



Te Kaunihera o Papaioea
Palmerston North City Council

PALMERSTON NORTH

SMALL CITY BENEFITS
BIG CITY AMBITION



pncc.govt.nz

THE BIG PICTURE

As always, our Council faces the challenge of balancing the services, facilities and plans for the city over the next ten years. Council's recently adopted 10 Year Plan lays out an ambitious vision for the future of our city, and a roadmap for making that vision a reality.

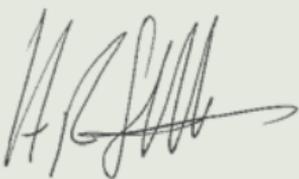
The largest single investment in the Plan, the Wastewater Treatment Plant, was almost universally supported with residents backing the necessity of future-proofing our core infrastructure for a growing population and to enhance the environment. Support was also strong for the other major catalyst projects, with clear recognition of the value of investing in sustainable growth, revitalising the city centre and enhancing the Manawatū River network. We believe this Plan unlocks opportunities through strategic investment and sustainable management of our resources, while balancing affordability for ratepayers of today and future generations.

The majority of the Plan is dedicated to 'business as usual' infrastructure and services – the roads, water supply, wastewater, stormwater, sport facilities and parks and reserves that all make our city tick. There is also an investment and commitment into the delivery of our five strategic goals including enabling a creative, innovative and exciting city. See how our rates get apportioned for 2018/19 in our centrefold on Page 6.

Palmerston North has tremendous advantages as we head into the next decade. Our strategy is to ensure Palmerston North remains an environment that enables outstanding quality of life, while providing a robust foundation for business investment and population growth.

On behalf of everyone at Palmerston North City Council, we thank you for your contribution to the 2018–2028 10 Year Plan. Now it's time for us to put it into action.

Nga mihi nui,



Heather Shotter
Chief Executive



Grant Smith
Mayor

KEY PROJECTS

We have a number of catalyst projects that fall under our three major focus areas, combined they will help us achieve our vision of “Small city benefits, big city ambition”

WASTEWATER TREATMENT PLANT UPGRADE



Photo courtesy : Penny Aspin

Water is a big part of our work, from providing a reliable and clean water supply, to managing our city’s wastewater and stormwater. Future-proofing our wastewater system is imperative. Council’s resource consent to discharge treated wastewater from the treatment plant into the Manawātū River is due to expire in 2028, so we need to upgrade or replace the treatment plant over the next 10 years.

There’ll be a series of opportunities to have your say into solution options.

CITY CENTRE STREETSCAPE REDESIGN

The world’s most exciting cities have one thing in common – a vibrant city centre enjoyed by locals and visitors. The Streetscape Plan sets out the future design direction for the streets and spaces in Palmerston North’s city centre. The plan aims to reinforce the city centre as a key destination. It will celebrate the character of the area, be easily accessible and increase connectivity, with the aim of creating vibrant and distinctive places for people.

We’ll be putting Palmerston North on the map.



LIBRARY UPGRADE



The Central Library is one of Council's most heavily used facilities and attracts around 2,000 visitors every day. Our bold redesign for the Central Library will ensure it's ready and relevant for the next generation with an improved layout, better connection to the street and more access to the latest technology. Long term upgrades include a new entrance directly from The Square, an upgraded children's section and more.

Our libraries will be buzzing.

CENTRAL ENERGY TRUST ARENA MASTERPLAN AND PROJECTS

The Central Energy Trust Arena is one of New Zealand's busiest and most versatile venues. The multi-purpose centre caters for many different sporting codes, community activities, trade shows, exhibitions, conferences and concerts, and is a regional sporting and events hub for the lower North Island.

We plan to revamp certain areas, including installing an all-weather playing field enabling more people to play more often, creating a new covered grandstand on the Cuba Street side of the speedway/rugby field and more.

You'll see more about the vision for this project in the near future.



VICTORIA ESPLANADE MASTERPLAN

The Victoria Esplanade attracts over 600,000 people each year and holds a special place in the hearts of many of our residents. The Esplanade Masterplan will guide its development over the next ten years, with a focus on prioritising pedestrian friendly links between the Esplanade and the river.

It's an important part of our region's history and growing its usage is an important part of offering recreational opportunities to our ratepayers.

CENTRAL ENERGY TRUST WILDBASE RECOVERY



This project is an exciting opportunity for Palmerston North to contribute to the conservation and protection of our native species. Located in Victoria Esplanade, the centre will house permanent breeding and inflight aviaries alongside nine rehabilitation aviaries for some of our most endangered species.

Once established, Central Energy Trust Wildbase Recovery's nurturing environment will allow for animals to be viewed by the public. Their journey back to wellness will engage generations of New Zealanders directly with the conservation of some of our most endangered species.

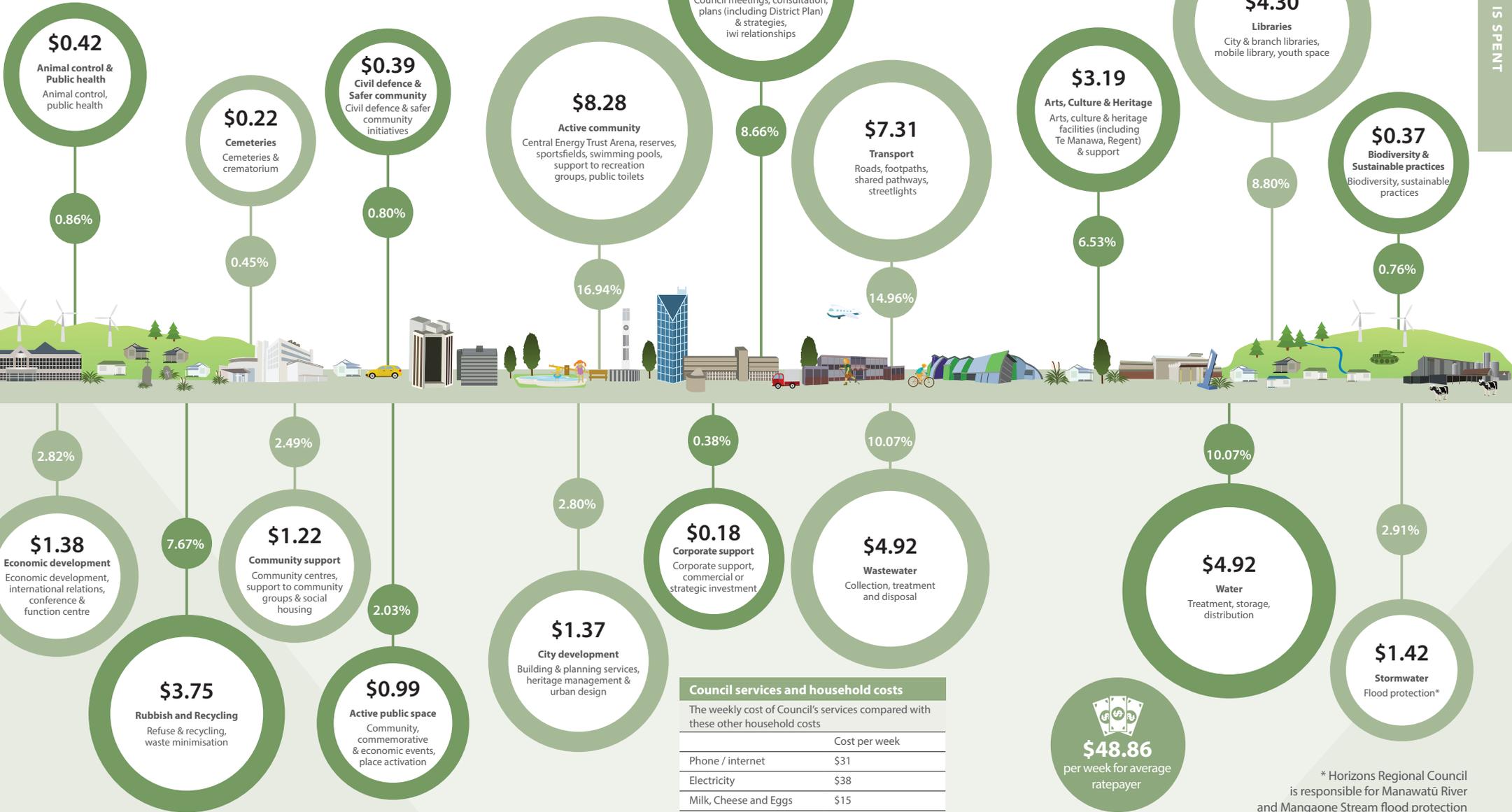
We expect to see visitors from all areas coming to experience this great new facility.



HOW YOUR MONEY IS SPENT - THE AVERAGE RESIDENTIAL RATEPAYER

The Council divides its services into activities.

This shows the weekly costs (including interest & debt repayment) of the Council's services for the average residential ratepayer (2018/19).



* Horizons Regional Council is responsible for Manawatu River and Mangaone Stream flood protection

RATES-KEY DATES

	Instalment	Due Date
	1st Instalment	31 August 2018
	2nd Instalment	30 November 2018
	3rd Instalment	28 February 2019
	4th Instalment	31 May 2019

A 10% charge is added if your rates instalment is not paid by the due date. Further additional charges of 10% will be added to all previous year's rates outstanding on 2 July 2018 and 3 January 2019.

Want your rates invoice by email?

Complete the online form at pncc.govt.nz/rates.

- ✓ Any queries just contact our friendly rates team.

PAYMENT OPTIONS

We recommend ratepayers set up a direct debit for rates.

Advantages are:

- ✓ You can make small regular payments that make it easier on your weekly budget.
- ✓ You won't get penalised for late fees.
- ✓ You set and forget.



Rates Easy Pay - Pay either weekly, fortnightly, quarterly or monthly via direct debit. Contact us for an easy-pay form or download directly from our website pncc.govt.nz/rates.



Internet Banking/Telephone Banking - Make a one-off payment to the Council's bank account: **030726-03307700-00**



Credit/Debit Card Online - visit pncc.govt.nz/payrates to make a payment using either your Visa or Mastercard credit or debit card. A service charge is made for this payment method.



Regular Payments - If you have set up your own payment schedule, please ensure that payments are sufficient to clear your account by the due date for each instalment.



Pay in Person - Visit our Customer Service Centre located on The Square between 8am – 5pm Monday – Friday.



Mail us a cheque - Use the reply paid envelope:
Palmerston North City Council
Private Bag 11034, Manawatū Mail Centre
Palmerston North 4442

RATES REBATE SCHEME

The Rates Rebate Scheme provides assistance for ratepayers with low incomes. Residential ratepayers who earn less than \$25,180 for the year ended 31 March 2018 could be eligible for a maximum rebate of \$630. If you earned more you may still be eligible.

Visit ratesrebate.govt.nz to check if you qualify or call us on (06) 356 8199.

RATES DATABASE NAME SUPPRESSION

As a property owner your name and postal address is made public on Council's rating information database. You have the right to request this information to be withheld from the public database. Complete the online form at pncc.govt.nz/rates or call (06) 356 8199

RATES CALCULATION

The Council's general rates are based on the land value (LV) using values supplied by Quotable Value. The City is revalued for rating purposes every three years, the most recent being during 2015. This means rates for 2018/19 will have the same valuation base as for 2017/18.

The next city revaluation is due mid-November 2018.

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 of \$690 is made for each property.

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



CUSTOMER SERVICES INFORMATION

Our Customer Contact Centre is the first point of call for enquiries. We operate 24 hours a day, seven days a week, 365 days a year.

Got 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

RUBBISH AND RECYCLING

Small efforts towards recycling have a big impact on reducing waste sent to landfill, resulting in a cleaner and greener city. If you're unsure whether something is recyclable check out our Guru's Guide to what goes where.

Visit pncc.govt.nz/gurusguide

DOGS

Did you know you can manage your dog registration online? Creating an online dog owner profile is the easy way to pay your dog registration, update your dog's details, re-order tags and more.

Our Animal Control Officers respond to dog attacks, reports of aggressive dogs and retrieve roaming dogs. If you discover your dog is missing give us a call.

Visit pncc.govt.nz/dogservicesonline

CIVIL DEFENCE

Civil Defence emergency responses are co-ordinated by local and regional councils. Our Civil Defence Emergency Management Office draw on the skills and resources of officers and emergency service personnel. In an emergency our Civil Defence Centre activates the Emergency Operations Centre and our response teams swing into action even before many people are aware of an issue.

Visit pncc.govt.nz/emergencymanagement/ to read more on our Rescue Emergency support team and Community Response groups.

DO YOU HAVE A COLD, DAMP, DRAUGHTY HOME?

Palmerston North City Council's Eco Design Advisor service offers independent advice on how to make homes healthier and power bills lower.

- Don't suffer through another Palmy winter.
- Book a free home consultation today.

Contact Nelson Lebo on 06 356 8199, or nelson.lebo@pncc.govt.nz



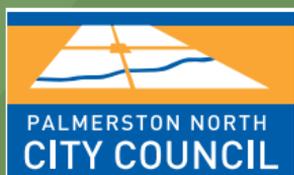
PALMY

is the Place to Be

Enjoy a wide range of events around the city – including live theatre and dance, exhibitions, sporting matches and more.



Find our full list of events at
palmyistheplacetobe.co.nz



Palmerston North City Council

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