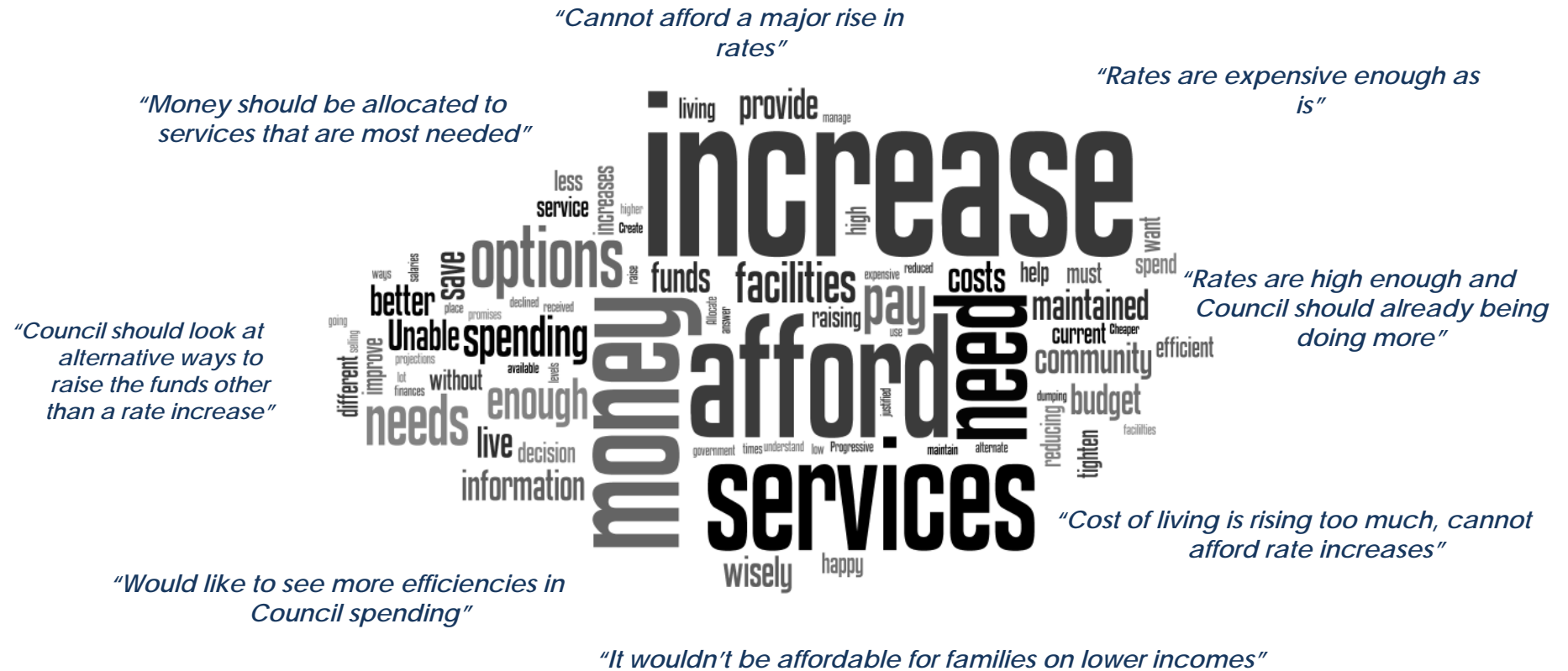
Improve Service (32%)

Infrastructure and services need to be improved and maintained	19%
Rate increase necessary to improve Warringah	14%

Base: n=400

The majority felt that services and facilities needed to be at least maintained, if not improved

Option 1 – Decline Services, Maintain Rates (11%)





Option 3 – Improve Services, Increase Rates (32%)

"Have to improve services as it's best for the community"

"Council needs to provide better services and facilities"

"Do not want to see services decline with the area growing"

"Good services at the moment but need to be better for the future"



"There is always room for improvement and Council needs funds for this"

"Happy for an increase provided the money is spent to better our community"

"Services in community need to be improved for the growth in the community"



Conclusion

Residents have strong levels of satisfaction with the current levels of servicing and facilities provided by Council.

Residents indicated they believe it is highly important that Council continues to improve facilities and services. As such, it is of little surprise that residents are generally supportive of a rate increase of some type.

1. Residents were most supportive of Option 2 – Maintain Services and Increase Rates
 - ⇒ *84% of residents were at least 'somewhat supportive' of Warringah Council proceeding with Option 2*
 - ⇒ *67% of residents were at least 'somewhat supportive' of Warringah Council proceeding with Option 3*
2. Overall, residents preferred Option 2 – Maintain Services and Increase Rates
 - ⇒ *57% of residents selected Option 2 as their most preferred option*
 - ⇒ *32% of residents selected Option 3 as their most preferred option*



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COUNCIL



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SPECIAL RATE VARIATION CONSULTATION

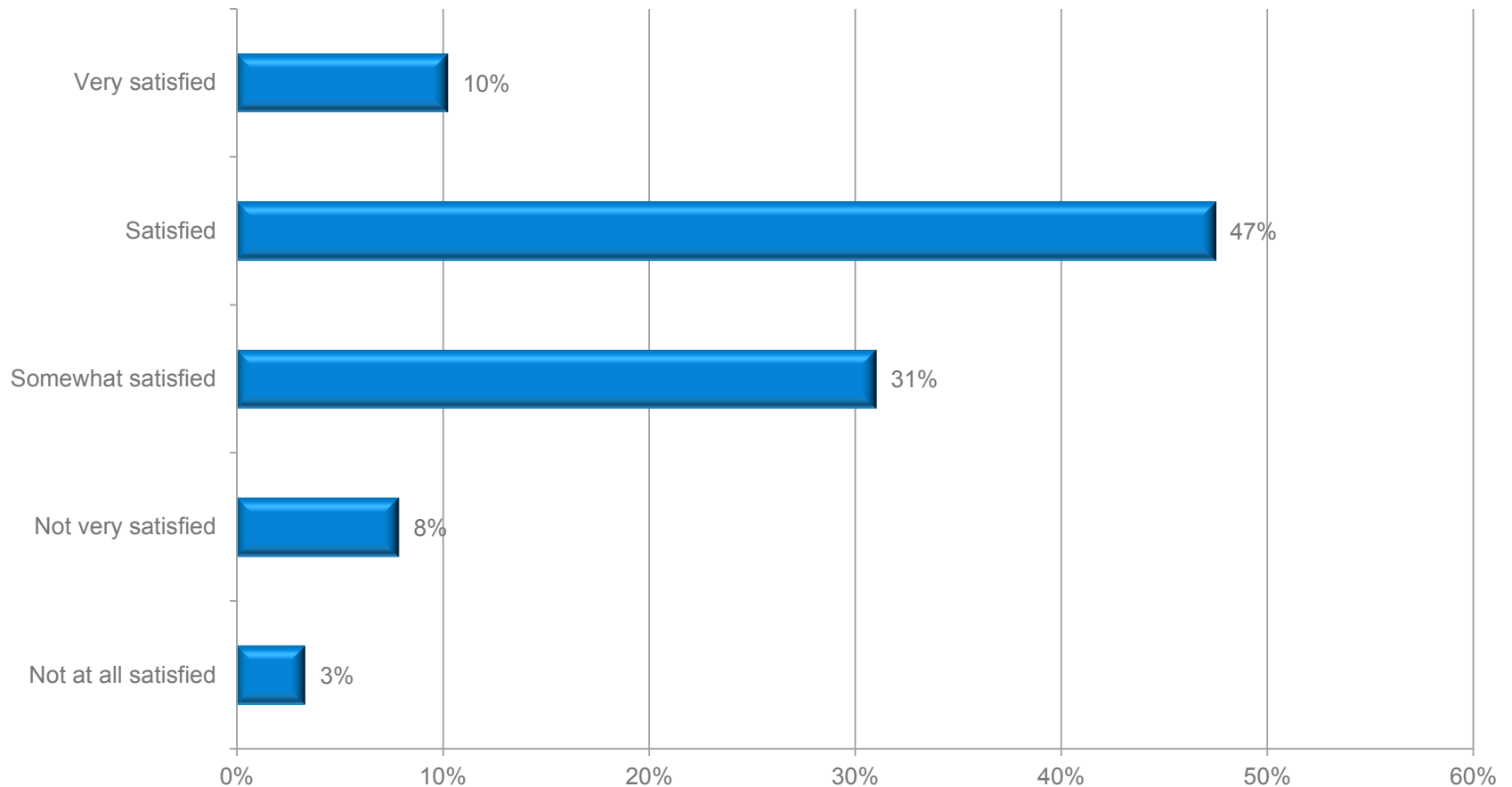
**Online Survey
and submissions**

**Final Results
to 19 November 2013**

Survey on Your Say Warringah

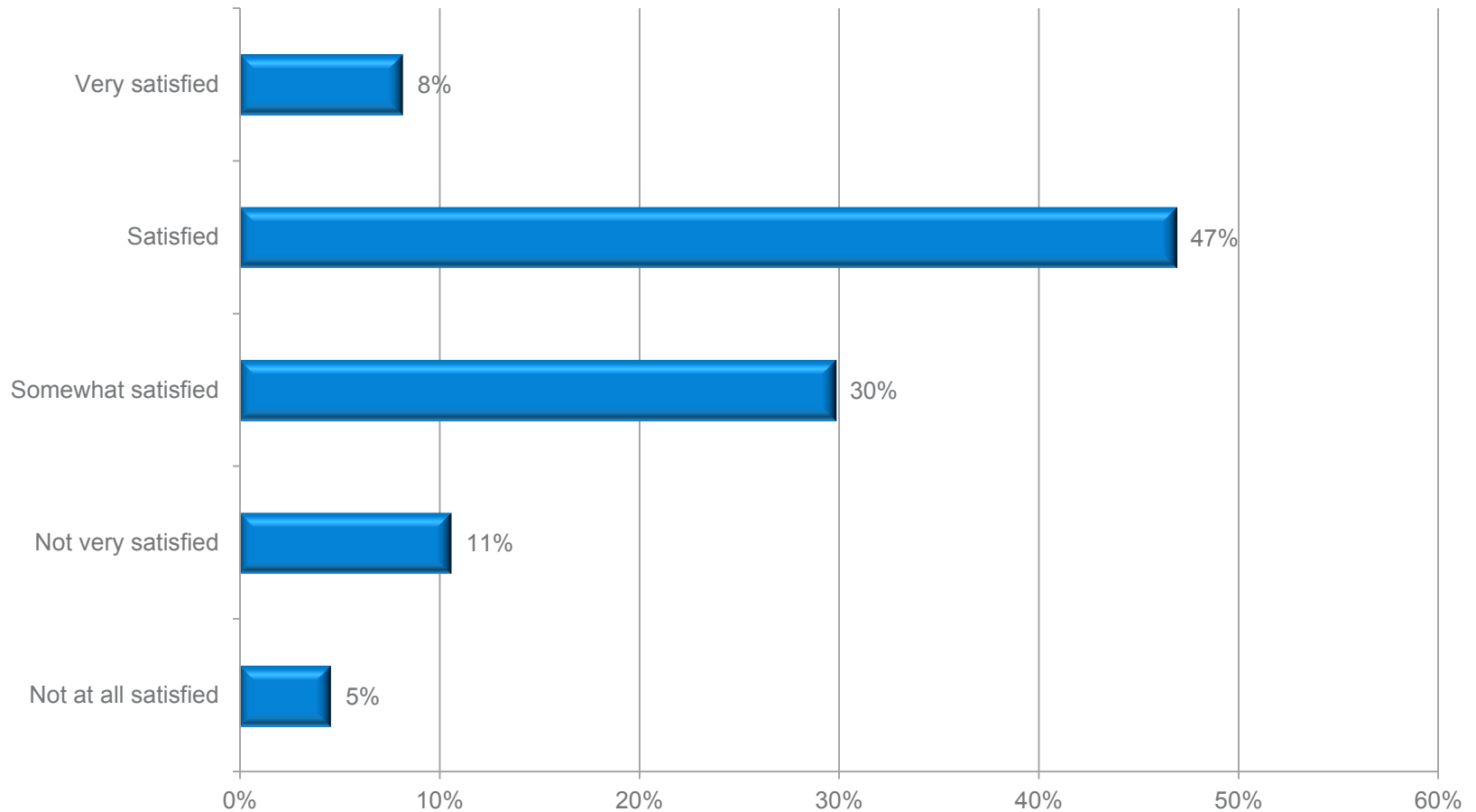
- Open for 28 day exhibition period
- 419 completed surveys
- Same questions as random phone research
Includes priming questions on current services
- Opt-in: Demographics differ from phone survey, not representative:
 - **More ratepayers (+6%) and more with low income (+9%)**
 - **More with no children at home (+17%)**
 - **More in older demographics 55 and over (+21%)**
 - **More males (+11%)**

How satisfied are you with the quality of facilities provided by Council in the local area?



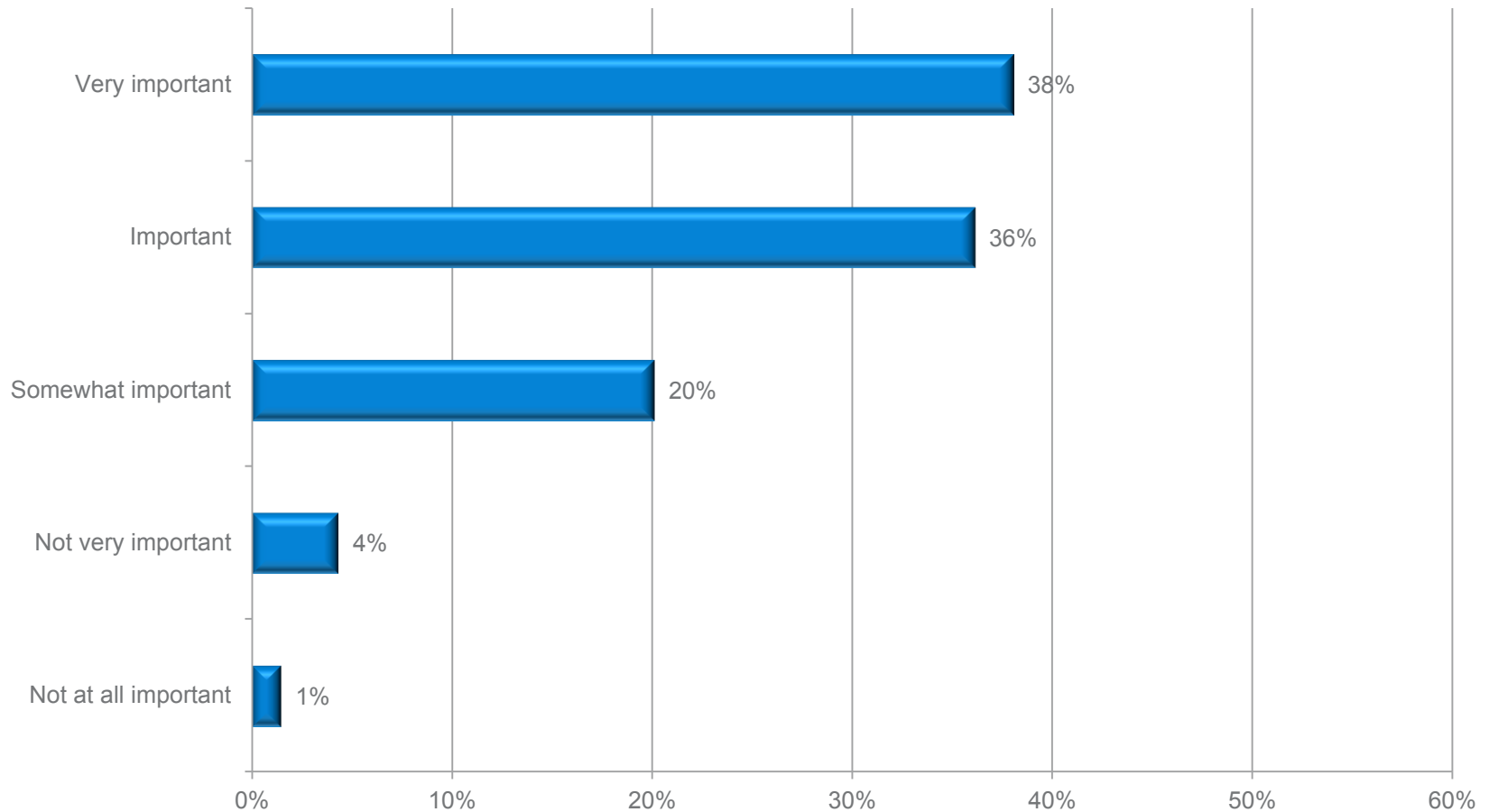
Moderate level of satisfaction

How satisfied are you with the level of service provided by Council in the local area?



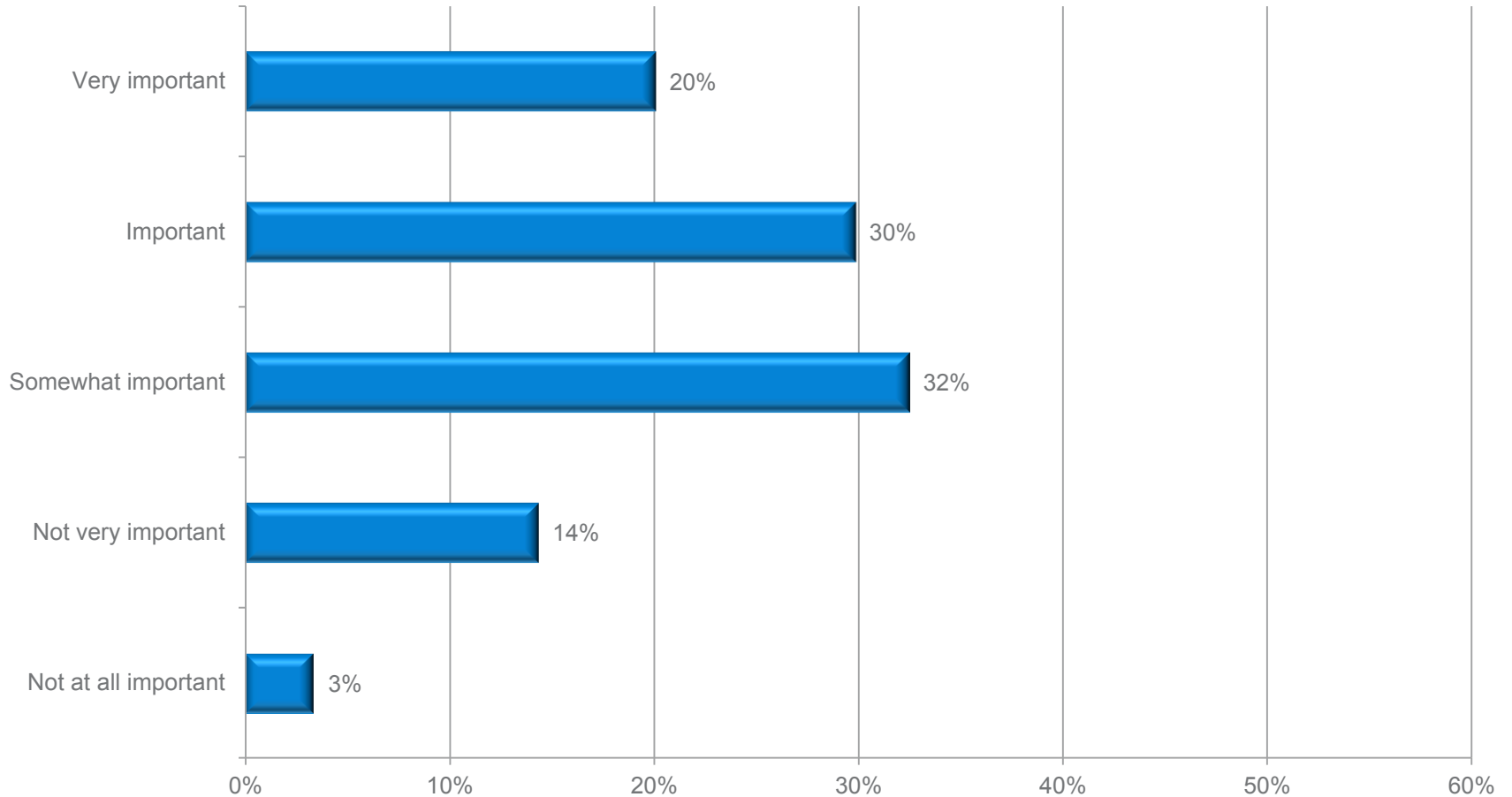
Moderate level of satisfaction

How important is it for Council to maintain the natural environment?



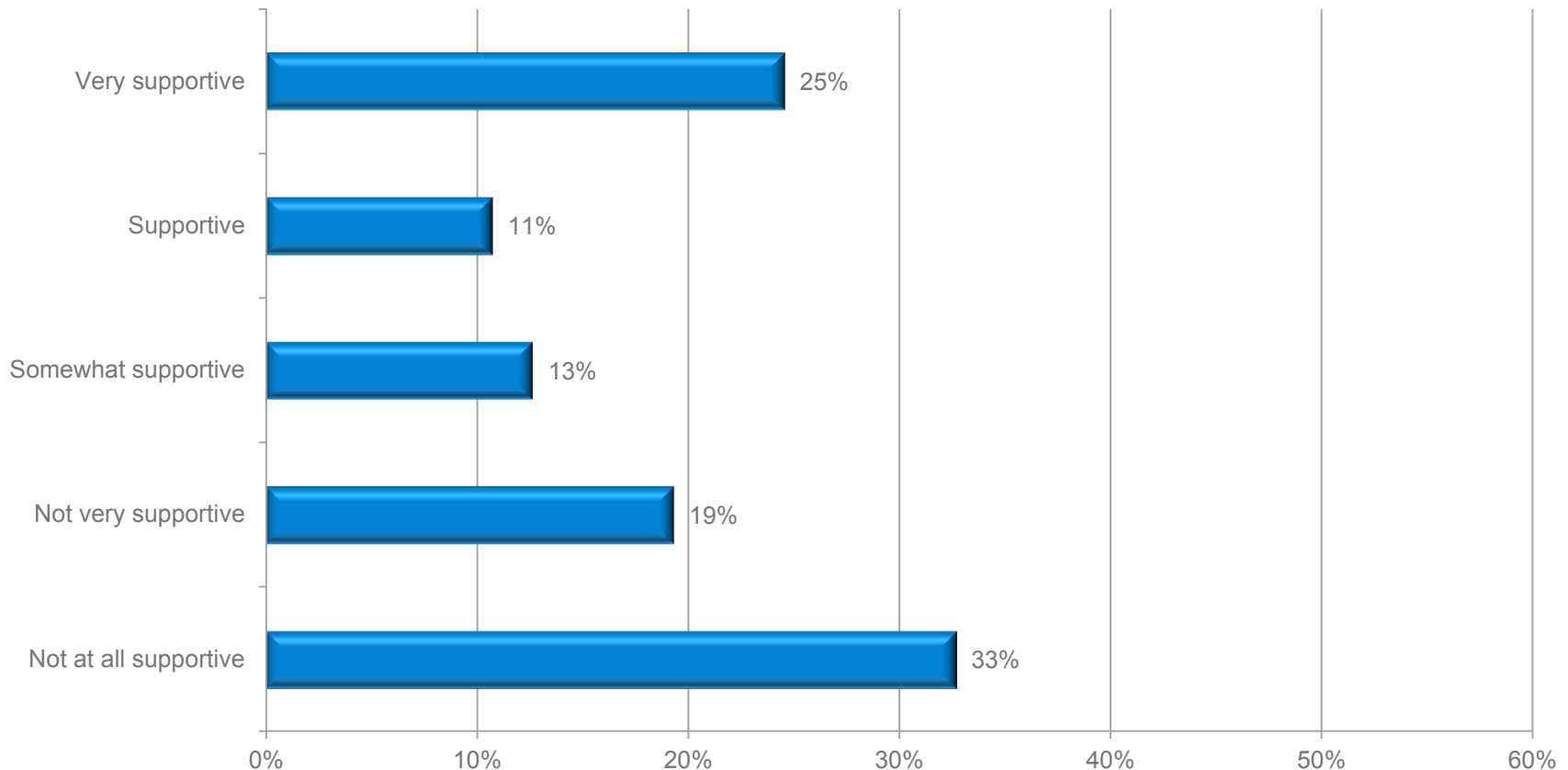
High level of importance

How important is it for Council to provide better facilities and services?



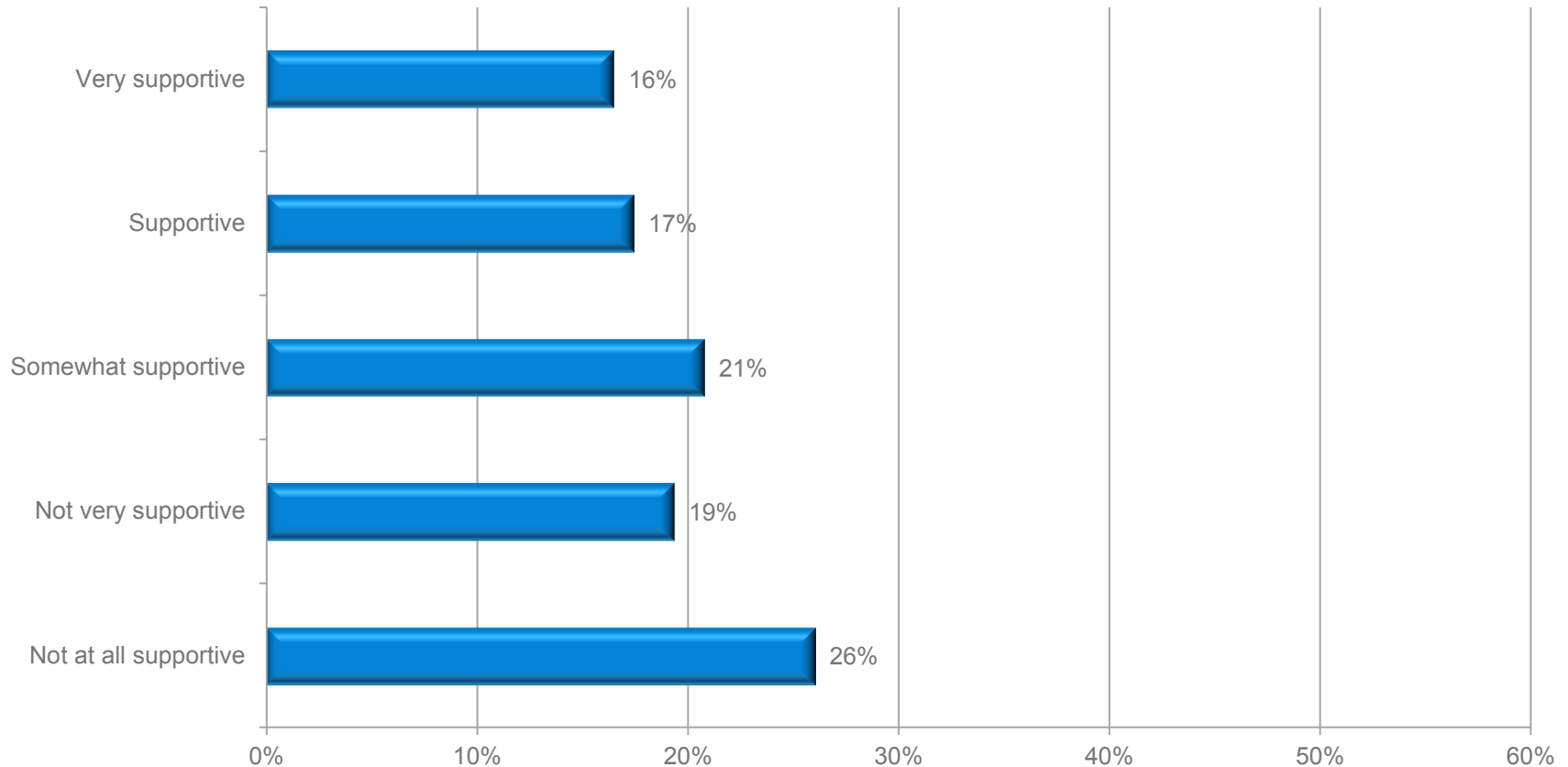
Moderately important

DECLINE - How supportive are you with Council proceeding with the decline service level option?



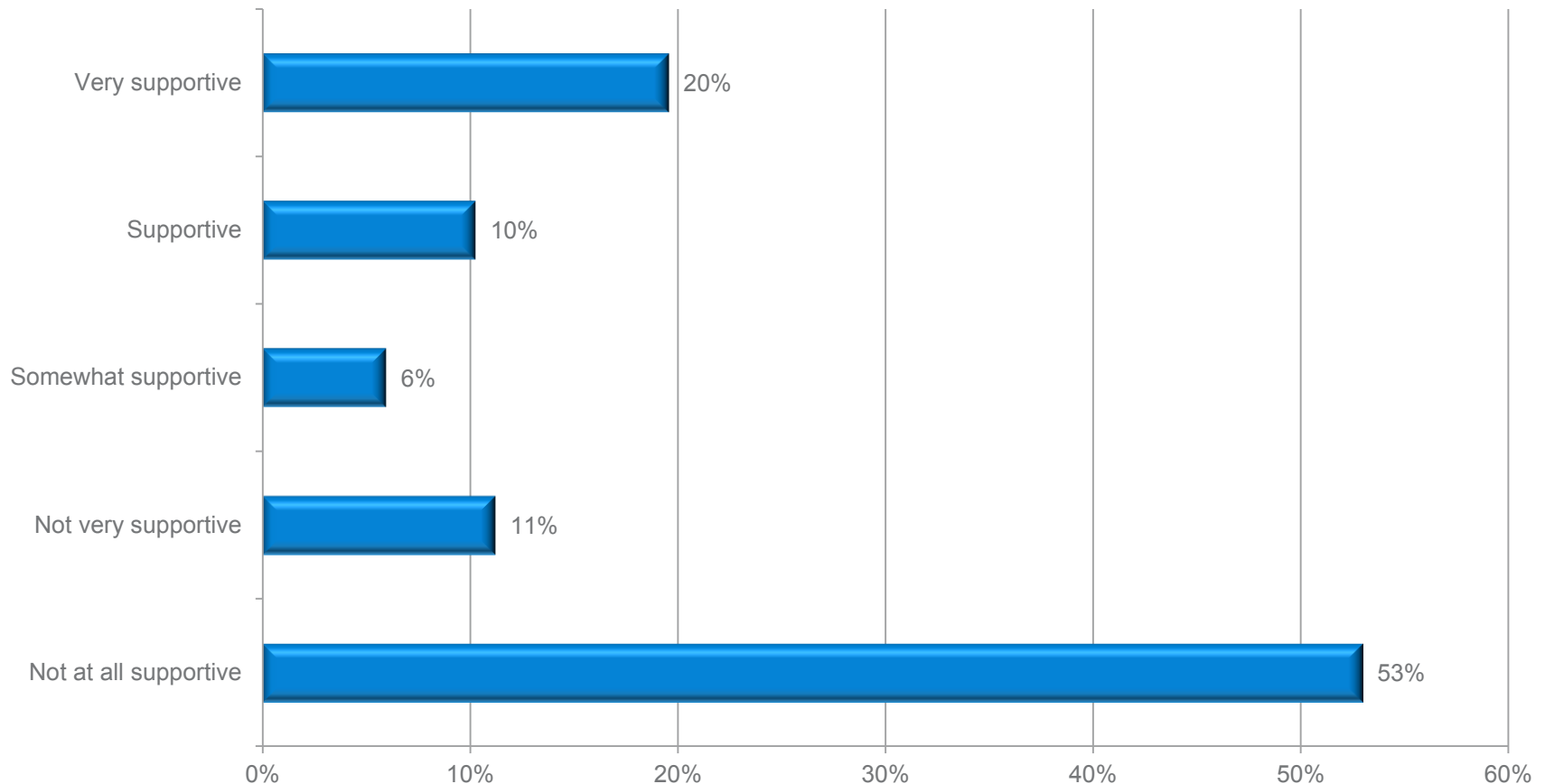
Divided – strong opposing views

MAINTAIN - How supportive are you with Council proceeding with the maintain service level option?



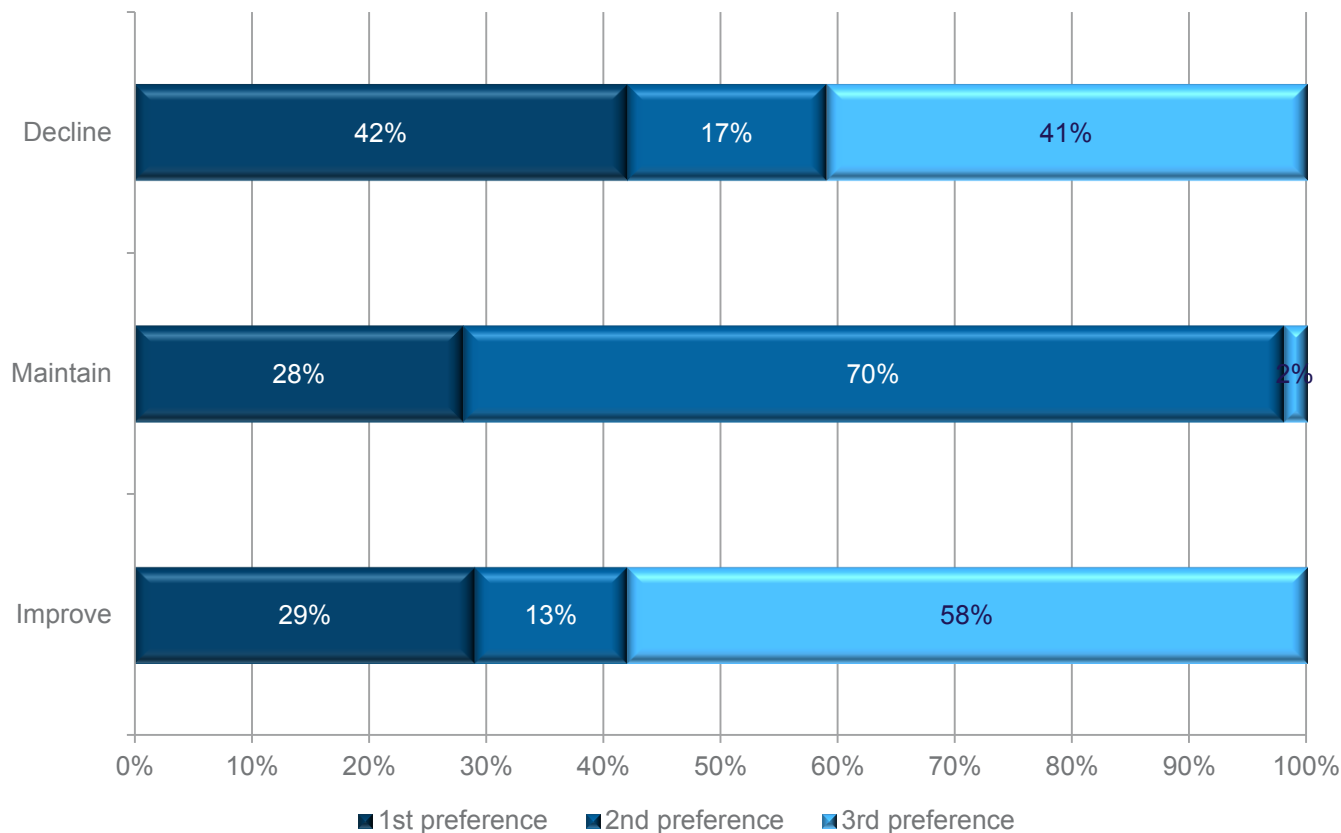
Moderate support, but divided

IMPROVE - How supportive are you with Council proceeding with the improved service level option?



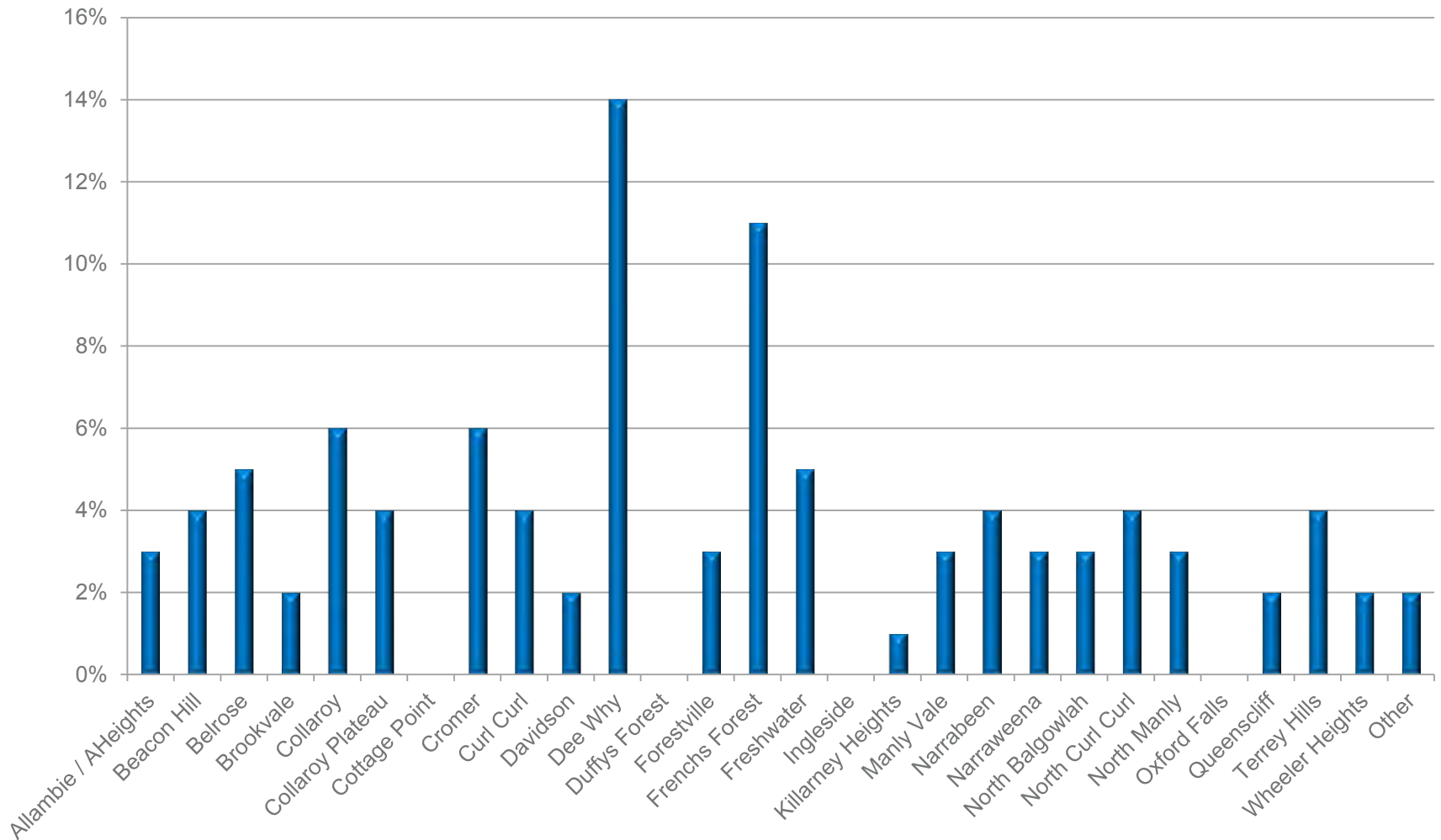
Little support

PREFERENCE – Please rank the 3 options in order of preference

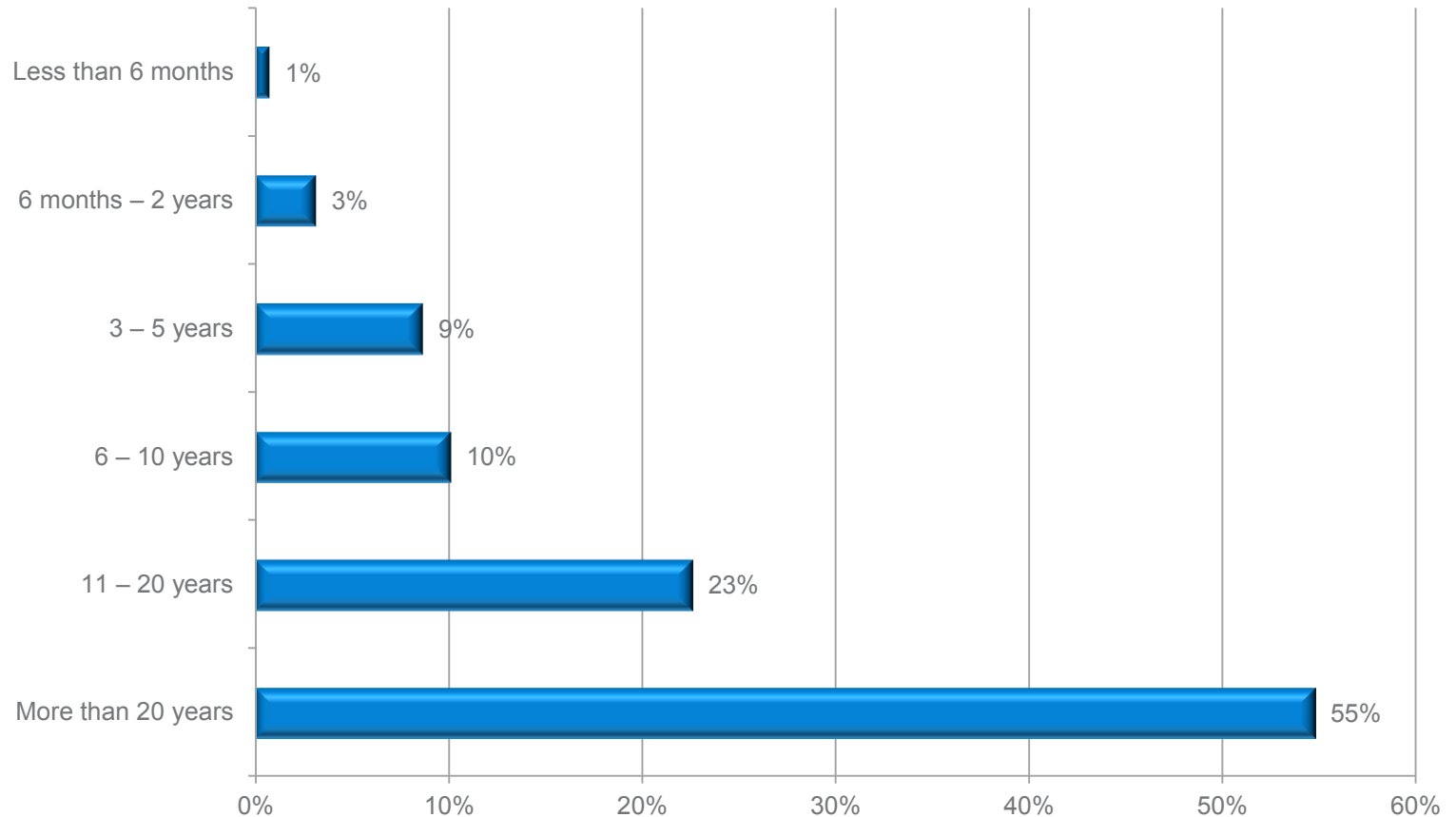


**DECLINE is a clear first preference,
with other options evenly split**

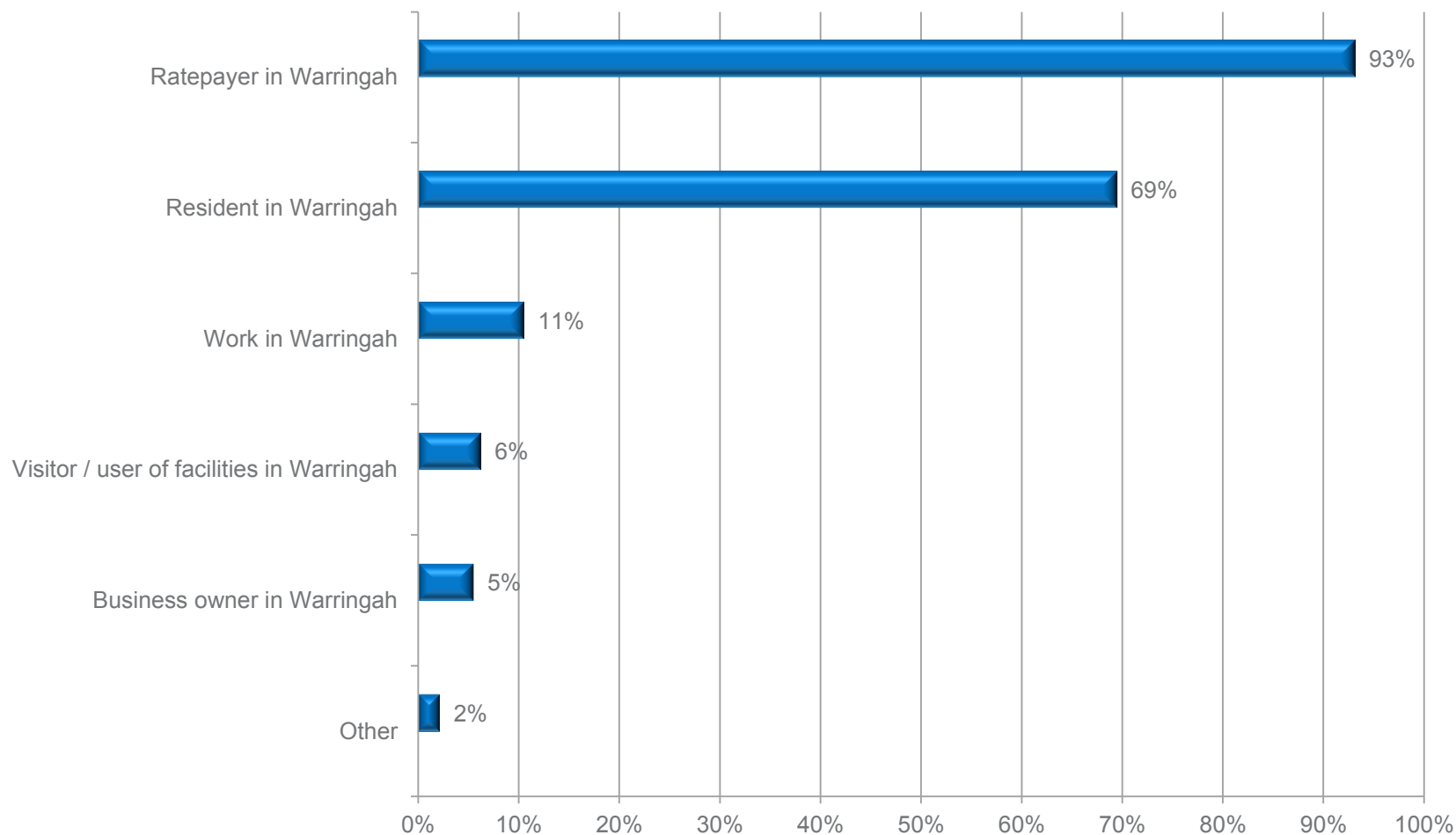
In which suburb do you live?



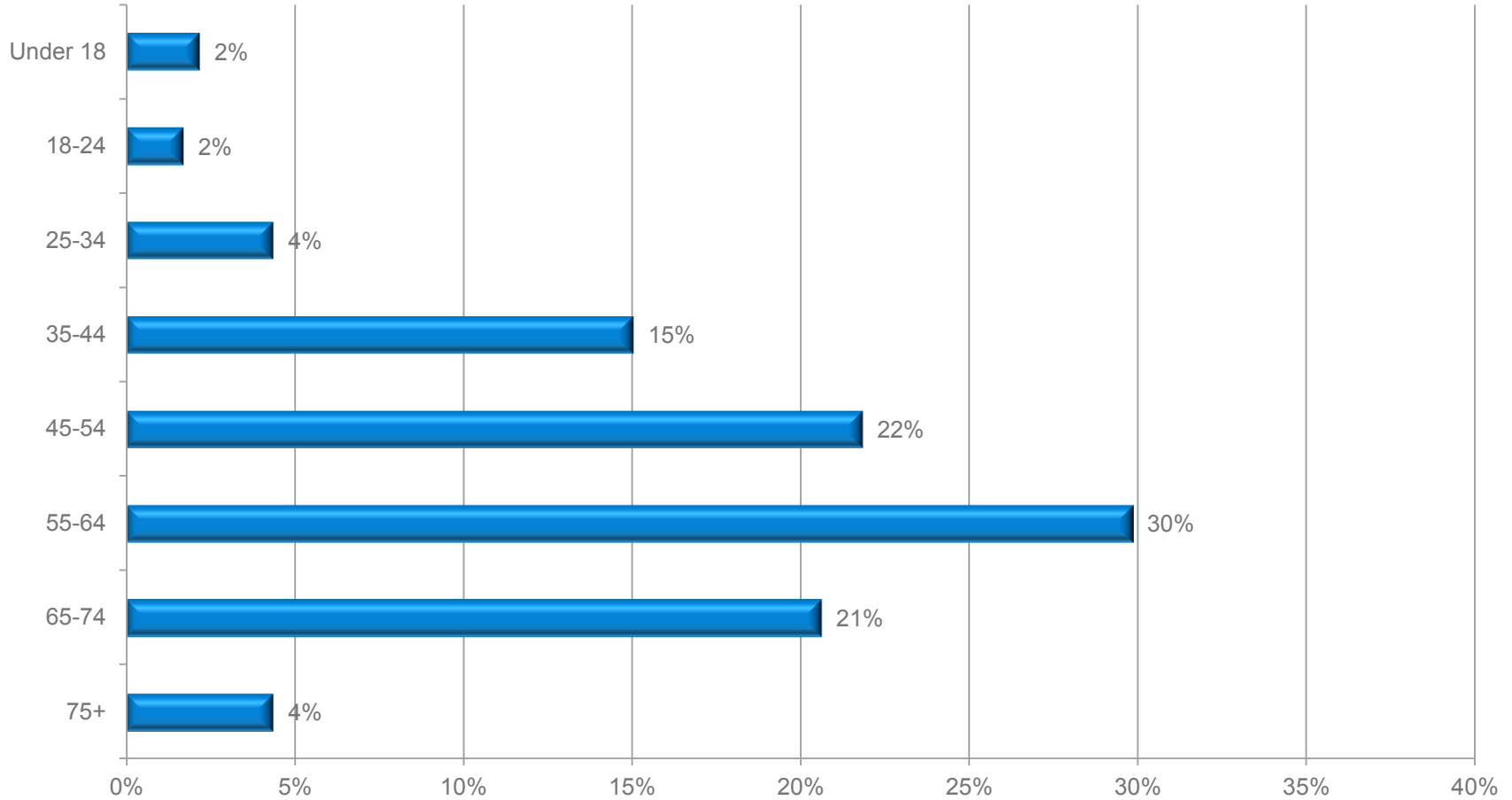
How long have you lived in the Warringah Council area?



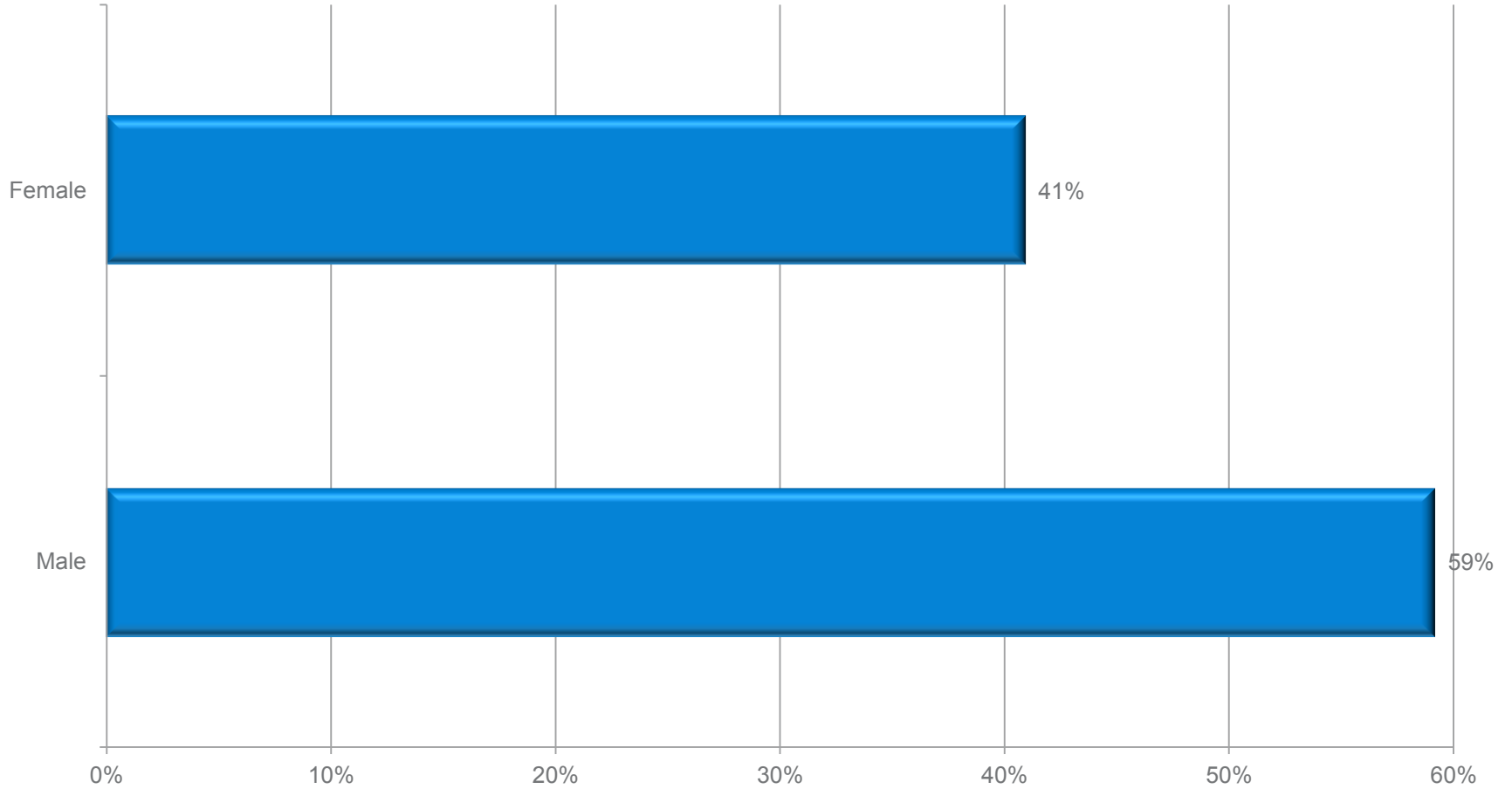
Your association with Warringah (all that apply)



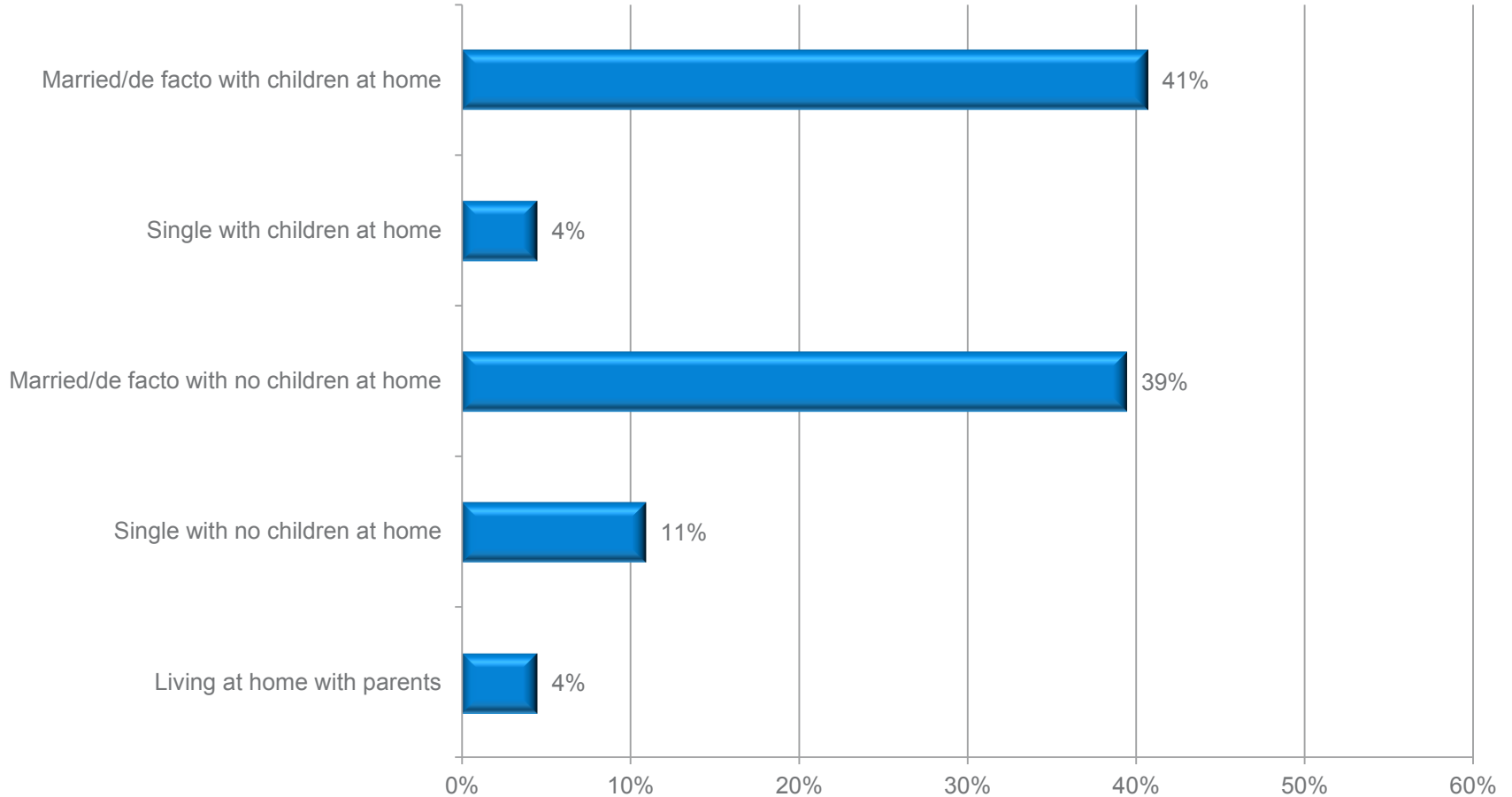
What is your age?



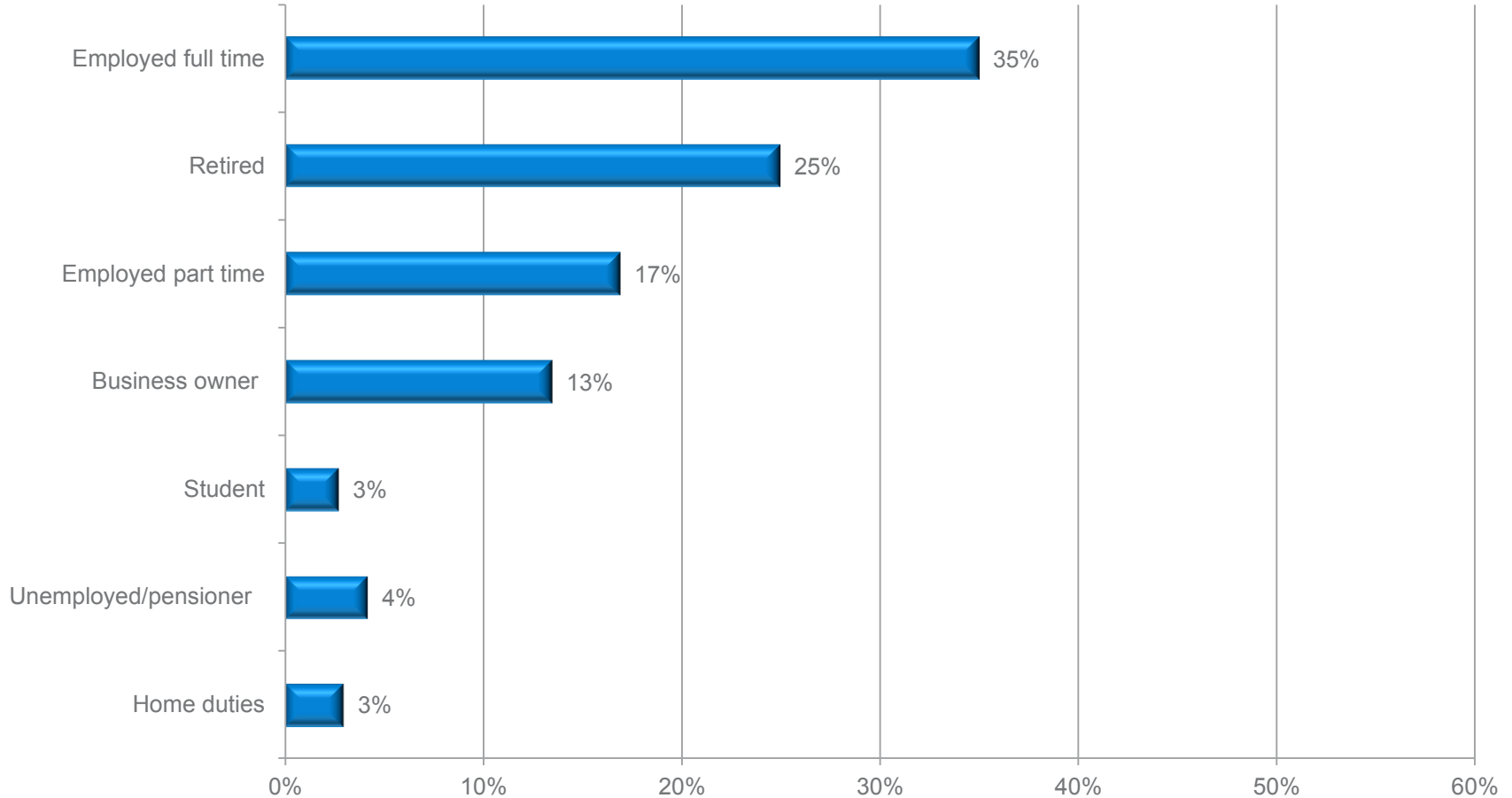
Gender



Family Status



Employment Status





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RESPONSE TO THE MAIN THEMES OF SRV SUBMISSIONS

Theme 1

Council should negate need for rate increase

Council has and will continue to look for savings and efficiencies in the business to provide quality services to the community at the best price.

Over \$4.5 million of savings has been made over the last four years by containing employee costs, improving purchasing practices and using technology.

Employee costs account for nearly 40% of Council's expenditure and we have been proactive in containing this cost. Though over the last three years annual increases in employee costs have averaged 2.16%, this is less than the NSW Award which has increased by 3.5% a year (excluding Kimbriki Environmental Enterprises and uncontrolled superannuation cost).

This has been achieved through regular service reviews, reducing staff numbers without impacting front line services (reducing from three to two Deputy General Managers) and better management of casual staff.

Over the same period total yearly expenditure has increased by 1.82%. This is less than the average

Local Government Cost Index increase which has grown at 3.37%.

Savings have offset cost increases in other areas, and allowed us to maintain new assets to higher standards and improve front line services.

Savings have also allowed us to delay the need for a special rate variation. In 2010, Council's Long Term Financial Plan identified that additional revenue would be required in 2014/15 to maintain services. Savings have meant that this is now required in 2017/18 to maintain existing service levels.

It is also worth noting that in setting the annual rate cap IPART does not award councils the full increase. It builds in a productivity component. In 2013/14 this was 0.2% and in 2012/13 this was 0.22%. This allows ratepayers to share in the efficiency gains made.

Other drivers also mean that local government must continue to deliver a more complex and higher standard of services, demanding more resourcing including:

- An ageing population - requiring an expansion of some services and we would expect to see more households being eligible for a pensioner rebate
- Safety and accessibility – Increasing standards which our facilities and public spaces need to comply with, often entailing costly retrofitting
- An increasing population - requiring enhanced or new public facilities; more impact on infrastructure such as roads, sportsfields and parks; and a greater need for work such as footpaths and traffic management devices.
- Risk and resilience – as a responsible organisation Council has a strong focus in planning for and minimising risks, both financial and material. Long term planning considers matters such as economic downturns or shocks, responsible asset management, building works to increasing engineering standards (eg. stormwater networks to cater for increased flooding), and planning for growing climate change



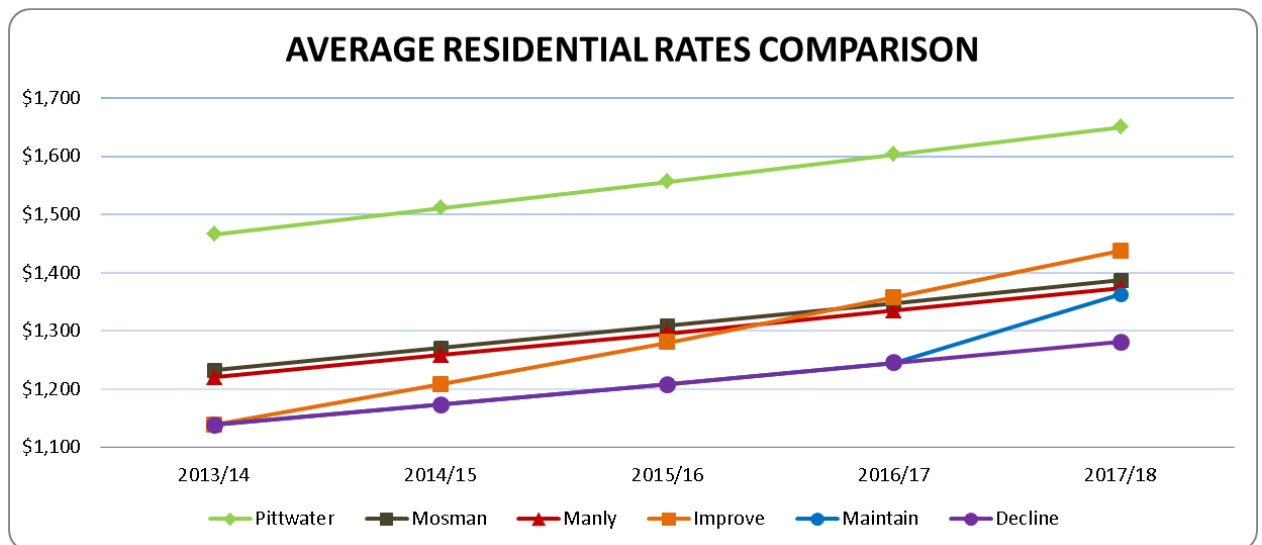
impacts such as coastal erosion, storm damage and fire risk.

- Cost shifting from the State government – the burden on councils has grown with the transfer of various responsibilities from State to local government, often with inadequate or no transfer of funding.

Theme 2

Increase is unaffordable

Warringah's average residential rates compares favourably to surrounding councils. Average rates are currently well below that of our neighbours and would remain lower even if rates increase in 2017/2018 to maintain services. If rates were increased in 2014/15 to provide improved services the average residential rates would be marginally higher than Manly and Mosman Councils however they would still be well below Pittwater Council.



The land revaluation process is carried out by the Valuer General's Office every three years and affects how rates are charged. Under legislation, Council is required to use these new valuations for the purpose of levying rates. Across the Warringah area there are many properties that have had reductions in their rates as a result of the revaluation to compensate for the other properties that have had increases in their rate levy. Council's total rate amount does not change as a result of a revaluation, it is just a way of dividing up the total rate amount across all properties in the area. There is the opportunity for ratepayers to challenge this valuation with the Valuer General if they believe that it is unfair.

Council is conscious of the impact of rate increases on low income households. Therefore, Council has a policy on Rebate of Pensioners' Rates and Charges. Eligible pensioners who hold a Pensioner Concession Card and own and occupy rateable property in Warringah receive a mandatory rebate on rates and domestic waste management up to a maximum of \$250. The rebate for rates totals \$1,407,000 and for domestic waste management totals \$452,000. The State Government currently funds 55% of the total mandatory rebate.

Council also grants an additional voluntary rebate of \$41 for waste management for eligible pensioners and \$150 on rates to eligible pensioners under accepted male retirement age, and certain classes of pensioners who have reached the accepted male retirement age. In 2013/2014 the voluntary rebate for rates totals \$130,000 and for domestic waste management totals \$307,500. This level of support to pensioners will be maintained.

More generally Council has a Rates and Annual Charges Recovery and Hardship Policy. This establishes guidelines for providing assistance to ratepayers, suffering genuine financial hardship, with the payment of their Rates and Annual Charges.



Both these policies were reviewed in 2012 to ensure they are contemporary and reflect community values.



Theme 3

Council's focus is wrong

The expectations on services delivered by Local Government have long ago moved beyond the basic roads, rates and rubbish. All councils are delivering a more complex range of services than decades ago, services which are rated as important by their communities.

The new Community Strategic Plan 2023 was produced by Council on behalf of the Warringah community based on input acquired over 12 months. The Plan identifies the community's aspirations for the future and has informed Council of the key priorities that need to be addressed. Council uses the Community Strategic Plan as its main point of reference for all decision making on priorities and resourcing, in order to ensure that best efforts are made to meet the aspirations of our community.

Council conducts an annual community survey to measure importance and satisfaction with Council services and perceptions of the priorities of our community. The findings inform Council's ongoing operational and strategic planning process.

Our Strategic Reference Groups provide opportunity for community members to work alongside Councillors and staff in the Council decision-making process and assist in the shaping of Council plans, policy and practice. In addition, Council also facilitates Community Committees who advise Council on numerous issues.

Council is committed to community engagement and ensuring that the community is involved in planning and decision-making. This ensures that we are aware of and responsive to community concerns.

Theme 4

Will see no benefit from any increase to rates

Any extra funding which Council obtains is responsibly used, by allocating it to particular services or areas which the community identifies as needing improvement. These needs are reflected in research such as the annual community satisfaction survey, or intensive engagement in developing the Community Strategic Plan. Allocated works and key initiatives are then built into one-year and four-year plans (Operational Plan and Delivery Program). Progress is reported on quarterly and annually, beyond standard requirements, to inform our community on how the funds are being spent. With any rates increase, this same transparency and accountability will be in place.

Council has a proven record of using any extra funding to enhance works for the identified needs of the broader community. In recent years, savings and efficiencies have allowed Council to invest in improved service levels to the community and maintain new assets to a higher standard. This has included:

- Introduced a new graffiti removal program that removes approximately 14,000 sq. metres per year from public places
- Increased grass cutting at reserves from 6 to 10 times per year.
- Spent more on tree management to better meet demand for tree removal
- Developed a new website and range of online services so people can do business with Council 24/7
- Sweeping of streets across the area has increased from every 10 weeks rather than 20 weeks
- Introduced an economic development program to support local business
- Improved engagement with our community



- Extended the lifeguard season at Dee Why and Freshwater beaches to nine months of the year
- Introduced free Wi-Fi at The Strand Dee Why and Freshwater Village and, shortly at Narrabeen and Forestville shops
- Introduced new community events such as the Brookvale Show and the New Year's Eve fireworks.

The Annual Community Survey 2013 showed high satisfaction levels from our community for the majority of Council services and facilities. Satisfaction with a number of essential services exceeded the NSW benchmark. Warringah's mean score for overall satisfaction of 6.5 out of 10 is above the NSW average satisfaction score of 5.8.



Theme 5

Questioned the survey instrument design

The survey sought to establish the level of satisfaction with Council services and facilities, and how important it was that they continue to improve. Each option outlined the benefits (service level outcomes) and costs (rate charges for average residential rates to achieve the service level outcomes) in equal fashion to ensure the questioning was objective. That is, where an option offered more for the community, it also explained that this entailed more funding from a rate rise. The survey then tested the level of participants' support for each of the three options before asking them to rank the options in order of preference.

A small number of comments were received during the exhibition about the survey design in relation to the options. Micromex worked with Council to develop the questionnaire used in the telephone research and on-line survey. The brief was to assess community response to the three options regarding the SRV. The principal of this company is a market research professional with over 20 years' experience who has worked with around 40 to 50 LGAs since 2010. The survey design from Micromex has been accepted and used on circa 20 occasions for other Councils since 2010, and been accepted by IPART as suitable for SRV consultation.

Micromex address any reservations regarding the objective nature of the survey with this advice:

As an independent consultant I received no direction and inferred no pressure to doctor/direct the results to achieve a pre-determined end.

Furthermore I refute there any true/measurable community concern that the results were designed to achieve any particular outcome. There is no evidence to suggest that the community felt they were being tricked/lead. If an educated community like Warringah felt that the survey was intended to lead them to a particular outcome we would have captured this in our survey at the open ended question after the preference.

The fact that 89% of residents supported some type of SRV to at least at a minimum maintain services would suggest that those 'debasing' the survey are in the minority and are seeking to undermine a legitimate and robust measure of community attitude and response.

Council believes that the questionnaire is objective and is not leading. It complies with accepted standards of community research, and IPART's expectations of community engagement on SRV proposals.

Theme 6

Other

There were three submissions received that could not be categorised in any of the above themes. These positions are duly noted.

- Buy back bushland and oppose any new development
- Close the Warringah Aquatic Centre instead
- Unsatisfied with Council's response to a noisy dog complaint therefore not supportive