

# PUKATOHU REITI 2024

# RATES GUIDE 2024



**PAPAIOEA**  
PALMERSTON  
NORTH  
CITY

Ngā kōrero katoa mō  
ngā reiti i Papaioea

**All you need to know  
about rates in the city**

**[pncc.govt.nz/rates](https://pncc.govt.nz/rates)**

# Kia ora,

It's been clear while working to set our next Long-Term plan that the main focus has been striking the right balance. On one hand, it's very clear households and businesses are struggling with increasing costs and the current cost of living crisis. On the other hand, we have a significant amount of large-scale infrastructure work that must be completed over the next decade.

During this Long-Term Plan consultation, we've asked you some big questions, including 'Should we change our rating system' and 'How much investment should we make now, so that our community facilities meet future demand'?

In response, we had more submissions than ever before, which confirmed the competing priorities of keeping costs down for ratepayers, while considering a growing number of funding requests, and legally required work. With these issues front of mind, we've worked very hard to keep this coming year's rate rise to 10.1%.

It was great to see so many of you coming along to our public drop-in sessions and sending in submissions. We've listened and made a number of significant changes – some of which you can read about in this booklet and on our website.

Despite the challenges, we'll continue to deliver essential services, build toward the future and work with you every step of the way. Thank you for having your say and helping to shape our city's future.

**Grant Smith** <sup>JP</sup>  
Mayor

A handwritten signature in black ink, appearing to read 'Grant Smith', written in a cursive style.

# We made some changes after hearing your feedback

After reading your submissions and hearing your feedback, Elected Members have deferred or delayed projects, reduced some budgets, and in a small number of cases provided new or increased funding. Some of the big decisions include:



We're phasing in a new rating system over the next three years. This will mean, for the valuation-based portion of your rates, 50% will be based on capital value and 50% on land value.

The current 37% discount for rural lifestyle ratepayers will also be reduced to 30% for 2024/25, then 25% for 2025/26.



We're looking into whether there's a more affordable option for our Nature Calls wastewater management project, for the treatment and discharge of our city's wastewater in the future. We have also reduced the budget.



Seismic upgrades to the Central Library, Regent Theatre and Te Manawa Museum are being deferred for one year.

You can read all other decisions from the Long-Term Plan deliberations on our website.



A new Multicultural Centre will move into the main council building rather than a commercial leased space in the city centre. Te Motu o Poutoa Anzac Park and Pacifika Centre upgrades will continue as proposed. A new Arena 5 indoor space at Central Energy Trust Arena will be built in the next few years, while other projects at the Arena were deferred.



We've reduced the budget for a new Awapuni Library Community Hub, and delayed construction. Work at Te Pātikitiki Highbury Library has also been delayed. \$1.5M has also been set aside for work on a possible new library/ community hub at Roslyn. Library as a result of submissions.



We're increasing the funding we provide to our Community Strategic Priority Grant recipients, who help facilitate and coordinate a large number of community initiatives, by 10% each year over the next three years.

# We're changing the way we calculate rates

From 1 July 2024 the way we calculate rates is changing. Palmerston North's rates will now be calculated using both land value and capital value. The transition will be made over the next three years.

For the valuation-based portion of your rates, 16.5% will be based on capital value in 2024/25. This will be 33% in 2025/26 and change to 50% in the 2026/27 financial year. The remainder will stay based on land value.

The rest of your rates bill will still include a Uniform Annual General Charge and fixed charges for things like water and kerbside recycling.

Another change we're making is that the current 37% discount (compared to urban residential properties) to the general rate for rural ratepayers will also be reduced to 30% (July 2024 to June 2025), and then 25% (July 2025 to June 2026).

## **Changing the rating system doesn't increase the amount Council receives**

The amount needed to run our city's services and facilities is decided when setting the Annual Budget each year. A change in rating system may change the portion of rates paid by individual ratepayers.

The rateable values of your property used to calculate the rates for 2024/25 remains unchanged from last year. New values will be set by independent valuers QV as at 1 September 2024. You should receive notice of your new valuation in December 2024. The new values will be used to set the rates for 2025/26 and the two following years.



# Breakdown of your rates

Rates can be broken down into three main types – uniform annual general charge, general rate and targeted rates.

## **Uniform annual general charge**

A uniform annual general charge is a fixed charge (\$200 for 2024/25) for every property, regardless of its rateable value. It's used to make sure all property owners or ratepayers make a least a minimum contribution to services and facilities that benefit the community.

## **General rate**

As a rule, if a service benefits the entire community it will be funded from general rates which are calculated based on the land value of a property. Both the uniform annual general charge and the general rate are used to fund services such as libraries, community facilities, parks, sports grounds and cemeteries. The level of the general rate depends on the use of the property, with the rate for non-residential property higher than that for residential property, which in turn is higher than for rural/semi-serviced property.



## Targeted rates

Targeted rates come in two ways.

The new capital value targeted rate is charged based on a property's capital value. In the same way as the general rate, this varies depending on the use made of the property. For 2024/25 the capital portion of your rates will partially fund the cost of the transport/roading and economic development activities.

Other targeted rates are for fixed amounts and paid by ratepayers who receive a specific service – for example water for properties connected to our supply. Rates for these services go towards the cost of their operations and maintenance.

For 2024/25 the fixed targeted rates are as follows:

Targeted rate	Fixed charge	What for
<b>Water<sup>1</sup></b>	<b>\$415</b>	Water supply
<b>Wastewater<sup>2</sup></b>	<b>\$375</b>	Wastewater treatment and disposal
<b>Kerbside recycling</b>	<b>\$144</b>	Wheelie bins, crates and kerbside collection
<b>Rubbish and public recycling</b>	<b>\$51</b>	Rubbish disposal in public areas, recycling centres

<sup>1</sup> Large non-residential water users are metered and billed separately based on their actual use

<sup>2</sup> Non-residential ratepayers are charged multiples of the wastewater charge reflecting the number of toilets they have



# Get your rates by email instead!

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Want to help the  
environment and cut  
the paper waste?

Get your rates invoice sent  
straight to your email inbox  
by filling in the simple form  
at [pncc.govt.nz/erates](https://pncc.govt.nz/erates)



# Key dates for your rates

Instalment	Invoice date	Due Date
<b>One</b>	1 August 2024	30 August 2024
<b>Two</b>	1 November 2024	29 November 2024
<b>Three</b>	1 February 2025	28 February 2025
<b>Four</b>	1 May 2025	30 May 2025

## Please make sure you pay on time

Rates that are not paid by the due date have a penalty charge of 10% added. If you are having difficulty paying your rates please call us to discuss.

### You can pay your rates in a range of ways

- Direct debit
- Internet or phone banking
- Automatic payment
- Credit/debit card
- In person

# You might be able to qualify for a rates rebate, remission or postponement

Residential ratepayers on low incomes may be eligible for a rates rebate of up to \$790 for the year. Homeowners who earned less than \$31,510 in the year ended 31 March 2024 may be able to qualify. There is also a wider range of criteria that you may qualify for. For example, you may be able to get a rebate on a higher income if you have dependants, or if your rates are very high. To learn more go to [ratesrebates.govt.nz](https://ratesrebates.govt.nz)

Community organisations may qualify for a rates remission if they meet a series of policy criteria. Individuals facing severe financial hardship may qualify to have a portion of their rates postponed but this is a last resort approach and involves costs. We encourage you to discuss your position with our staff as soon as possible so we can investigate options with you.

**You can look up the Rates section on our website or contact our call centre for more details.**

# Making it easy

## Visit [pncc.govt.nz](http://pncc.govt.nz)

Our Palmerston North City Council website is your one-stop shop to save time and get things done online. You can pay your rates, parking tickets, dog registration and for many other things by visiting [pncc.govt.nz/onlinepayments](http://pncc.govt.nz/onlinepayments)

It's also where you can find out the rubbish and recycling days for your street, keep up with our latest news and use the 'My Area' tool to search parks, reserves and other great council facilities nearest you.

You can also report any issues or give us feedback at [pncc.govt.nz/contact-us](http://pncc.govt.nz/contact-us) or use our Snap, Send, Solve app on your mobile phone.

If you'd like to talk to someone in person our Customer Contact Centre is open 24 hours, every day of the year. Call us anytime on **(06) 356 8199**.

## Ministry of Health Water Notice



We have some of the cleanest drinking water in the country. Despite this, some plumbing fittings in New Zealand have the potential to allow minute traces of metal to accumulate in the water sitting in pipes overnight. The health risk is very low, but the Ministry of Health recommends all homes flush a cup of water from all drinking water taps each morning.

# An important update when paying your rates

When you're paying your rates, we now need you to be using the assessment number on your rates notice, rather than your valuation number. This is the number we use to tell who has paid their rates. You can find this on your invoice.

- If you have a direct debit, you don't change anything – Council makes the change.
- If you have a direct credit or automatic payment, you'll be prompted to use the new number when changing the amount you pay in rates each year.
- If you pay via internet or phone banking, you'll need to now use the assessment number as your reference. Your bank app or website will likely prompt this.
- If you're paying at our Customer Service Centre, our team will be able to input the new number for you.

<b>Date</b>	<b>1 August 2023</b>
<b>Instalment No.</b>	<b>1 of 4</b>
<b>Assessment No.</b>	<b>1099409</b>

## Still have questions? We're here to help

If you're not sure or are having trouble making this change, please give us a call and we can help.

**Te Kaunihera o Papaioea**  
Palmerston North City Council

[pncc.govt.nz](http://pncc.govt.nz) / [info@pncc.govt.nz](mailto:info@pncc.govt.nz) / 06 356 8199

