Rates guide

Find out about your rates for 2026-2027

qldc.govt.nz/rates

QUEENSTOWN LAKES DISTRICT COUNCIL

Setting rates each year is about finding the right balance.

We know that households and businesses across the district continue to face cost-of-living pressures. Councils across the motu are not immune to these pressures and work hard to reduce the financial impact where they can.

In response to strong community feedback during the Annual Plan consultation process, the average district-wide rates increase is 9.9%, reduced from the figure we consulted on, which was 11.7%. This reflects our commitment to balancing continued investment in essential services, infrastructure and facilities, with reducing financial pressure on households and businesses wherever possible.

Reductions have also been achieved for the small communities of Luggate and Lake Hāwea:
Luggate: median increase for properties with wastewater services has been reduced to 13.3%. This has been achieved through deferring some wastewater funding to a later year.
Lake Hāwea: median increase for properties with wastewater services has been reduced to 12.5%. This has been achieved by reducing the wastewater loan principal repayments. Depreciation funding has also been adjusted from 50% to 40% to reduce costs.

Some fees and charges for Council services have also increased from 1 July 2026. These fees and charges allow Council to pass on some costs to those who use and directly benefit from these services and facilities, reducing the amount of funding that needs to be collected through rates.

You can view the full Annual Plan 2026-2027 and fees and charges on our website: **qldc.govt.nz**

Our budget will look very different next year. From 1 July 2027, all costs associated with delivering water supply, wastewater and stormwater management will shift to the new dedicated Water Services Council Controlled Organisation. There is a lot of work underway to get the new company set up with independent expert governance that will run the organisation.

Keep an eye out for information about progress and any changes you can expect - **qldc.govt.nz/our-water-done-well**

New to homeownership in the district and need rubbish and recycling collection?

Council's kerbside rubbish and recycling collection service is available to eligible residential properties.

Once you've received your property valuation number (PVN), you can apply for the service. Please allow 4–8 weeks for eligibility checks and bin delivery, and plan ahead if you're moving into a newly built home.

Register at: **qldc.govt.nz/register-for-kerbside**

When are rates due?

Rates are invoiced in four equal instalments throughout the year:		
INSTALMENT PERIOD	DATE INVOICE SENT	DUE DATE FOR PAYMENT
Instalment 1: 1 July – 30 September	3 August 2026	20 August 2026
Instalment 2: 1 October – 31 December	2 November 2026	20 November 2026
Instalment 3: 1 January – 31 March	1 February 2027	22 February 2027
Instalment 4: 1 April – 30 June	3 May 2027	20 May 2027

If you would prefer to pay the full amount for the year in one go, you can do so by 20 August 2026.

PENALTIES FOR LATE PAYMENTS

For the 2026–2027 year, Council has retained a 5% penalty on any rates instalments that are not paid by the due date. Instalment penalties will be applied on 25 August 2026, 25 November 2026, 26 February 2027 and 25 May 2027.

In addition, a 10% penalty will be applied to any outstanding rates from previous financial years. This includes any unpaid rates and accumulated penalties that remain outstanding as at 30 September 2026 and 31 March 2027.

How to pay your rates

THE EASIEST WAY TO PAY YOUR RATES IS VIA DIRECT DEBIT

A direct debit automatically deducts the amount required at the specified frequency. We offer weekly, fortnightly, monthly and quarterly direct debits. An application form is available at **qldc.govt.nz/rates**, via email to **directdebit@qldc.govt.nz**, or by dropping in to a Council office.

You can also pay online, in-person (cash & eftpos), via internet banking, or with a credit card (surcharge applies).

NEED HELP WITH YOUR RATES?

We know times are tough for many in our community. If you think you may have difficulty paying your rates on time, please get in touch with us as soon as possible. Our team is here to help and can talk through options with you.

You can contact our rates team by emailing **rates@qldc.govt.nz** or calling **03 441 0499** (Queenstown) or **03 443 0024** (Wānaka).

IS YOUR ADDRESS UP-TO-DATE?

If you need to change your postal address, please complete the online form here: **qldc.govt.nz/coa-form** or email us at **services@qldc.govt.nz**

RATES REBATES

You may be eligible for a rates rebate or postponement if you are on a low income, hold a SuperGold Card, or are aged 65 or over. From 1 July 2026, increased income thresholds mean more people will qualify, with rebates of up to $830 available.

> If your income is under **$33,210**, you may be eligible for the full rebate of $830

> If you hold a **SuperGold Card** and earn under **$46,400**, you may also qualify for the full rebate

Even if your income is above these thresholds, you could still be eligible for a partial rebate. To check your eligibility or estimate your rebate, visit **www.ratesrebates.govt.nz**, or get in touch with our team. Applications must be submitted by **30 June 2027**.

BEHIND IN YOUR RATES PAYMENTS?

We're here to help. We have a range of options available to help you with your rates payments. To avoid non-payment penalties or collection actions, contact us to talk about a payment plan or a direct debit to get your rates payments back on track.

How do we keep the rates fair?

The rates you pay depends on how your property is being used, where it is, and what services are available. We use a mix of differentials and targeted rates to help keep things fair.

DIFFERENTIALS BY LAND USE

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

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 general services.

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.

TARGETED RATES BASED ON LOCATION

The categories are:

1. Location within the Wānaka-Upper Clutha ward.
2. Location within the combined Queenstown-Whakatipu and the Arrowtown-Kawarau wards.
3. Location within the area comprising the former Arrowtown ward.
4. Location within the wider Queenstown CBD area.

These categories are used to differentiate targeted rates in roading, Queenstown CBD transport, stormwater, tourism promotion, and for the aquatic centre.

We're reviewing the way rates are set as part of our Long Term Plan 2027-2037. We'll share information about the review as it progresses, so keep an eye on our website and social media channels.

How are rates calculated?

Your rates account shows the different kinds of rates 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:

GENERAL RATE

Pays for emergency management, contribution to waste management including landfill establishment, and forestry including wilding pine control.

RECREATION AND EVENTS RATE

Pays for 80% 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.

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 vacant, mixed use, country dwellings and primary industry).

AQUATIC CENTRE CHARGE

Applies to residential ratepayers (including vacant, mixed use, country dwellings and primary industry) and covers 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 20% 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 your rates contribute

- 32% Water
- 27% Community
- 13% Roading and Transport
- 9% Local Democracy and Regulatory
- 9% Economy and Economic Development
- 6% Environmental Management and Waste
- 4% Tourism Marketing

Remission and postponement 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.

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.

You can read more on these policies at **qldc.govt.nz/policies**

Need to talk to us?

If you're unsure whether you can make a payment or you have other questions, please get in touch by emailing **rates@qldc.govt.nz** or calling our Rates team on **03 441 0499** (Queenstown) or **03 443 0024** (Wānaka). Our friendly staff will be able to discuss options available to you.

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