



Te Kaunihera o Papaioea
Palmerston North City Council

RATES BOOKLET

ALL YOU NEED TO KNOW
ABOUT RATES IN THE CITY

pncc.govt.nz

JULY 2020



INTRODUCTION FROM MAYOR AND CHIEF EXECUTIVE

Palmerston North is a progressive, inclusive, culturally diverse and prosperous city - one that has a clear and focussed vision - Small city benefits, big city ambition. It's a city we are all proud to call home.

Council listened to submissions and adjusted the Annual Budget because of the unexpected economic and social effects of COVID-19. The 1.9 per cent rate increase was significantly reduced from the proposed 4.4 per cent.

We have put considerable thought into how we make the most of our existing strengths as Palmerston North grows as a vibrant, attractive, progressive and creative city. We need to ensure our city is well-placed to take advantage of any challenges and opportunities.

Palmerston North is entering a significant period of growth. This requires the right infrastructure is in place – the pipes, the pumps, roading and paving, along with land for housing and industry.

As well as large-scale developmental planning, the Council's mandate is to provide social sustainability and community cohesion. A growing city increases the need for sports, recreation and leisure facilities, requirements for well-designed and attractive public spaces, as well as the desire for accessible and crowd-drawing public events.

Examples can be seen in the housing and infrastructure developments at Whakarongo, James Line, Pacific Drive and the redevelopment of Council social housing at Papaioea Place.

We have a city-wide spatial plan that includes planning for industry and transportation connections, along with Masterplans for Central Energy Trust Arena and the Victoria Esplanade. The Nature Calls wastewater project, arguably the city's biggest infrastructure project is well advanced with investigating options and seeking feedback from residents and other stakeholders. The benefits of opening up our river and shared pathways at He Ara Kotahi shows how forward-thinking projects enhance the city as an attractive environment for everyone.



Heather Shotter
Chief Executive



Grant Smith
Mayor



ONE VISION

FIVE STRATEGIC 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

PALMERSTON NORTH

NATURE

CALLS

This project is the biggest environmental and financial decision to be made by Council in our 10-Year Plan. It focuses on how we treat and discharge the city's wastewater for the next 35 years.

Feedback was recently sought from the public on their order of preference for six options, individual and community values and if there is any other information Council needs to consider. Public meetings and sharing the project information at drop-in sessions occurred over six weeks.

The feedback will be considered alongside technical assessments that will help Council determine a preferred option in late 2020.

Keep up-to-date on the latest information at naturecalls.nz



OUR BOOKS ARE ALWAYS OPEN...

How to find out everything Council does and how rates are spent and accounted for:

ANNUAL BUDGET/PLAN

This outlines how Council will fund the next 12 months. It adapts to changes from our 10-Year Plan expected in the next 12 months (July – June). The 2020/21 Budget was changed significantly because of the impact of COVID-19 pandemic. Following public consultation (usually April), the Budget determines how much rates will be. It's available to read on our website, our Customer Service Centre and Library.

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 and is available to read on our website.

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. The next 10-Year Plan is for the 2021-2031 period. We will be asking for feedback on our draft Plan in March 2021.

Asset Management Plans (AMPs)

These ensure Council's major infrastructural assets are maintained to high environmental standards and meet the City's future needs, at the lowest possible cost. The Council has AMPs for roading and parking, water, stormwater, wastewater, rubbish and recycling, and property and recreation facilities. They are prepared every three years and are available on our website.

Council Agendas and Minutes

These are all available on our website. Anyone is free to attend Council or Committee meetings. 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

Public Consultations

We promote and advertise all public consultations through various channels. Visit pncc.govt.nz/consultations, and our Facebook page for events.

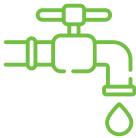
WHAT ARE MY RATES PAYING FOR?

Some of the things your rates pay for.

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



285kms of pipelines for water, stormwater and wastewater



548kms of watermains



551kms of footpaths



147 parks and reserves (909 hectares)



60 playgrounds



88 public Toilets



4 cemeteries



30,000+ wheelie bins and crates collected



24 sportsfields (135 hectares)



3 swimming complexes (Lido, Freyberg Aquatic and Splashhurst)



407 social housing units



567kms of roads



185,000 library items in six locations



8,633 street lights



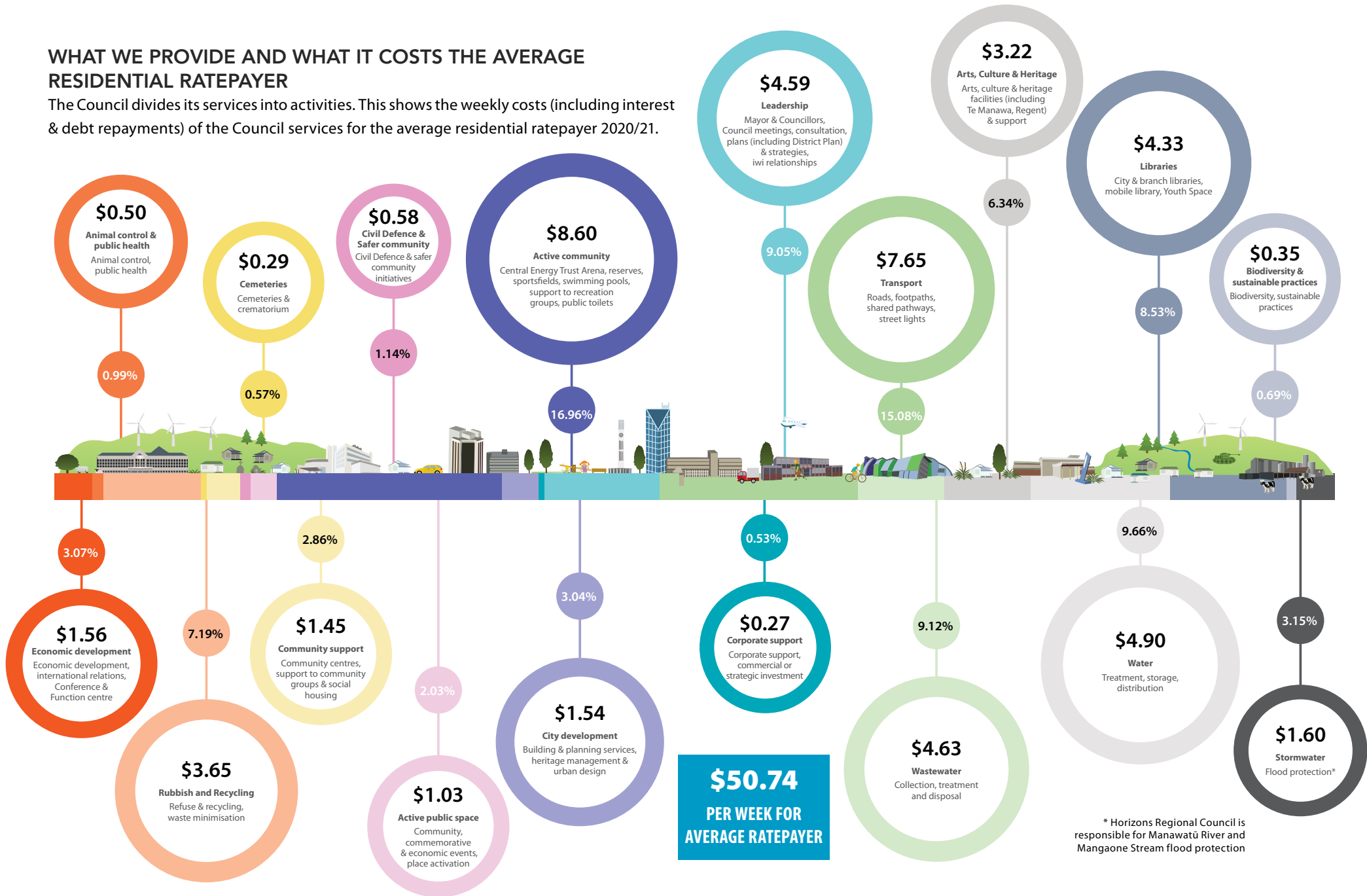
13,000+ street trees



556 bus stops

WHAT WE PROVIDE AND WHAT IT COSTS THE AVERAGE RESIDENTIAL RATEPAYER

The Council divides its services into activities. This shows the weekly costs (including interest & debt repayments) of the Council services for the average residential ratepayer 2020/21.



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

RATES-KEY DATES

	Instalment	Due Date
	1st Instalment	28 August 2020
	2nd Instalment	27 November 2020
	3rd Instalment	26 February 2021
	4th Instalment	28 May 2021

- Please remember to pay your rates on time.
- An easy way is to set up an automatic payment or direct credit

BECOME PAPERLESS

Get your rates invoice by email:

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

Any queries, just contact us on 06 356 8199.

PENALTIES

Please note a penalty charge of 10% will be added to any portion of an instalment remaining unpaid after the due date.

A penalty charge of 10% will be added to any outstanding rates (including penalties) assessed in previous years and remaining outstanding at 2 July 2020 and again on 4 January 2021.

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.
- Find out more at pncc.govt.nz



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

- **Council's Customer Service Centre**
Civic Administration Building, The Square.
Office Hours: Monday - Friday 8am - 5pm.
EFTPOS available.



Post - Using the DXMail Freepost reusable envelope. For the location of a DXMail Post Box call DXMail's customer services, phone **0800 806 139** or check their website dxmail.co.nz (select DX local).

GETTING A RATES REBATE

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

Homeowners who earned less than \$26,150 in the year ended 31 March 2020, might qualify for a rates rebate of up to \$655. 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 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.

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 reductions in the fixed amounts for services and the overall increase of 1.95 per cent in the total rates collected city-wide.

CUSTOMER SERVICES INFORMATION

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 www.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.

OUR PALMERSTON NORTH CITY COUNCILLORS

We're here to represent you.



Mayor
Grant Smith



Deputy Mayor
Tangi Utikere



Aleisha
Rutherford



Billy Meehan



Brent Barrett



Bruno Petrenas



Karen Naylor



Leonie Hapeta



Lew Findlay



Lorna Johnson



Patrick Handcock



Rachel Bowen



Renee Dingwall



Susan Baty



Vaughan
Dennison



Zulfiqar Butt

For details of portfolios and contact details see our website:
pncc.govt.nz/council

SIGN UP FOR PALMERSTON NORTH CITY COUNCIL E-NEWS

Get the inside scoop on what's
happening in Palmy

Find out the latest news from your city, and be in to win some great giveaways. We'll bring the best of what's on in Palmy to your inbox; from events and latest news on major projects to notifications about service changes and disruptions in your area.

Sign up now at pncc.govt.nz/signup

**Win \$500 credit
on your rates**

Set up an Easy Pay direct
debit on our website and be
in with a chance to win.

All properties signed-up to pay rates
by direct debit, by 15 October 2020
are in the draw.

pncc.govt.nz/rates

