

SRV Submissions

No.	COMMENT
1	Says he does not consider there is a clear outcome other than to do more of the same with more rate income. Needs to be more focus on creating efficiencies.
2	Encourages Council to attract more large business and goal, cut red tape and provide incentives for people to move to the Clarence. Consider selling assets like airport, underperforming camping grounds.
3	Pensioner - rate rises unaffordable. Preference for cutting services or selling assets.
4	Council relies too heavily on contractors. Should do more work in-house. Questions site and cost for depot rationalisation project.
5	Concerned about Lower Clarence rates compared to Grafton. Suggests options to reduce CVC expenditure
6	Comment about shifting costs to Lower Clarence. Concerns over current expenditure
7	Comment about equity with rating structure across the LGA
8.1	Comment about property valuations could mean a higher rate increase. SRV how can it be justified as affordable
8.2	Critical of survey results both phone, hard copy & online? Lengthy submission with possible alternative solutions of efficiencies
9	Costs need to be reined in & efficiencies made to existing programs
10	Council needs to manage finances and rein in costs within the budget
11	Against any further rate rises
12.1	Excessive spending on frivolous projects. Council needs to live within its means. Stop using external consultants
12.2	Object in the strongest possible terms. CVC is an incompetent council who wastes ratepayers money. Get rid of present Councillors and CEO and manager & put their salaries towards council getting into the black as Maclean Council was before amalgamation with Grafton (who was in the red)
13	States - Council needs to get its house in order before imposing burden on ratepayers. Poor image of council seen by ratepayers.
14	Council needs to live within its means
15	Comment about Stamp duty from buying/selling of houses stay in the valley instead of raising rates
16	Comment for council to look at other revenue sources and efficiencies before a rate rise.
17	Comment about Council overspending in the past. Pricing out living in the area
18	Comments against SRV as totally unrealistic. Not responsibility of community to fix mismanagement of council funds. GM paid to do this.
19	Need to assess expenditures and savings. Decrease excess paper & unnecessary newsletters. Further amalgamations. Privatise road maintenance. Stop working on weekends
20.1	Requesting reasonable road access to home
20.2	Requesting reasonable road access to home - entire rates from Diggers Camp to be applied to sealing our road
20.3	Asks that this review be on the politics of Management Decisions – not on how to Increase Rates!
20.4	Unreasonable Compounding Rate Increases in the past 3 years. seriously concerned about the CVC Rate Increases in recent years and would like these justified.
21	Comments about the need for an independent audit of councils operations
22	Questioning increases in service charges over the last 5yrs being greater than CPI
23	Questioning past rate increases
24	SRV increase greater than CPI 2.5% - putting people closer to the poverty line
25	Critical of survey.
26	Comment about Mayor being out of touch with people. Serious justification about rate rise required
27	Questions raised on General Rate Permissible; Compliance; Fire & Emergency Services
28	Comment - reduce operation cost by tendering discretionary services to private industry & then reduce CVC staff.
29	Councils inability to provide services expected i.e. Gwydir Hwy. Reverse the Amalgamation?
30	Poor condition of Gwydir Highway.
31	Start with equity in rates across all the valley areas
32	Questions raised on the Ordinary Residential Rate; Residential Water charge, Pensioner rebate not increasing?
33	Already struggling - concerned if rates rise people will need to sell houses. Please don't put up rates.
34	Referring to letter sent on SRV - requesting each towns expenditure of all types
35	Inconsistency of rating; Council needs to operate within its means; Eliminate non-essential services
36	Concerned if rates increase again - will need to sell home
37	Rates have already increased considerably 2013/2014 to 2014/2015 by \$400
38	Council must come back to basics
39	Being more prudent with wages to management would be a great start to council finances
40	Pensioner - rate rises unaffordable. Pensioner rebate has not changed for some time.
41	Overall support proposal for rates increase but do not ease up on scrutiny of discretionary services and search for greater efficiencies
42	Very strong objection. Your advertised projection of \$2.50/week is a fraudulent statement. Please rethink this outrageous and socially unsustainable domestic plan

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43	Questioning Sewer charge for unit & their road need attention
44	Support request for a rate rise. Would like sealed roads to his area
45	Rate rise request - outrageous.
46	Council needs to look at alternative energy market. Invite ratepayers to purchase shares in a council coordinated & operated renewable energy company
47	Numerous questions seeking clarification on issues
48.1	Does the increase apply to both the Farmland base rate & ordinary farm rate. Lives in Ebor therefore didn't complete survey as does not use services except road and bridges infrastructure.
48.2	Lives on border of Clarence & Guyra - struggles to find any CVC services that are used or benefit. To suggest a rate increase over 5 times the rate of inflation would be an additional burden; unfair & unjustified. Strongly opposed to any rate increase over and above inflation.
49	Appealing for consideration of pensioner discount under exceptional circumstances
50	Survey is disingenuous. Council should be analysing all activities; restructuring staffing & activities; should pursue state and federal governments for further funding
51	Council need to do more with what it has.
52	Council needs to seriously look at how they spend money.
53	Excessive rates compared to other areas similar, Concerns an already tight budget will not cope with the proposed rate rise. Where is Council revenue going? Doubt submission will be taken seriously
54	Various comments
55	Why the variations in rating across the region in all categories - divisive in the Community. Survey no foundation other than gut feeling without sufficient supporting information. Non-essential services need to be reviewed as do essential services and current operations to achieve efficiency and be cost effective.
56	Surprised no mention of other measures besides discretionary services being cut to improve the long term financial position. Various options given.
57	Request for costs to Council of providing each of the 24 discretionary services.
	Further request for information as requested 3 weeks ago
58	Survey had no space for general comment. CVC rates already the highest of the 7 properties in NSW/QLD in dollar terms, this is an issue. Amalgamation on agenda, council need to reduce costs and maybe services. Reduction in personnel another possibility to reduce costs
59	Not repeat mistake of the past i.e. Maclean Supermarket
60	Council should encourage business to come to CV & support them.
61	Are Wages & Pensions going to rise by 40% too!
62	Requesting overview of 24 discretionary services - to know what Council currently funds versus what would occur if services were retained at a reduced level?
63	Council has not considered the ability of ratepayers to meet the increased costs; rents will increase; business will struggle; CV will be unaffordable to live; not indication for Council to live with their means.
64	Numerous questions on an number of the services listed as discretionary. What happened to all the money pre-amalgamation i.e. from Ulmarra Shire Council? Survey section at bottom of page is misleading when all items are essential for our community and our wellbeing. Survey not worded clearly & people will be confused and not complete.
65	Council "has lost its way". Rate rise not acceptable, Council - spending out of control & staffing is Top Heavy; Waste of time & money to survey ratepayers & general community who are not informed or equipped to advise on any services.
66	Angry about the waste of money to mail out a survey & then double up with a phone survey
67	How much as Council spent on SRV project to date including mail out survey and phone survey. Not adequate information provided about the annual costs of the 24 discretionary services.
68	Copies of letters to Kevin Hogan & Chris Gulaptis
69	Complaint about rate on house in Fairway Drive, South Grafton - rates inconsistency across areas. 8% increase - where will people find this money? Maybe higher paid CVC workers need to have a pay cut to cover some of the costs mentioned by the council
70	Thanks for allowing us to participate in Council's future costings. Request for work to be done on Tyringham Road.
71	Various general comments - neither support or against
72	Support with trepidation - concerned about things not getting down around his area of Lawrence
73	Request visitors to the area prior to retiring to Woombah - now have seen beautiful Maclean destroyed by Amalgamation of our local councils; Maclean library lost our librarian of many years; lost parks; lost functionality of car park, Maclean pool licence given to people from out of town; camphor laurel trees cannot be replaced in our lifetime will remove shade and beauty from the river. What happens when the Pacific highway upgrade goes through? Rate increases will make this area one of the highest in the state & we personally will not be able to afford to stay. We will not be alone in having to leave.
74	Various Comments - resigned to some increases if it means that essentials to the community are retained. Put a stop o new projects until a healthy balance of credit is sustained. Consider the use of volunteers. Can some of the non-essential services take a pruning for a period?
75	Concerned that Grafton is going backwards & can't see the town progressing.
76	Survey Response only - Against
77	Concerns that Council did not provide sufficient information with the mail out to enable an intelligent evaluation of the 24 discretionary services
78	Refer to full submission
79	People are struggling & have no funds for a rate rise
80	Too many matters & inconsistencies to be addressed before a rate rise
81	Currently pay \$3000 for Vacant block with no services in South Grafton Industrial estate. No thank you
82	Letter & pamphlet sent poses many unanswered questions. Lack of information given there can't support
83	Survey difficult to respond due to lack of information
84	Lobby for more Government assistance. Broken promises. Pensioners being hit with all extra costs but not getting much help
85	Refer to submission
86	Survey confusing. Already difficult to pay all the costs of owning home including water, electricity & rates.
87	Ratepayer for 50 years. Increasing rates serious burden & worry that increasing rate burden will help force us out of our home. Suggestions 1) Max rate of the minimum rate be set i.e. 5 times or 2) ratepayers be subject to the minimum rate after 50 years or on reaching the age of 75
88	Issues raised in regards to the Heritage Officer
89	Section on discretionary services is 'tricky' to complete with no examples.
90	If Councils CEO asking for public to answer questions clearly evident he is incapable of doing his job. Cut back at Council level e.g. staff lease cars, biscuits at morning tea
91	Not enough detailed information given
92	some services should be self-sufficient; need more details about under utilised services;
93	Survey designed to eliminate services - SHAME!!!
94	Use contractor - its quicker & cheaper;
95	Need to look at streamlining Councils running costs e.g. vehicles & fuel cards; New Super Deport bad location; Option to lease heavy plant on a needs basis rather than it sit idle
96	Questioning the 8% rise - what is the truth? Question 3 - Council should know better than us what the order should be? Not enough knowledge of many of the items on list. Don't like coffee analogy.
97	Rates charged are outrageously high for the services you provide. We are unhappy about this & can't believe you want to charge more. Don't have basic services that councils usually provide like foot[paths, kerb and gutter, street drainage etc.
98	Where will people find the 8% when real wages grow 0.5% & the pensions at inflation?

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99	Strong object. Decline in services since amalgamation, effectively we pay more but get less. Concerned people will be forced out of home due to large rate increases. Council should lobby governments hard to increase funding to councils.
100	Questioning base rate to be applied at the end of 5 years. Strongly against increases being passed on to tenants by landlords
101	A cup of coffee is discretionary, Council rates are not. Posed multiple questions about some of the discretionary services and their use, profitability, expenditure. To be a viable part of the debate information is needed.
102	Strongly oppose. Already pays \$6764.92 for 2 properties (Home & 26 Beach Street Yamba) Difficult to pay rates without an increase.
103	1) The fact rates are compounding 8% which equates to 47% on current cost. This makes for a very expensive coffee especially if you have more than one property. This should be clarified and made public. 2) Survey poorly targeted with no security or restrictions 3) Survey is divisive. 4) What happens after the five years?
104	Concerned if rates increase again - will need to sell home. Doesn't want to see workers sacked but maybe if workers (referred to outdoor crew) were better organised it would save money. Higher paid people should get out of office & look around to see what savings can be made.
105	If council raises rates best be improving roads because they need a lot more than 8%. CVC Roads are atrocious!!! Make a decent attempt at fixing roads before demanding a rates increase. Money allocated to Nyboida road but nothing fixed WHY?
106	Grafton low to negative growth & low Real estate values yet pays more than Yamba. Better to increase rates in high value/growth areas. Council staff protected species - savings could be made by getting rid of dead wood & strengthening performance indicators & reducing waste.
107	Comments all about improvements to services at Ulmarra pool
108	Call for consistent rating for lower river to match upper river. Administration staff too top heavy i.e. survey palmed out to outside organisations & doubled up with written & phone.
109	Agree with rise if after 5 years the 8% to be removed. Hopes council will be honest & remove levy after 5 years.
110	Survey questions all loaded. Is Council competent enough to manage CVC? Are they overpaid? 2014/2015 rate increase 7.705% on utility charges well above CPI
111	Why does council need more funds..... its since the election of the Howard Government!
112	Work ethics of staff (outdoor) unacceptable. Contract out Road maintenance. GM is not doing his job.
113	Webpage is not active or available. Page on web titled "Surveys" is blank. Requesting clear indication of how this will be rectified and how the error and its remediation will be communicated to the rate payers of Clarence Shire. Extension of consultation period to make up for the time where survey was unavailable would be suitable.
114	Councillors allowances to be decreases by equal % to any rise applied to ratepayers. Stop mowing Yamba Road footpaths unless this is extended to all ratepayers. Same services & facilities to all towns & villages. Pay the same C per \$ rates.
115	If Rates rise there would be a mass exodus out of town. What happened to savings from amalgamations? That did not work!!
116	Survey - impossible for average ratepayer to make a constructive comment. No figures of costs of operating council facilities. Funds for essential services e.g. roads, garbage. Careful thought about upgrading depots or non essential work i.e. round about in Yamba. We all must live within our means & council is no exception.
117	Survey is a disgrace & another example of Council waste. No room for general comment. No detail re: discretionary services. Council needs to recognise its own failures, extravagances and shortcomings & cut its losses and resign. Our rates already ridiculous, services minimal, to impose rate increases is admission of failure. The Council has already decided to scrap the survey - this should be acknowledged publically!
118	Commends Councils initiative to obtain ratepayers views. Surprised by extensive list of services Council has to fund. Council should adopt a policy of "user pays" wherever it can, expenditure can be reduced. IF facilities are under utilised & not rectifiable reason the close or sell them. Facilities such as Airport, aquatic events, saleyards quarries should be financially self sustaining.
119	Reasons to qualify the 1-10 ranking of items plus a comment - see survey for reasons
120	Questions - far too general to have statistical value, not completed the form. E.g. live in Yamba, cant be expected to know the value of Ulmarra pool to Ulmarra residents. We would like to see an independent administrator appointed to oversee review of funding wastage by Council in CV & find more efficient methods of operating. Don't waste ratepayers money on meaningless surveys and pointless infrastructure.
121	Appalled at the money waster on a "Community Survey" which on current form will make no difference to councils decision. No confidence in any decisions made by our current council which has completely ignored any submissions put forward by rate payers. Lower Clarence "poor cousins" while Grafton gets our money spent. Not able to pay an extra 8% on my rates - not for one year and certainly not for five years. Do not agree with such an unaffordable rate rise.
122	BUDGETS only as good as sticking to them. STAFF - reward efficiency; look at redundancy for some - Think outside the square. Use best practices; use outside contractors to reduce overheads.
123	With low unemployment & Economic development.... Why is our Council so TOP HEAVY
124	More details regarding various services on survey. Some services are unknown to most ratepayers. Acknowledged that councils expenses have grown faster than revenue & measures should be done to improve the financial viability of council.
125	Rates already too high. Consider single people paying same amount of rates from one income/pension. Totally opposed to an increase. Council need to be more efficient & less wasteful in its expenditure. Facilities not used dispensed with. Restrict to essentials. Romiaka Bridge needs to be fixed.
126	From small farming business. Seems that CVC is facing similar financial challenges as most small business in regional NSW. Council needs to be extremely careful with expenditure, concentrating on essential requirements. Simply can't afford extra expenditure increases. 8% over 5 years is excessive and unaffordable.
127	I don't support this council in any way. Service have declined since Grafton took over. You are plundering the lower river.
128	Council should do something about residents who use their yards as car wrecking; More Street lighting; more footpaths; CBD areas of Grafton & South Grafton should be cleaned daily; Make some attempt to clean up & paint the Grafton bridge, rusty iron & bird droppings.
129	With interest compounding this equates to approx. 50% increase on the amount I currently pay. Staff vacancies (10 current) is outrageous, a business with a budget problems would immediately have an employment embargo & yet you think its OK to increase staffing levels, What happened to fund from sale of assets such as The Crown Hotel? Where are the proposed savings from amalgamation? Experience of animal control officer disappointing. Council has various important sounding titles with no outcomes. Conditions of roads in CV appalling. Rubbish putrid in public areas for picnics etc. & tables dirty, often broken & overgrown undergrowth to encourage mosquitos. Issues with septic systems & the inspections. Council parks - clients pay to use but not in good condition, specific staff to look after parks but why aren't they. Not happy with Gallery not having a cafe
130	Does not support a blanket across the board rise. Considers he pays disproportionately more due to current rate structure. Survey - discretionary service - section not completed as it doesn't make sense.
131	Close floodplain management and put flood mitigation back in.
132	Disappointed with the exec team to manage the budget; inability to manage rateable income, your track record is a disgrace. Spending need to be prioritised to get debt to manageable levels. Ratepayers would be more acceptable of a lesser % increase i.e. CPI + 3%. Outsource core tasks, multiskilling staff, dispose of plan and machinery if under utilised.
133	Increasing rates by 8% for 5yrs is a total injustice and unfair. Reduction in council services and amenities would be better however that needs close examination. Unable to comment without some clarification. Tourism is a growth area that we fall down on. Main council offices at Maclean & Grafton are excellent however the outer offices need to be sold off, this also applies to depots. Frustrated by seeing too many outdoor workers at one job. Review of staff - too many chiefs & not enough Indians in some sections.
134	Concerned for the community who are battling day by day. Look at other ways instead of a hefty increase. Asking that this is reviewed and not a harsh increase implemented. Give us a break please.
135	All the features services & items in survey are important. Council has a budget, why not stick to it like they have to do. Council should decide what services to cut but not spending in excess of \$20m on new depot would be a good start. Look at Calypso CP - goldmine if managed & maintained properly.
136	Survey narrow. GM pay a concern. Change must start at the top as bottom is living on skinned milk
137	Answered questionnaire as related to the locality living in. Over 2 hours from Grafton - only have local hall! What benefit would our area receive from nearly 50% rise in rates over 5 years.
138	Believe survey has been worded with a predetermined result.

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139	Write in criticism & emphatic protest to 8% increase each year over 5 years. As pensioners we have difficulty now with rates let alone in 5 years when they have risen by 47%. After amalgamation, Junction Hill first rate rise overall by 75% to be level with Grafton - no relief since. Survey worded to deceive. There should be no difference in the base rate & ordinary rate - too many discrepancies. We have always felt it is now one valley, one council, one rate!
140	Strongly opposed. Would support an Administrator or amalgamation with other councils. Council need to look internally for savings & efficiencies not ask more of ratepayers. New Grafton Library - not better, old books, poor lighting, true purpose for council accommodation. Gallery café - naïve commercial judgement by Council destroyed facility. Many sections of council exist for historical rather than practical reasons, maybe an audit of functionality would reveal obvious cost savings.
141	GM should be gone. Council needs to look at operations for inefficiencies. Before amalgamation all councils had money & amalgamation was meant to save money.
142	Strongly disagree with increase. Single working person & rates are already a struggle. Sure wages won't increase 8% per year. You would not even understand as your wages would be at least 2.5 times higher than mine.
143	MOST IMPORTANT ROAD TO SUSTANABIYU - Emergency Vehicle only track for a way of out of Yamba in times of disaster
144	Not in favour. Potato & cattle producers - had hard times over the last 10 years. Struggle to pay current rates, how can we afford a rise?
145	Farmers can not afford a rate rise; please take rural areas into consideration as we are struggling as it is.
146	Farmers can not make enough from the land as it is, so we cannot afford a rate rise in rural areas
147	Survey is an insult to ratepayers. Supports a full investigation in the blatant waste of funds and mismanagement of CVC. Economic Management of CVC needs to be addressed.
148	Deeply oppose the increase, not only for myself but for the whole valley. Instructed by Council in May to survey all ratepayers on your financial plan... why has it taken 3 months. Block of land owned - council has never provided a single service. Amalgamation a complete failure. 24 services that council provides for the people of the valley are important to meet need & maintain a quality of life & growth in the area for the future. Increase will have far reaching negative impacts on the community & economy of the valley.
149	Gallery Café - vacant due to increasing rent - Affecting visitors to exhibits - poor management by council. How many other assets are suffering from short sighted ideas. Wish pension & bank interest would increase by 8% so that rate increase was affordable. Suggestion that Council could help reduce ratepayers costs by taking an 8% salary/wage reduction themselves.
150	Do not spend any rate money unwise from 1/7/16. Pay too much rates now, Trenayr property does not have waste water or sewerage connect but I am charged a fee. Hoof Street property - not allowed to have security fencing & its getting broken window & stuff stolen & Council should be responsible for damage. SO NOT RATE RISE.
151	As a self funded retiree and not eligible for government rebate & any increase above rate pegging would severely impact weekly budget. Has council explored all other options for generating extra funds?
152	Proposed rate rises fill pensioners such as me with financial worry and even more worry, daily.
153	Council Management has been a disaster since 2007. As lower river resident, this is more than disappointing. Maclean Shire was operating with a surplus prior to amalgamation. Questined GM contract extension. Look at employing more adept management, councillors and staff.
154	Rate rise 8% each year for 5 years is outrageous. What are we to receive for this incredible contribution. Not many people could afford to live in the area. If you vote it in you will be voted out.
155	NO mention of what cost cuts council itself will be applying. Would not be opposed to some rating increase but the suggested 8% is excessive.
156	PETITION - Moonbiana Park (71 Signatures) Overwhelming support for the retention of our local public park in its current form.
157	Unable to complete survey in present form as it does not allow opportunity to make comment. Would support some increas & some serives but cannot support an 8% if it is to be applied to the "total" rates per rate notice. I would suggest council conduct a proper survey which gives resident/rate payer the opportunity to indicate which increases and services they feel need to be maintained.
158	Not practical for me or most CV residents to give an informed indication of services the council should maintain or reduce - not enough supporting documentation or figures. Survey numbering seems to be the opposite of the norm - why? Not up to general public to ask questions about service the COuncil provides - up to council to make these decisions , that is why out GM receives such a generoud remuneration package. Responsibility of Council to provide services in a cost efficient way.
159	PETITION - Objection to SRV. Total opposition to the proposed property rate increase. To draw a collective opposition of local people the ARRA met to draw up the document why rise in nt acceptable and to gather a peition to that document.
160	Supporter of community consultation - have serious concerns about the mechanisms Council is using. Are all the so called discretionary services actual discretionary - council pulling in essential service but I expect more from local governement as do many others in the Clarence community. Vagueness raises questions about the validity of the survey. List services strongly supported for retention. Posed a number of questions about how Council will be streamlining operations & support tourism including the Gallery Cafe.
161	Completed Survey. Comment about Boat Launching Facilities in our local area.
162	Request for further information on what CVC spends on road & bridge maintenance per annum compared to grants.
163	Bulk of proposed increas is to be directed to roads - allegedly as ratepayers have overwhelmingly endorsed road maintenance & infrastructure? Questions this as road maintenance throughout CVC is one of the most inefficiatne & ineffective services. It is misleading to suggest proposed increases are equal to the cost of a cup of coffee a fortnight.
164	Every resident within the council boundries should have been consulted; whether they pay their rates as a property oener or by way of rents. Whole income will go to raods maintenance - why are you asking which ithter services they would like to forgo? Why has this problem been allowed to run up a large deficit? Discretionary services not well descibed. It would appear that state government is not surrendering sufficient funds to council & their tactic is to pressure you to extract shortfall from the local populace.
165	Time for council to realise its inefficiencies & appoint an administrator to get back to efficient management. Over the years council has turned away many prospective business investors & if they proceed with the proposed rate hike it will turn away anyone wishing to settle in the area. Why would anyone wish to settle in an area with very little employment opportunities and exhorbitant council rates when neighbouring area can offer so much more. GET REAL COUNCIL before position deteriorate you impose more pain & hardship on average wage earners, families & pensioners.
166	Due to new bridge, one of three houses left on block & have to put up with the construction, inconvenienced and noise association wit the new bridge. Requesting a special reduction in our rates. Does the council want the business are of Grafton to be degraded further with more businesses moving out to other areas? Dovedale area, location for the new bridge, the RMS have downgraded the area that land prices have declined, tone of the area has been downgraded by the rental market in this location, late night parties, traffic noise, barking dogs. Made some suggestions about changes to traffice in the area due to issues with bridge.
167	Strongly object to any rate rise. Suggest you reduce spending. You cannot spend more than you earn.
168	Information received from Council doesn't address opportunities to increase the revenue base - various examples stated ie Marketing; zoning; development of dual occupancy & granny flats. Gave a detailed comment against each of the discretionary services.
169	Increase higher than CPI & pensions & wages don't increase at this rate.