

## SRV Public Interactions Register

Date	Time	Name	Comment/Question	Action
18/12/20	11:00		Not a great increase	Spoke to [REDACTED]
21/12/20			Understand rate increase	Spoke to [REDACTED]
22/12/20	09:00		Concerned about increase	Spoke to [REDACTED]
22/12/20	13:30		Grossly overstaffed	Spoke to [REDACTED]
02/01/21	09:00		Impossible for low income	Spoke to [REDACTED]
04/01/21	12:00		Jury excludes working people	Spoke to [REDACTED]
07/01/21			Council do not listen anyway	Spoke to [REDACTED]
07/01/21			Very lack luster responses	Spoke to [REDACTED]
07/01/21			Still angry about harmonisation	Spoke to [REDACTED]
08/01/21			Totally against SRV	Spoke to [REDACTED]
12/01/21			Why is Council so greedy???	Email to Council
20/01/21	10:30		What is the SRV? Accepts it is unavoidable	Explained SRV and provided fact sheet & survey
	10:45		What is the SRV?	Explained SRV and provided fact sheet & survey
	10:50		Do not want an administrator again	Referred to fact sheet
	11:25		Did not know about the rate rise, read the letter or filled in the survey	Given fact sheet & survey
	11:30		Result of poor management. Remove people at the top. Totally unacceptable, need to demerge	Comments noted
	11:40		Leave the rise longer. No one has any money.	Comments noted
	11:50		What needs to happen will happen. Don't really understand it.	Referred to fact sheet and explained SRV.
	11:56		Do not agree with more rates	Comments noted
	12:15		Government has caused Council debt because of merger so should pay the debt instead of ratepayers	Comments noted
	12:30		Hesitant to return survey due to the wording of the questions. Not in favour of merge.	Comments noted and given fact sheet.
	12:45		Happy to pay if Council demerged	Comments noted
	12:50		All the merge has done is create extra costs for Council – need to demerge	Comments noted
	12:55		Demerge – Costing Council too much. Want Gundagai Council back.	Comments noted

	13:00		Rate rise would not have happened if we weren't merged.	Comments noted
	13:05		Not happy about rate rise and believes it is a direct result of merge. Gundagai should stand alone.	Comments noted
	13:45		Will increase rental properties because of rate rise. Already too expensive because of merger.	Comments noted
	13:46		Jolly disgraceful	Comments noted
	14:10		No – shouldn't be doing it	Comments noted
	14:11		Demerge	Took survey to complete
	14:15		Don't agree – we need to demerge	Comments noted
	14:25		Shouldn't be in this position	Comments noted
	14:50		Too big a financial burden on everyone	Comments noted
	14:55		Everything goes up so not surprised Council should have been called Muttama Valley Council so one town would not be put first.	Comments noted
	15:00		Not fair on rate payers in a small town. Scared for future generations. Did not know how to fill in the survey.	Took fact sheet
	15:20		Information needs to be more transparent for the average person.	Comments noted
	15:30		No comment	
	15:35		Raise more money to waste it.	Comments noted
	15:50		Inevitable – don't mind if it is used for improvements in Gundagai.	Comments noted
	16:15		Don't think it should go up. Don't get anything for our rates anyway.	Comments noted
	16:20		Glad of the opportunity to ask questions. Disappointed that rates are going up so much. Information needs to be easier to explain.	Took fact sheet
	16:25		Demerge now	Comments noted
	16:45		No comment	Took Fact Sheet & Survey to return
	16:55		Information too complicated. Wouldn't have happened if we weren't merged.	Explained why it needed to happen. Comments noted.
21/1/21	9:00		Concerned about change in rate capacity and lack of warning regarding financial demise.	Long discussion with [REDACTED]
	9:05		Good idea to hold listening post – more people need to understand SRV	Comments noted
	9:14		Meeting was informative except Joseph Drew spoke too long	Comments noted
	9:32		In favour of administrator, ex council worker for different shires and	Discussed categorization with [REDACTED]

			believes that CGRC is wrongly compared with Orange	
	9:55		Unaware of SRV. Asked when rates were due.	Took fact sheet and survey
	10:04		Aware of SRV but had no questions	Comment noted
	10:05		Too old to be worried about it now	Comment noted
	10:22		Thinks SRV is a done deal but he is very concerned about the increase from harmonisation. He believes that another rate increase is not defensible as there has been no improvement in services. Thinks he will leave Cootamundra.	Long discussion with [REDACTED]
	10:41		Unaware of SRV	Took fact sheet and survey
	10:46		Shocked at amount of increase but did not want to fill in survey	Took fact sheet
	10:47		Happy with services provided by Council and rate fees	Comments noted
	10:48		Ratepayers are paying for Council mistake – fairly aggressive. Suggested jury selection was not fair. Calmed down during conversation with [REDACTED] but was still not happy. He believes services have declined since the merge.	Comments noted
	11:00		Been away so did not know about the SRV	Took fact sheet and survey
	11:30		Reduce management and management salaries instead. Business is declining in Cootamundra. He has written many letters over the past few years without response	Long conversation with [REDACTED].
	11:35		Does not like natural attrition approach to employee numbers or the way the information was presented – one sided. Need to look closely at ongoing efficiencies	Long conversation with [REDACTED]
	11:45		Council need to operate within their means – faceless people making decisions. Not happy with the proposal as it will be too hard for pensioners.	Comments noted
	12:00		Unaware of the SRV	Took a fact sheet and a couple of surveys
	12:00		Shortage of Drs at local hospital and hard to get appointments	Conversation with [REDACTED]

	12:32		Does it include water rates? NSW Government always make prices offices go up. Two administration buildings is ridiculous.	Question answered by [REDACTED] and comments noted
	12:55		Back to express his concerns about business and discuss his bypass proposal with [REDACTED]	Long conversation with [REDACTED].
	1:10		SRV has to happen	Comments noted
	1:23		Understands the need for SRV and has completed survey	Brought us some lollies to help us get through the afternoon
	1:27		Need [REDACTED] to front up and answer the questions. Attended Cootamundra meeting but disappointed that there was not a local member to question	Comments noted
	1:32		Timing of survey was really bad - many people too busy at this time of year. Branding signs are a waste of money when it is possible to demerge. Not happy with water access charges.	Comments noted
	2:04		Happy to pay for rate rises if council hires qualified people, reviews employment policies and hold staff accountable. Need to concentrate on Tourism. The survey was poorly written.	Comments noted
	2:36		What happens when pensioners run out of money? Funds are limited. Will some of the extra money go towards fixing footpaths?	[REDACTED] discussed current plans for footpath upgrades and service request submitted regarding his concerns
	2:44		Ratepayers are stuck with the outcome – amalgamation is a disaster. Depreciation in the fact sheet is too high. Not happy with the SRV.	Discussion with [REDACTED]
	2:59		Amalgamation is an absolute mess – we will demerge.	Service requested entered for Pinkerton Road drainage.
	2:30		Multiple questions	Lengthy conversation with [REDACTED]
	3:26		Not concerned and hasn't bothered with filling out the survey.	Comments noted
	3:28		The money is going to run out so the town will start looking bad. Businesses will close and cause a	Comments noted

			domino effect. Cootamundra will die and people will not come here.	
	3:51		Services are better than expected – SRV is understandable.	Comments noted
	4:05		No more rate rises. His rates tripled with harmonisation. [REDACTED] does not stand up for the town.	Comments noted
	4:06		Do not like rates but they are a necessary evil.	Comments noted
	4:10		We don't want to pay for Gundagai main street. Unfortunately missed the meeting but agrees it is necessary.	Comments noted
	4:10		If it has to be, it has to be - it could be worse	Comments noted.