



# Securing Willoughby's future

Information about your 2024–25 rates notice

This leaflet provides ratepayers with up-to-date information on costs, what rates will spent on this year, and what kind of support residents and businesses can anticipate from council.

## About the rate increase

The special rate variation increases rates by a 10% on top of the 5% NSW Government rate peg. This will result in a 15% increase in Council's rate revenue in the 2024–25 financial year. The average impact on ratepayers is set out in the table below.

### Average 2024–25 rate increases by rating category with 15% special rate increase applied\*

RATING CATEGORY	AVERAGE ANNUAL INCREASE	AVERAGE WEEKLY INCREASE
Residential	\$163.18	\$3.14
Businesses outside of Chatswood town centre	\$1,076.70	\$20.71
Businesses in the Chatswood town centre	\$1,170.42	\$22.51

## Why did Council apply for this increase?

Council applied for a special rate variation due to the uncertain financial environment, with high inflation rising faster than NSW government rate peg and the end of the infrastructure levy resulting in forecast difficulty by 2025–26. To meet these challenges and better cater for the needs of our growing population, Council developed four rate rise options which underwent extensive community consultation from September to November 2023.

After considering community feedback, Council selected a 15% rate increase as its preferred option. The decision aligned with strong overall community sentiment (65-75%) in favour of a special rate increase. An increase of either 15% or 20% also received the highest level of community support in a randomly-selected survey of more than 400 community members.

\*Actual rate increases may be higher or lower than this, depending on your property value

## How Council will use this rate increase

Council will use the rate increase to maintain and renew community assets, continue providing highly-valued services, and boost its capacity to absorb future financial, weather and growth shocks. This includes turning a forecast \$1.5m deficit in 2024–25 to a forecast \$3.4m surplus. Council will also set aside an additional \$2m a year to deliver improvements in public area maintenance and urban tree canopy management.

Streetscapes	Urban tree canopy	Parks and ovals
<ul style="list-style-type: none"><li>• Pressure cleaning</li><li>• Garden beds</li><li>• Weed control</li><li>• Litter patrols</li></ul>	<ul style="list-style-type: none"><li>• Inspect and assess</li><li>• Maintain</li><li>• Planting</li><li>• Enforcement action</li></ul>	<ul style="list-style-type: none"><li>• Garden maintenance and weed control</li><li>• Park furniture maintenance</li><li>• Develop volunteer program</li><li>• Temporary oval closures at two sites for winter ryegrass trial</li></ul>

## Additional savings

Alongside the rate increase, Council will continually review services to identify improvements and see where savings can be made by ensuring services are delivered efficiently. Specific areas that will be reviewed in 2024–25 include debt recovery and fleet management.

Council will also raise an additional \$2m in new non-rate revenue in 2024–25, by increasing construction site fees, improving parking and development compliance, and expanding the Chatswood Mall Markets, among other measures. This additional revenue will allow Council to maintain and enhance services sustainably without impacting ratepayers.



## Hardship and cost-of-living

If you are having difficulty meeting your rate payments, please contact Council via [email@willoughby.nsw.gov.au](mailto:email@willoughby.nsw.gov.au) or phone (02) 9777 1000 to discuss alternative payment arrangements. Applications will be assessed against Council's Financial Hardship for Rates and Annual Charges Policy.

## Find out more

To find out more, please scan the QR Code or go to [www.willoughby.nsw.gov.au/Residents/Rate-information](http://www.willoughby.nsw.gov.au/Residents/Rate-information)

