



WHANGAREI
DISTRICT COUNCIL

EVERYTHING
YOU NEED TO
KNOW ABOUT
YOUR...

2017
RATES
18

WHANGAREI: LOVE IT HERE!

HERE TO WHERE?
WHANGAREI



We want to know your views on our 2018-2028 Long Term Plan
For more information or to join the conversation visit

heretowhere.co.nz

ANNUAL PLAN 2017-18

This year, Whangarei District Council's Annual Plan continues the "steady as you go" approach to finances and projects of the past few years.

The plan outlines the finances and programme of work for the year beginning 1 July 2017, year three of the 2015-25 Long Term Plan, which was adopted in June 2015.

There have been very few changes to the plan for year three since it was consulted upon in 2015, so no public consultation process was undertaken this year. Instead resources were directed to early engagement on the Long Term Plan which is due to be developed next year, and will span the decade from 2018 to 2028.

This year's Annual Plan has been adapted slightly to match conditions, and outlines a solid programme of work and provides a clear forecast of income and expenditure for the 2017-2018 year.

The overall general rates increase will not be quite as high as anticipated, at 3.9% plus growth, rather than the 4.53% plus growth forecast in the LTP, due to lower inflation.

Individual ratepayers may see increases of greater or less than the overall 3.9% movement, due to movements in the number of properties and land values within each sector.

Minor changes have been made including allocating \$1.25m for seal extension work on Wright and McCardle Roads. This includes a 53% NZTA subsidy, and we will hold off on some planned Hikurangi Swamp work.

We have also allocated some extra funding to the Marsden City Wastewater project, Ruakaka Wastewater Treatment Plant upgrade, Marsden City Stormwater project and the demolition of the old Ballance site on Port Road.

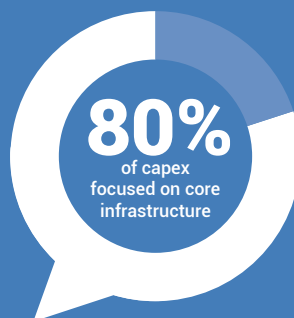
When combined, these changes mean we end the year with a closing debt of \$150.5 million, below our budget level of \$170.5 million, and ensure that we retain a surplus and maintain a balanced budget.

Highlights of the year will include: enhancing walking and cycling through the Kamo Urban cycleway; upgrading tracks in Parihaka Scenic Reserve; further investigations into a new site for Whangarei's airport; resolving dust problems in rural areas; and improving pensioner housing.

WHAT WE SAID IN THE LTP

\$52.9
million

Capital works programme
(note this includes some
opex)



\$139.5
million

Operational revenues

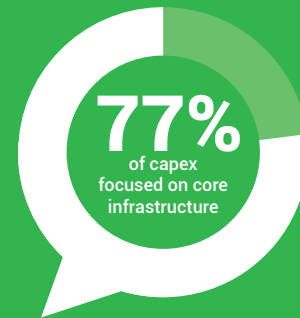
\$134.4
million

Operational spending

WHAT WE PLAN NOW

\$65.8
million

Capital works programme
(note this includes some
opex)*



\$142.9
million

Operational revenues

\$137.3
million

Operational spending

The capital works (capex) programme* includes carry forwards of uncompleted projects from 2016-17, minor timing differences have brought some projects forward (from later LTP years) to be completed earlier. Work that was budgeted for this year and is already underway but will not be completed by year end will be added to the 2017-18 schedule.

HIGHLIGHTS FOR THE 2017-18 YEAR:

- design of the new water treatment plant close to Whau Valley Dam
- walking and cycling – constructing the Kamo Urban cycleway
- road resurfacing and rehabilitation
- Ruddell Road raw water line renewal
- Wright and McCardle roads seal extension
- completion of wastewater upgrades at Hikurangi and Tarewa Park
- pensioner housing improvements
- further work on the new airport investigations
- Pohe Island Park masterplan development – including shared paths, carparks and lighting within the park
- transforming the parking area near the Canopy Bridge into a fabulous new park
- track upgrades at Parihaka Scenic Reserve
- ongoing programme of seawall renewal at Ngunguru foreshore
- investigating the best options for one council building
- continuing our program to become a digital council.

YOUR RATES

Your overall rates account includes both District and Regional Council rates. The amount collected from each Council is shown on the back of your invoice. For further information please refer to the enclosed Rates Assessment Information.

Uniform Annual General Charge

This charge is a fixed amount of \$440.50 which is applied to each separately used or inhabited part of a rating unit*.

Sewerage

Residential properties connected to Council's wastewater system pay a total of \$683.00 per separately used or inhabited part of a rating unit. Other properties pay on a 'per pan' basis.

District-wide Refuse Management Charge

This charge of \$174.50 is applied to each separately used or inhabited part of a rating unit and pays for costs which cannot be recovered through user charges (e.g. rubbish bag fees and charges at transfer stations). The refuse charge pays for services which benefit the whole District, including community litter bins, recycling, clearing refuse from parks, dealing with hazardous waste or removing abandoned vehicles.

* A separately used or inhabited part is defined as a clearly identified part of a property (rating unit) that is capable of separate use or capable of being separately inhabited or occupied.

To find out more about Rates you can view our Annual Plan at www.wdc.govt/annualplan

RATES REBATES

Residential ratepayers who own the home they are living in on 1 July and have a low income may be eligible for a government rates rebate on their rates bill. Rates rebates are worked out on a scale that takes into account your household income, dependants and the size of your rates bill.

Anyone who thinks they may be eligible for a rates rebate should get in touch with Council on 09 430 4200. More information, including a rates rebates calculator, can be accessed from our website www.wdc.govt.nz.

Do you qualify for a rates rebate?

Go to www.wdc.govt.nz to find out.

GET YOUR RATES BILL ONLINE

Did you know that you can get your rates bill emailed to you, rather than sent in the post? It will help the environment and, if just 10% of ratepayers change to email billing, it will save \$20,000 in postage costs.

To receive your rates invoice by email simply email mailroom@wdc.govt.nz from the email address you want invoices to go to. Please make sure you include Email Rates Invoice and your Property ID (which is on your rates invoice) in the subject line and we'll do the rest. If you own multiple properties please contact us on 09 430 4200 for billing information.



SELLING OR BUYING A PROPERTY

If you sell your property or buy a new one during the year, contact us to set up payment arrangements for the new property and to cancel arrangements for the old one.

CONFIDENTIALITY

Council does not give out property ownership details or publish them on its website. However, ratepayers can specifically request their name and address details be withheld from the rating information database. Any request will need to be in writing and sent to us by mail at Private Bag 9023 Whangarei, or email mailroom@wdc.govt.nz.

PAYING YOUR RATES

When to pay

Pay in full and receive a discount

If you pay by 4.30pm on Monday 21 August 2017 you will receive a 3% discount.

Pay by instalment

Four separate accounts. Payments are due within approximately one month from when you receive your account.

Penalty deadlines

A 10% penalty will be added to all rates not paid by the due date.

Rates helpline

If you think you might have problems in paying your rates or meeting the payment deadlines, then call us now. We would much rather sort it out before the payment is due and before you incur penalties for late, insufficient or non-payment.

Due dates for instalments

Instalment one: 21 August 2017

Instalment two: 20 November 2017

Instalment three: 20 February 2018

Instalment four: 21 May 2018

CONTACT COUNCIL

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E: mailroom@wdc.govt.nz | W: www.wdc.govt.nz
Facebook & Twitter: WhangareiDC

HOW TO PAY

Direct debit

Sign up for hassle-free, direct debit payments made from your bank account.

Rates are due quarterly but can be paid by direct debit weekly, fortnightly or monthly, as well as on instalment due dates or annually for the full year's rates.

Once signed up you never have to worry about forgetting your payments again.

As you can't forget, there will be no more penalties for late or non-payment so long as the funds are in your account.

Save time and also help us make real savings in collection costs.

To apply, simply contact us as soon as possible and staff will organise the necessary documentation.

Direct debit calculations ensure your annual rates are paid in full by 21 May 2018. We recommend starting your weekly, fortnightly or monthly direct debit early in the year to spread the payments.

Pay online by credit card

We now accept credit and debit card payments online via our website www.wdc.govt.nz/payit.

Credit card payments can still also be made in person or by telephone, 09 430 4200.

In person

Pay by Eftpos, credit or debit card, cheque or cash at any of the locations listed below:

Monday to Friday

Forum North offices – Hours 8am to 4.30pm

Ruakaka Service Centre – Hours 8.30am to 4pm

By automatic payment

We can help you decide whether a weekly or fortnightly automatic payment is the most suitable option for you and provide you with a form to complete and return to us. Your bank will probably charge a small one-off loading fee but, once established, you will be set up to cover your rates for the year.

If you are already on an automatic payment you will need to check that the payments are sufficient to clear by the due dates or penalties may be added.

By mail

Post the remittance advice (tear off slip) part of your rates account, along with your cheque for the amount due, using the Freepost envelope provided. Be sure to post it in plenty of time to reach us by 4.30pm Monday 21 August.

By internet banking or bill payment

You can use your internet or telephone banking to pay your rate account(s). You will need a separate bill payment for each account you pay. Council is already set up as a bill payee with your bank. You do not need to quote Council's bank account number, just select 'Whangarei District Council' and follow the prompts on your bank's website or talk to a bank employee over the phone.

- Select Payment Type 'Rates'.
- Enter your Property ID and account holder name.

For customers using business banking websites, you may need to know our bank account number which is:

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