

# Understanding your rates account

**2023-2024  
RATING YEAR**



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL



# Rates for 2023–2024

Rising costs have unfortunately caused higher rates than forecast. This year's average rates increase of 14.2% is considerably higher than the previously expected 5.5% increase. We acknowledge this comes at a difficult time but it is prudent in terms of avoiding potentially larger rates increases in future years.

Although, the overall average increase is 14.2%, the actual increase for your property depends on several factors including valuation, location and services available. Details are available in our 2023-2024 Annual Plan at [qldc.govt.nz/annual-plans](http://qldc.govt.nz/annual-plans)

## KEEPING RATES IMPACT TO A MINIMUM

We are conscious of the tough economic conditions affecting both the Council's budget and our communities. These constraints and challenges led to an initial estimate of a 19.3% increase to rates. However, Council closely reviewed all areas of the budget to help minimise the impact on ratepayers.

### Key changes that allow for the reduction to 14.2% include:

- > Reprioritised spending on infrastructure and large projects.
- > \$900K saving on rates-funded debt repayment.
- > Reduced funding of depreciation saving \$2.03M.
- > Higher dividend from Queenstown Airport Corporation than previously forecast.
- > Increased user fees for parking, planning and development, dog registration, sport and recreation activities, community venues, and waste management.
- > Improved forecast for annual rating-base growth from 3.0% to 3.5% due to more properties contributing to rates as they are built.

## IMPORTANT: HOMESTAYS AND RESIDENTIAL VISITOR ACCOMMODATION (SHORT-TERM LETTING)

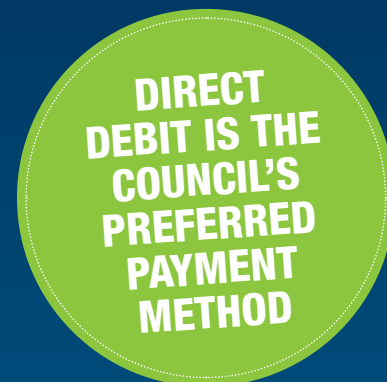
Earlier this year there were changes to QLDC District Plan Rules. It is important you make yourself aware of the new rules and ensure you comply. These changes might affect your rates.

To review the rules and take action to comply, please visit: [qldc.govt.nz/visitor-accommodation](http://qldc.govt.nz/visitor-accommodation). For additional assistance please call the Council on 03 441 0499 (QT) or 03 443 0024 (WK) to speak with the Duty Planner.

### Associated Rates Rules: If your property...

- > is registered with QLDC as a homestay or holiday home OR has a resource consent for visitor accommodation up to 180 days, Mixed Use rating factors should be applied.
- > has resource consent for visitor accommodation for 181 to 365 days of the year, it is full Accommodation.
- > is owner-occupied OR leased to a long-term tenant, it is Residential.
- > consists of a primary residence plus flat, it is Residence plus Flat OR Country Dwelling plus Flat as applicable.

# Paying your rates



## OPTIONS FOR PAYING YOUR RATES

Online, cash (in-person), direct debit, internet banking, telebanking and credit card. Direct debit is the Council's preferred payment method. 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). An application form is available online, via email or customer service. For more information about payment options visit [qldc.govt.nz/rates](http://qldc.govt.nz/rates)

## PENALTIES FOR LATE PAYMENTS

For the 2023-2024 year the Council has maintained the penalty for late payment of instalment at 5% (previously 10%).

## RATES REBATES

The rates rebate scheme allows a rebate of up to \$750.00 for low income earners who have been paying rates from 1 July 2023. To find out more go to [www.ratesrebates.govt.nz](http://www.ratesrebates.govt.nz) or give us a call on 03 441 0499 (QT) or 03 443 0024 (WK).

# When are my rates due?

We collect rates in four instalments through the year:

INSTALMENT	DATE SENT	LAST DAY FOR PAYMENT TO AVOID 5% PENALTY
Instalment 1	1 September 2023	29 September 2023
Instalment 2	20 October 2023	24 November 2023
Instalment 3	12 January 2024	23 February 2024
Instalment 4	12 April 2024	24 May 2024

## PAYING YOUR RATES IN FULL

If you would prefer to pay the full amount for the year in one go, you can do so by 29 September 2023.

# How are rates calculated?

Your rates account shows the different kinds of rate we collect. Some are based on the property's capital value which includes the value of the land and any improvements such as buildings. Other rates are charged as a fixed amount.

## THE DIFFERENT KINDS OF CAPITAL VALUE RATES ARE:

### **Recreation and events rate**

Pays for 67% of the cost of passive parks and reserves, walkways, public toilets, events, and contribution to the operating shortfall for Alpine Aqualand. All these activities are classified as "people driven" with the impact of visitors largely passed on to the properties classified as accommodation, commercial and residential.

### **Governance rate**

Pays for 80% of the cost of governance, community leadership and communications.

### **Regulatory rate**

Pays for 80% of the cost of regulatory services such as planning and resource management, the district plan, building control, dog control, environmental health, and non-user-pays liquor licensing. This rate also goes toward defending legal claims related to alleged building defects.

### **General rate**

Pays for emergency management, forestry and some sundry items including debt servicing for the landfill acquisition.

## WHAT ARE FIXED CHARGE RATES?

These are rates that are charged as a fixed amount, so that each property type pays the same. There are five fixed charges:

### **Sports, halls and libraries charge**

Pays for provision of sports fields, libraries, and community facilities other than Alpine Aqualand and Wānaka Aquatic Centre. This charge only applies to residential properties (including mixed use, country dwellings and primary industry).

### **Aquatic Centre charge**

Applies to residential ratepayers (including mixed use, country dwellings and primary industry) and covers 90% of the operating shortfall for Alpine Aqualand and Wānaka Aquatic Centre.

### **Uniform annual general charge**

Covers the public-benefit portion of cemeteries, community development and grants, property (including housing), and Wānaka airport. It also funds 50% of costs to defend legal claims related to alleged building defects and contributes to promoting the district.

### **Recreation and events charge**

Pays for 33% of the cost of parks and reserves, walkways, public toilets, and events. Included in that is a contribution to Alpine Aqualand's operating shortfall. These activities are classified as "people driven" with the impact of visitors largely passed onto the properties classified as accommodation, commercial and residential.

**Governance and regulatory charge:** Pays for 20% of the cost of governance, community leadership, communications, and regulatory services. Regulatory services cover planning and resource management, the district plan, building control, dog control, environmental health, and non-user-pays liquor licensing.

# How do we keep the rates fair?

Your level of rates depends on how your property is being used, where it is, and what services are available.

## DIFFERENTIALS BY LAND USE

Categories include residential, dwelling plus residential flat, hydro-electric power, vacant sections, accommodation, CBD accommodation, commercial, CBD commercial, primary industry, country dwelling, country dwelling plus flat, and mixed-use apportioned.

These categories are used to allocate targeted rates for roading, stormwater, tourism promotion, waste management, water supply, sports, halls and libraries, governance, recreation and events, regulatory, and for general.

## TARGETED RATES BASED ON LOCATION

Categories include Wānaka, Queenstown-Wakatipu, and Arrowtown. These categories are used to differentiate targeted rates in roading, stormwater, tourism promotion, and for the aquatic centre.

## TARGETED RATES BASED ON SERVICE

The two categories based on service are connected and serviceable. These categories are used to differentiate targeted rates for water supply, water scheme loan, sewerage, and sewerage scheme loan.



# What do your rates pay for?

Rates help pay for services essential to keeping our community healthy and safe. We also want to ensure our community and local economy continue to thrive today and into the future.

## WATER SUPPLY RATE

Providing a safe drinking water supply

## SEWERAGE RATE

Running reticulated sewerage and wastewater systems

## ROADING RATE

Ensuring our roads, footpaths and other amenities within the road reserve are up to standard

## WASTE MANAGEMENT CHARGE

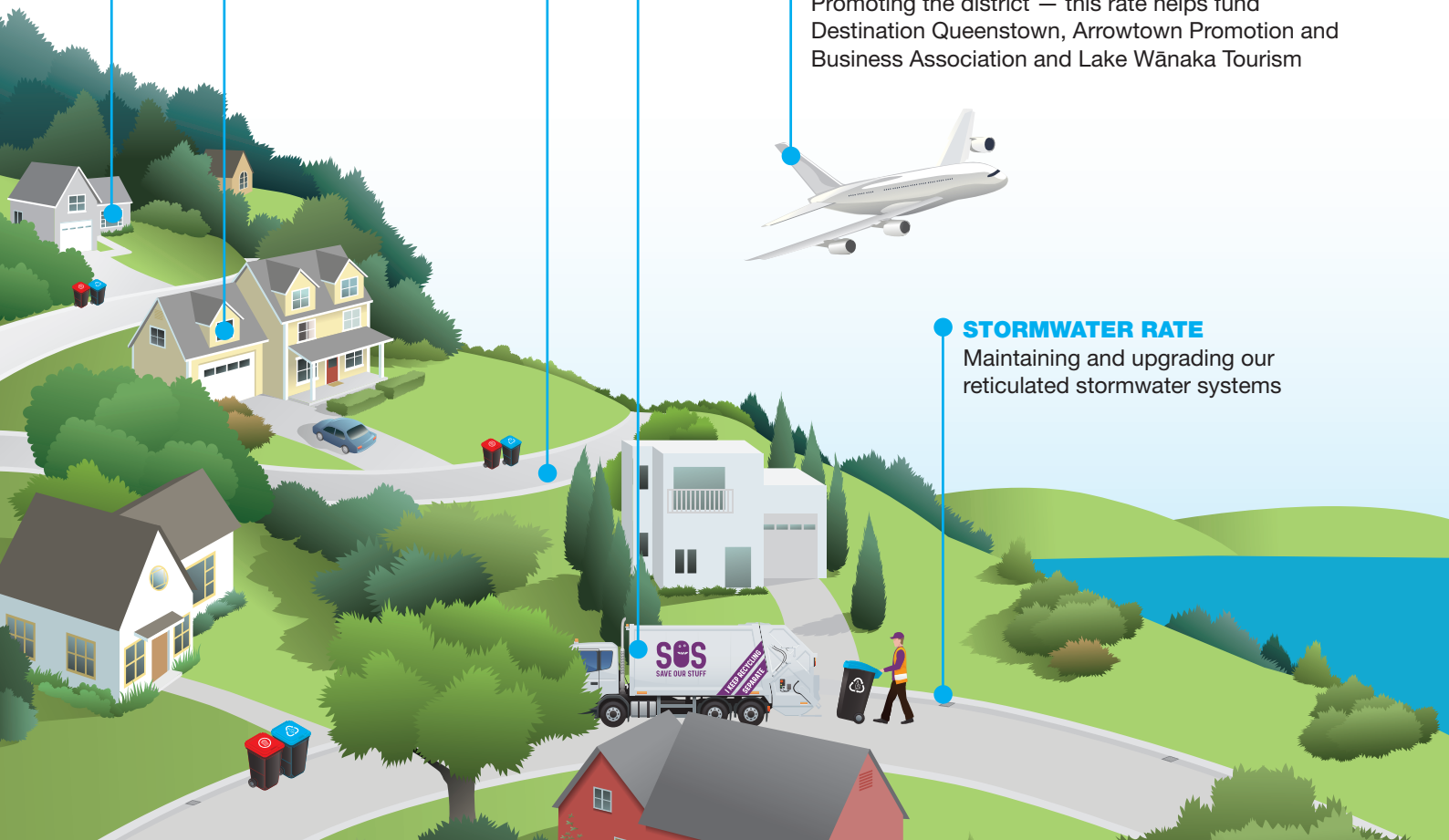
Helping fund residential waste and recycling collections, the transfer stations and recycling initiatives

## TOURISM PROMOTION RATE

Promoting the district — this rate helps fund Destination Queenstown, Arrowtown Promotion and Business Association and Lake Wānaka Tourism

## STORMWATER RATE

Maintaining and upgrading our reticulated stormwater systems



# Remission and postponement policies

## REMISSION POLICIES

You can apply to have part of your rates remitted under the following circumstances:

- A** Community, sporting and other organisations with property used exclusively or mainly for these purposes and which is not operated for private financial profit; e.g. St John Ambulance or the Bowling Club.
- B** Land protected voluntarily for natural, historic or cultural conservation purposes.
- 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 – i.e. 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 that are not able to be recovered.
- G** Māori Freehold Land, when the land is unoccupied and no income is generated from it.
- H** Remission of Postponed Rates – allows the Council to remit rates in accordance with approved postponement policies.
- I** Rates on Land that has made Lump Sum Contributions – allows the 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 or over, a New Zealand citizen and owns no other property.

## MORE INFORMATION

You will find more information on these policies in Volume 2 of the 2021-2031 Ten Year Plan, under Rates / Rates Remission and Postponement Policies.

## Need to talk to us?

Unsure whether you can make this payment? Let us know as soon as you can by emailing [rates@qldc.govt.nz](mailto:rates@qldc.govt.nz) or calling our Rates team on **03 441 0499** (QT) or **03 443 0024** (WK). Our friendly staff will be able to discuss options available to you.

## FIND OUT MORE

Find out more about your rates at [qldc.govt.nz/rates](http://qldc.govt.nz/rates)