

About Rates 2011/12

Everything you need to know about rates including key changes to rates in the Queenstown Lakes District this year.

How much are the rates in 2011/12?

Following a clear signal from the community during the Annual Plan submission process, the QLDC has taken the decision to fund some of its debt reduction programme via rates, leading to an overall rates increase of 2.71% after allowing for growth. This figure is 0.1% lower than that indicated in the Annual Plan.

The actual increase will be dependent on the nature of the property, the services it receives and where it is located

How much are the rates in 2011/12?

What has changed

- UAGC has increased by \$1.28 per property from \$68.12 to \$69.40
- Waste Management Charge has decreased by \$19.84 per residential property from \$172.84 to \$153.00.
- Waste Management Charge has also decreased by \$12.02 per non residential property from \$123.02 to \$111.00
- Aquatic Centre Charge (Wakatipu only) has decreased by \$0.53 per property to \$93.00 per annum.
- Recreation Charge has decreased by \$5.60 per property to \$275.00 per annum.
- Governance Charge has decreased by \$1.90 per property to \$130.00.
- Increase for some targeted rates for Water Supply and Wastewater as a result of increases in depreciation and revised costs for the utilities maintenance contract

Water Supply (inclusive of GST) per annum	2010/11	2011/12
Queenstown	\$213.50	\$220.00
Wanaka	\$162.67	\$166.00
Arrowtown	\$162.67	\$174.00
Glenorchy	\$589.67	\$640.00
Hawea	\$284.67	\$306.00
Arthurs Point	\$589.67	\$640.00
Lake Hayes	\$488.00	\$560.00
Luggate	\$437.17	\$480.00
Sewage(inclusive of GST) per annum	2010/11	2011/12
Queenstown	\$278.57	\$310.00
Wanaka	\$528.67	\$522.00
Arrowtown	\$372.10	\$390.00
Hawea	\$488.00	\$520.00
Arthurs Point	\$467.67	\$436.00
Lake Hayes	\$382.27	\$336.00
Luggate	\$488.00	\$500.00

General Revaluation 2011

A revaluation of all properties in the Queenstown Lakes District has now been completed by Quotable Value.

Property owners will be posted notification of their new property value from 19 October 2011.

The new property values will apply for rating purposes from **1 July, 2012.**

When are the rates due?

Rates are payable in four instalments. Rates invoices are sent out and due for payment on the following dates:

	Date sent to ratepayers	Last Day for Payment (without 10% penalty)
Instalment 1	19 August 2011	23 September 2011
Instalment 2	21 October 2011	25 November 2011
Instalment 3	20 January 2012	24 February 2012
Instalment 4	20 April 2012	25 May 2012

What do your rates pay for?

Rates are used to help cover the cost of many different activities:

Uniform Annual General Charge

Cemeteries; Community development; Regulatory and advisory services relating to public enquiries, health, animal control, general enforcement and waterways control; a general contribution to the promotion of the district.

Recreation charge

Community Grants (for Sports & Recreation); District library services; Public halls and other community facilities; Active recreation facilities.

Governance charge

Civic function, including the cost of democracy, communications, management of council, including corporate, financial and rating administration services.

General rate

Passive recreation areas, including gardens, walkways and reserves; civic function, including the cost of democracy, communications, management of council, including corporate, financial and rating administration services; public toilets; emergency services; waste management, including transfer stations and landfills; regulatory and advisory services relating to planning and resource management, the district plan, building control and health/liquor licensing.

Aquatic Centre rate – Wakatipu only

The operating deficit of the Queenstown Aquatic Centre.

Roading rate

The roading network, including footpaths and other amenities within the road reserve; development of commercial areas, maintenance and upgrade of roading drainage systems.

Stormwater rate

Maintenance and upgrading of stormwater reticulation systems.

Tourism Promotion rate

Promotional activities throughout the district. This rate helps to fund Destination Queenstown, Arrowtown Promotion Association and Lake Wanaka Tourism.

Waste Management charge

The operating deficit of the transfer stations and the recycling initiatives proposed in the Waste Management Strategy.

Water Supply rate

Providing a drinkable water supply to serviceable properties.

Sewerage rate

Providing the sewage disposal system to serviceable properties.

About Rates 2011/12

How do we keep the rates fair?

Council uses a number of ways to keep the rates fair for everyone:

Differentials by Land Use

The categories are: residential; hydro electric power; vacant sections; accommodation; CBD accommodation; commercial; CBD commercial; primary industry; country dwelling; mixed use apportioned.

These categories are used to allocate General rates and the following Targeted rates: roading rate, stormwater rate, tourism promotion rate, waste management charge, water supply rate.

Targeted Rates based on Location

The categories are: location within the Wanaka ward; location within the Queenstown/Wakatipu ward; location within the Arrowtown ward.

These categories are used to differentiate the following targeted rates - roading rate, stormwater rate, tourism promotion rate, aquatic centre rate.

Targeted Rates based on Availability of Service

The categories are: connected; serviceable.

These categories are used to differentiate the following targeted rates - water supply rates, water scheme loan rates, sewerage rates, sewerage scheme loan rates.

Further information on how we keep the rates fair, can be found in Volume 3 of the Council Community Plan (The Rates section and Financial Information/Revenue and Financing Policy).

Remission and Postponement Policies

Remission Policies

You can apply for rates remission under the following circumstances:

- A. Community, Sporting and other Organisations with property used exclusively or mainly for these purposes and is not operated for private financial profit. For example St Johns Ambulance or the Bowling Club.
- B. Land protected for Natural, Historic or Cultural Conservation purposes, which is protected on a voluntary basis.
- C. Land affected by Natural Calamity - or damaged by the effects of a natural disaster.
- D. Uniform Annual Charges and Targeted Rates on Contiguous Rating Units in Separate Ownership, Used Jointly as a Single Entity - land owned by the same ratepayer/s and considered a single property.
- E. Rate Penalties - incurred penalties may be remitted if the ratepayer can provide evidence that it is fair to do so.
- F. Sundry Remissions - to remit rates that are the result of an error, are considered uneconomic or not able to be recovered.
- G. Maori Freehold Land - when the land is unoccupied and no income is generated from the land.
- H. Remission of Postponed Rates - allows council to remit rates in accordance with approved postponement policies.
- I. Rates on Land that has made Lump Sum Contributions - allows council to remit annual loan rates for properties that have previously paid lump sum contributions.
- J. Rating of Separately Used or Inhabited Parts of a Rating Unit - to limit the occurrence of multiple charges on properties with separate uses or inhabitants where it is fair to do so.

Postponement Policies

You can apply for a rates postponement under the following circumstances:

- K. Residential Land subject to Zone Changes - residential rateable property which has been rezoned.
- L. Extreme Financial Hardship - residential rateable property where the ratepayer is experiencing extreme financial hardship.
- M. Rate Postponement for Farmland - rural rateable property used as farmland but has the potential for non-farming development.
- N. Rate Postponement for Elderly - residential rateable property where the ratepayer is 65+ years old, a New Zealand citizen and owns no other property.

Further information on these policies can be found in Volume 3 of the Council Community Plan. (The section is called Rates/Rates Remission and Postponement Policies).

Remember: Applications for rates remission or postponement must be received by the council by 31 October 2011.

Find out more about your rates – www.qldc.govt.nz/rates

Payment options – what suits you?

Direct Debit (preferred option)

Setting up a direct debit with your bank means you'll never forget to pay. A direct debit will automatically deduct the amount required to clear the rates up until the end of the rating year, at the specified frequency (monthly or quarterly). Direct debit is the Council's preferred payment method. Get a direct debit form online www.qldc.govt.nz

Internet Banking

You can pay your rates via the internet. If you decide to pay this way, you will need to give the bank your valuation number as a reference. Your valuation number can be found on the top right hand corner of your rates remittance advice (it is 10 digits beginning with the numbers 29).

Payments should be made into the following bank account: 02 0948 0002000 000.

Telebanking

You can pay your rates using your phone via telebanking.

If you decide to pay this way, you will need to give the bank your valuation number as a reference (your valuation number can be found on the top right hand corner of your rates remittance advice - it is 10 digits beginning with the numbers 29). Payments should be made into the bank account above.

American Express

You can pay your rates by direct debit from your American Express Card. A direct debit will automatically deduct the amount required to clear the rates up until the end of the rating year quarterly.

You can get a form on line www.qldc.govt.nz

Online Credit Card Payments

You can now pay your rates online using your Visa or Mastercard go to www.qldc.govt.nz.

Mail

A cheque can be sent to: QLDC, Private Bag 50072, Queenstown. Please don't post cash.

In Person

Rates can be paid in person by cash, cheque or EFTPOS at both the Queenstown and Wanaka offices.

Note: we cannot accept credit card payments over the counter.

Like a TXT reminder or email invoice?

If you would like a rates payment reminder sent to you by txt, or if you would like your rates invoice emailed to you, give us a call on 03 441 0499 (03 443 0024 Wanaka) or email us at services@qldc.govt.nz

Do you qualify for a rates rebate?

The rates rebate scheme allows a rebate of up to \$580 for low income earners who have been paying rates from 1 July 2011. To find out more go to www.ratesrebates.govt.nz or give us a call on 03 441 0499 (03 443 0024 Wanaka) or email us at services@qldc.govt.nz

Visitor accommodation

Renting your property out for visitor accommodation can affect your rates.

To find out if your rates are affected, visit www.qldc.govt.nz and check out the new online guide to Visitor Accommodation.

The system is intuitive and will help you get the resources you need for your situation.