

# General Rates Information 2019/20

## KEY POINTS

You can email or call Council to change your mailing address.

Go green, go paperless with Townsville City Council's eNotices at [townsville.qld.gov.au/enotices](http://townsville.qld.gov.au/enotices)

You can make regular payments towards your rates with BPAY or a direct debit.

Find out more at:  
[townsville.qld.gov.au/payments-rates-and-permits/rates](http://townsville.qld.gov.au/payments-rates-and-permits/rates)

## Change of ownership, title or land record

Council applies a general charge of \$53.10 when any change to ownership, title or land record is updated with the Department of Natural Resources, Mines and Energy.

## Why have I received a supplementary notice?

Supplementary notices are issued throughout the year for properties that undergo changes that may affect their rating categories i.e. change of ownership, subdivisions or material changes of use, or there has been a change to the services available to the property i.e. ordered bins, changed water plan.

**Please note:** a change to your mailing address may adjust the owner occupier/non owner occupier general rating category and can result in a supplementary notice being issued.

## How do I change my mailing address?

If your mailing address has changed, simply email Council or call our Customer Service Centre. Be sure to advise us if you own more than one property in Townsville so we can update all of the mailing addresses for you.

**Please note:** If the property is owned by a company, Council requires notification of mailing address changes on a company letterhead, or by email with the company logo.

## Viewing rate notices online

eNotices allows you to self-manage all your properties, send notices to multiple email addresses, and print off additional copies.

## Pensioner concessions

Pensioner concessions on rates and charges are available to eligible applicants.

If you are the holder of a Queensland "Pension Concession Card" or DVA Gold Card and this property is your principal place of residence, you may apply for a concession on your rates and charges.

A pension concession application must be submitted to Council with a copy of your Pension Card.

Conditions may apply – for more information contact Council's Customer Service Centre.

## Making regular payments towards rates

You can make regular payments towards your rates by setting up BPAY or a direct deposit. For more information visit Council's website or contact the Customer Service Centre.

## FOR MORE INFORMATION



13 48 10



[enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)



[townsville.qld.gov.au](http://townsville.qld.gov.au)