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Dear Councillors

Cooinda Aged Care Facility needs your assistance in relation to a long-standing issue with regards to water and trade waste charges.

We have been trying to negotiate with the council for nearly three years following an unexpected water charge of \$50,263.02 which appeared on our rates notice for the period ending 30/8/2019. According to Council this is due to the fact that they had not been reading one of our water meters.

Over these past three years we have consulted with several representatives from the Council and corresponded at length attempting to seek a resolution that is acceptable to both parties. Only very recently have we been able to speak with the General Manager, who advised us he has no delegation in making exceptions to council charges and that the full costs will have to be covered by Cooinda or it would have to be passed on to the general rate payers.

Further to this we have also been communicating with Council since 2015 regarding the charges for Cat-2 TW-non-compliant discharger and again trying to negotiate with Council to consider waiver of this fee until we could become compliant. Cooinda has been working towards a solution to resolve this issue in a cost effective and practical manner and we can confirm that we will be compliant soon as part of our current upgrade works. The current charges outstanding for trade waste discharge is \$47,404.

Cooinda Board of Management have grown frustrated with the lack of progress on these issues, and so we are reaching out to you for support.

As the largest employer in Coonabarabran, and as a not-for-profit community owned organisation struggling through the many challenges our shire has faced including drought and a pandemic, we feel it is reasonable to expect that our Council supports us and works closely with us on issues such as this.

Our Hostel building is now over 45 years old and has some major plumbing problems due to pinhole leaks occurring in the copper piping beneath the concrete slab foundation. Cooina is also in receipt of a water report indicating that the town water quality has contributed towards these pin holes forming. We cannot do anything but respond to these leaks as they become obvious and we suspect this to be a contributing factor to these water charges. Cooina has already outlaid many thousands of dollars in repairs. Until we can secure funding to rebuild the hostel this is a situation that we have no control over.

We are appealing to you as a councillor for the Warrumbungle Shire Council to support our request to negotiate a fair and reasonable outcome acceptable to both parties. We are like many aged care facilities struggling to stay solvent and keep our many employees in work during these tough times. We feel a compromise is not an unreasonable request, rather than being asked to pay these outstanding amounts in full.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'M Deep', written in black ink.

Maria Deep

On behalf of the Board of Directors