



**We are here to support you and we are all in this together. Council's Response and Recovery Package supports residents and ratepayers including individuals, local businesses, local community groups and sporting clubs during COVID-19.**

Our COVID-19 Rates Financial Hardship Policy will apply to all properties within the City of Glen Eira.

Ratepayers in financial hardship will be able to defer rate payments for more than 15 months with no interest charges for late or non-payment until 30 June 2021.

Our aim is to provide assistance to ratepayers through the COVID-19 crisis without creating additional financial stress.

We will not levy interest on any outstanding debt for the period 16 March 2020 to 30 June 2021.

This will include interest on:

- debt outstanding as at 16 March 2020, the date of declaration of the pandemic; and
- any new debt accumulated from 16 March 2020 to 30 June 2021.

We encourage ratepayers who can continue to make payment (or part payment) of their rates to please do so. Nominal interest provisions will apply to any debt outstanding as at 1 July 2021.

## Payment plans

While we will encourage ratepayers to enter a payment plan which would reduce the amount of debt owing by 30 June 2021, there is no obligation for a ratepayer to do so during the term of the pandemic. Ratepayers who elect not to enter a payment plan will accrue interest on any remaining outstanding debt as at 1 July 2021.

## RENT FINANCIAL RELIEF

We are offering rent relief for Council community tenants and some Council commercial tenants, including those sporting tenants holding a ground lease with Council. We will also waive fees for sporting clubs and associations for winter season allocation (1 April 2020 to 30 September 2020).

## ADDITIONAL IMMEDIATE RELIEF

- During the COVID-19 crisis, we will be ceasing the follow up of unpaid animal registrations.
- Enforcement of time-limited parking restrictions will be relaxed whilst people are required to limit time outdoors, work from home and self-isolate. These spaces are identified by 'Green Signs' which indicate parking is allowed but typically for a restricted time only; for example, one hour parking. Parking fines will not be issued for anyone parked in a zone with a green sign, including overstaying any timed restrictions (excluding disability parking). However, all 'red sign' offences, including misuse of disability parking bays and blocking driveways will continue to attract fines. 'Red signs', such as 'No Stopping' signs, are primarily used to maintain community safety by ensuring that drivers can clearly see pedestrians, cyclists and other vehicles.

## HOW TO ACCESS

For further information or to access any of the above financial relief services, please contact Council's Service Centre on 9524 3333 or email [mail@gleneira.vic.gov.au](mailto:mail@gleneira.vic.gov.au)

You can also request a payment plan or ask questions regarding our Rates Financial Hardship package online at [www.gleneira.vic.gov.au/services/rates/covid-19-rates-financial-hardship](http://www.gleneira.vic.gov.au/services/rates/covid-19-rates-financial-hardship)