

Te Kaunihera o Papaioea
Palmerston North City Council

pncc.govt.nz

Hōngongoi July 2021

PAPAIOEA
PALMERSTON
NORTH
CITY
PALMY[®]

PUKATOHU REITI 2021

RATES GUIDE 2021

Ngā kōrero katoa
mō ngā reiti i Papaioea

All you need to know
about rates in the city

INVESTING IN PALMY

Kia ora

Our recently adopted 10-Year Plan reflects the ongoing investment in Palmerston North City. Investment in its infrastructure, its environment and its people. Most of the 700 plus submissions we received had an overall consensus around keeping Palmy on the move.

We sought a balance between investing in infrastructure to sustainably manage the city's strong growth, keeping all the day-to-day services going, and ensuring the city continues to support its more vulnerable residents.

The timing of our 10-Year Plan meant we had a unique ambiguity with having to provide for a \$350m investment in a new wastewater treatment programme 'Nature Calls' - needed for a new consent, at the same time as Central Government is considering the Three Waters Reform.

We've chosen to keep investing in the city's assets, services and liveability as opposed to solely preparing for the Nature Calls programme spending by reducing and in some cases stopping services, doing less maintenance and renewals of our infrastructure, pulling back on new projects and having significantly larger rates increases.

A significant part of our investment in sustainable growth has been to increase spending on infrastructure and keeping it up to standard. We've witnessed infrastructure failures in other cities and we're determined to avoid them.

Other major issues addressed in the strategic framework and 10-Year Plan are; climate change, housing supply, capital works, and earthquake-prone buildings.

As we celebrate the city's 150th sesquicentennial anniversary, it's clear Palmerston North is well placed and has an exciting future. We can be proud we've created a Plan that leans into the future and also looks after the present. This is a Plan that meets our city's challenges and unlocks opportunities over the longer term.

Ngā mihi nui,



Heather Shotter
Chief Executive



Grant Smith JP
Mayor

OUR VISION

SMALL CITY BENEFITS - BIG CITY AMBITION

OUR GOALS

- 1 AN INNOVATIVE AND GROWING CITY
- 2 A CREATIVE AND EXCITING CITY
- 3 A CONNECTED AND SAFE COMMUNITY
- 4 AN ECO CITY
- 5 A DRIVEN AND ENABLING COUNCIL

THIS YEAR WE'RE HOLDING A REPRESENTATION REVIEW.

A representation review looks at the shape of our Council.

Specifically, it looks at:

- The number of councillors
- How councillors are elected – within Māori and general wards, whether councillors will be elected city-wide or by geographical boundaries, or a mixture of both; how many wards, and how many councillors in each ward?
- Should we have community boards, and if so, how many members should they have, and which areas should each cover?

Our current arrangements are: 15 councillors and a mayor, all elected on a city-wide basis (that is, by the electors of the city as a whole), with no community boards.

**Check out our website in early August
for information on how you can have your say.**

WE'RE AN OPEN BOOK

10-YEAR PLAN

Prepared every three years following public consultation, this Plan outlines Council's goals, plans and strategies, and community outcomes. It details why Council does things, what they are expected to cost and how success is measured.

Our 10-Year Plan for the 2021-2031 period was confirmed on 7 July 2021. Council considered over 700 submissions before the Plan was finalised.

ANNUAL BUDGET/PLAN

This outlines how Council will fund the next 12 months. It is prepared in the two years following the 10-Year Plan.

It updates any changes from our 10-Year Plan expected in the following 12 months (July – June). Following public consultation (usually March/April), the Budget determines how much rates will be. It's available to read on our website, Customer Service Centre and our libraries.

ANNUAL REPORT

This is Council's report card for the previous 12 months.

It outlines Council activities, level of service, funds spent, and measurements of performance (did we do what we said we would?) This is also audited by Audit New Zealand.

ASSET MANAGEMENT PLANS (AMPs)

These outline how Council's major infrastructural assets are maintained to high environmental standards and meeting the City's future needs at the lowest possible cost. We have AMPs for roading and parking, stormwater, rubbish and recycling, wastewater, water, and property and recreation facilities. They were updated this year and are prepared every three years.

HOW YOUR RATES ARE SPENT

How we spend the average residential city ratepayer's rates each week. (based on proposed budget for 2021/22)

Council has changed the way these activities and budgets are structured since the last 10-Year plan. This means direct comparisons of spending and levels of service cannot be made. Overall, there have been no significant changes in the levels of service Council is providing.



\$7.83
14.33%

Active communities

Central Energy Trust Arena, reserves, sportsfields, swimming pools, support to recreation groups



\$6.29
11.51%

Transport

Roads, footpaths, shared pathways, streetlights



\$5.90
10.80%

Water

Treatment, storage, distribution



\$5.69
10.41%

Wastewater

Collection, treatment and disposal



\$4.49
8.22%

Governance and active citizenship

Mayor and Councillors, Council meetings, consultation, plans and strategies, iwi relationships



\$4.12
7.54%

Libraries

City and branch libraries, mobile library, youth space



\$3.77
6.90%

Resource recovery

Kerbside recycling, rubbish and public recycling



\$3.53
6.46%

Arts and heritage

Arts, culture and heritage facilities (including Te Manawa, Regent) and support



\$3.51
6.43%

Connected communities

Community centres, Central Energy Trust Wildbase Recovery, public toilets and social housing. Support to community groups, community and commemorative events and social housing



\$1.94
3.55%

Economic development

Economic development, international relations, Conference and Function Centre, city marketing, economic events



\$1.74
3.18%

Stormwater

Flood protection*



\$1.65
3.00%

Organisational performance and strategic investments

Organisational support, Civic Administration Building and strategic investments



\$1.57
2.87%

City growth

Building and planning services, housing and future development, urban design



\$1.13
2.07%

Eco-City

Environmental sustainability, Manawatū River and environs, climate change mitigation and adaptation



\$0.84
1.54%

Safe communities

Animal control, civil defence and safer community initiatives



\$0.33
0.60%

City shaping

City centre, citymaking, place activation



\$0.32
0.59%

Cemeteries

Cemeteries and crematorium



\$54.65
per week
for average
ratepayer

RATES-KEY DATES

Instalment	Due Date
 1st Instalment	31 Aug 2021
 2nd Instalment	26 Nov 2021
 3rd Instalment	25 Feb 2022
 4th Instalment	27 May 2022

➤ Please remember to pay your rates on time.

BECOME PAPERLESS

To receive your rates invoice by email, complete the online form at pncc.govt.nz/rates

PENALTIES


Any portion of an instalment remaining unpaid after the due date has a penalty charge of 10% added.


Any outstanding rates (including penalties) assessed in previous years and remain outstanding on 1 July 2021, and again on 5 January 2022 will have a penalty charge of 10% added.


PAYMENT OPTIONS


We recommend rates are paid by direct debit. Advantages are:


- Make regular payments to suit your weekly budget.
- No late fee penalties
- Set and forget

Rates Direct Debit
 Pay your rates automatically from your bank account, at a frequency of your choice. You can complete a form online on our website, or collect one from our Customer Service Centre.

Internet or Phone Banking
 One-off payment to our bank account: Westpac 030726-0330770-00. Specify your rates valuation reference number.

Bank Automatic Payment
 Set up with your bank of a fixed amount, on a regular basis.

Credit/Debit Card Online
 Visit Online Services at pncc.govt.nz to make a payment using either your Visa or Mastercard. A fee is charged for this payment method.

In Person
 EFT-POS, cash or credit card (a fee applies for credit card payments) at our Customer Service Centre. 32 Te Marae o Hine/The Square

RATES DATABASE NAME SUPPRESSION

As a property owner your name and postal address is made public on Council's rating information database. If you want this information withheld from the public database, you can complete the online form at pncc.govt.nz/rates or call us on **(06) 356 8199**.

GETTING A RATES REBATE

If you're on a low income, you might be eligible for a rates rebate.

Homeowners (including those in retirement villages) who earned less than \$26,510 in the year ended 31 March 2021, might qualify for a rates rebate of up to \$665. Smaller rebates are also available for incomes over this amount.

Read more about the Rates Rebates Scheme and see if you qualify at ratesrebates.govt.nz or call us on **(06) 356 8199**.

RATES REMISSION

A rates remission reduces a rates bill. This enables us to mitigate the effects of any inequities in our rating system, promote social wellbeing, and help conserve our city's natural, historic and cultural resources.

We have policies that allow us to consider applications for remitting or postponing rates. If you think you have ground for a rates remission, please contact us.

RATES CALCULATION

General rates are based on land value (LV) using 1 September 2018 values supplied by Quotable Value.

The level of the general rate varies depending on whether the property is used for residential, commercial/industrial, rural or other purposes.

Fixed amounts are charged to each separate unit for water supply, wastewater disposal, kerbside recycling and rubbish and public recycling. Also, a uniform annual general charge (UAGC) of \$500 is made for each property.

Non-residential water users receive separate invoices for their metered supply.

Rates increases for individual properties will vary because of the combined effects of the increases in the fixed amounts for services and the overall increase of 8 per cent in the total rates collected city-wide.

COUNCIL AGENDAS AND MINUTES

These are available on our website. Anyone is welcome to attend Council or Committee meetings. Meetings are recorded and available to watch live via our website.

If you wish to speak to a Committee or Council outside of a public consultation, you can contact our Democracy and Governance Team on **356 8199** or governance@pncc.govt.nz to discuss.

PUBLIC CONSULTATIONS

We promote all public consultations through various channels. Keep an eye on our website on the 'Participate Palmy' and Have Your Say pages, and our Facebook page.

All of these documents are available on our website: pncc.govt.nz

CITY REVALUATION

Every three years all properties in Palmy are revalued for rating purposes on behalf of the Council by QV. The latest revaluation will commence shortly and owners will receive revaluation notices in late-November.

QV has built-up a comprehensive record for each property over many years of on-going inspections, for building consent work, subdivisions, objections and ownership transfers. Properties will not necessarily be inspected for the revaluation.

Sales information is closely monitored leading-up to the release of new values to ensure the new values reflect the values at valuation date - 1 September 2021.

All property owners can object to the value released at the time of the revaluation. The revaluation notice will specify the period available for objection and who to call if you have queries.

The new values will not affect the rates calculation until July 2022 and at that time the large increase in values that is expected will not necessarily have a large impact on rates. It may impact the rates if the percentage increase for your property is much higher than other properties.

CUSTOMER SERVICES

Our Customer Contact Centre is the first point of call for enquiries. We operate 24 hours every day of the year. If you have a Council-related query - contact us on (06) 356 8199.

Online Services

Save time and get your business done online. You can pay your parking tickets, dog registration, rates and other Council services online. Visit pncc.govt.nz/onlinepayments

Dogs

Our animal management and education officers respond to dog attacks, reports of aggressive dogs and retrieve roaming dogs. If you discover your dog is missing, give us a call, we are here to help.

You can manage your dog registration online by creating a dog owner profile. You can then pay your dog registration, update your dog's details, and re-order tags at your convenience.

Visit pncc.govt.nz/dogs

Rubbish and Recycling

You can check on our website what day we collect rubbish and recycling in your street, and whether something is recyclable, on our Guru's Guide.

Our collection service operates every weekday except Good Friday and Christmas Day. If your collection day falls on one of these days, we'll pick it up the following Saturday.

Please put your rubbish and recycling out on the kerb by 7.30am on your collection day.

Visit pncc.govt.nz/rubbishguru

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.

YOUR CITY COUNCIL



Palmerston North City Council is made up of 16 elected members who decide our overall policies and represent your views.



Grant Smith^{JP}
Mayor



Aleisha Rutherford^{JP}
Deputy Mayor



Brent Barrett



Susan Baty



Rachel Bowen



Zulfiqar Butt^{JP}



Vaughan Dennison



Renee Dingwall



Lew Findlay^{OSM}



Patrick Hancock^{ONZM}



Leonie Hapeta^{JP}



Lorna Johnson



Billy Meehan



Orphée Mickalad



Karen Naylor



Bruno Petrenas

WHAT ARE MY RATES PAYING FOR?

For around the same cost the average New Zealand household spends on petrol a week – your rates pay for:

 2,500 bookings each year at Central Energy Trust Arena	548kms of watermains 	 551kms of footpaths	147 parks and reserves (909 hectares) 
60 playgrounds 	5000 Car parks (metered and timed) 	4 cemeteries 	30,000+ wheelie bins and crates collected 
24 sportsfields (135 hectares) 	3 swimming complexes 	407 social housing units 	567kms of roads 
185,000 library items in six locations 	8,633 street lights 	13,000+ street trees 	556 bus stops 