

2016-17 Regional Council Rates

HOW THEY BENEFIT YOUR COMMUNITY



Your rates explained

All property owners contribute

Each property owner in the Hawke's Bay region contributes to the work of Hawke's Bay Regional Council through their rates. The region that is rated covers Wairoa, Central Hawke's Bay, Hastings, Napier and parts of Taupō and Rangitikei districts.

Single rates account

For most properties HBRC rates are much lower than city and district rates, and we keep the cost of rates collection down by only invoicing a single rates account to you in September each year.

What you pay for

Your rates contribute to the work HBRC does in managing natural resources (water and air quality, land, coast and habitat protection). We manage regional programmes such as animal and plant pest control, pollution response, harbourmaster, transport, economic development and civil defence emergency management. Your rates also pay for governance (the decision-making process by Councillors and Committees), regulatory functions and strategic planning.

By contrast, your more frequent city/district rates pay for local services such as sewerage, waste management, water and civic amenities.

One rate, two types of charges

Your Hawke's Bay Regional Council rates are made up of two different types of charges - targeted rates and uniform charges.

Targeted rates - these make up the majority of rates and are charges for benefits you gain from specific services. You are rated only for the services in your area (i.e. only Napier and Hastings pay for air quality programmes and public bus services) and to the extent you gain benefit (i.e. flood control rating is a sliding scale from those who benefit most to those who have only a few benefits).

Uniform annual general charge (UAGC of \$31.82) and general rates - these apply to all ratepayers for services HBRC provides across the whole region such as strategic planning, regulation and governance/ democracy. General rates are based on your land valuation.

Emergency Management Uniform Charge (\$16.89) - all ratepayers pay this uniform charge for the Hawke's Bay Civil Defence Emergency Management Group which helps the region plan for, respond and recover from a disaster like a storm, earthquake or tsunami.

Direct Debit

We had a good response to last year's promotion of our direct debit option for paying your rates. If you have already set up direct debit payments, you need do nothing this year unless you have to change bank account details or your payment option. With direct debit you don't have to worry about adjusting your repayment amount each year - this is done automatically.

With direct debit you can spread your rates payments over 3 months with three equal instalments at the end of November, December and January. Or make a single payment in January.

Please note: the 3 month payment option is not available for properties with a Clean Heat Loan.

Simply complete the enclosed form or download one from www.hbrc.govt.nz (search on #makepayment).

Please complete and sign the form and return no later than 20 November 2016. And if you own more than one property, you will need to complete a separate direct debit authority for each one.

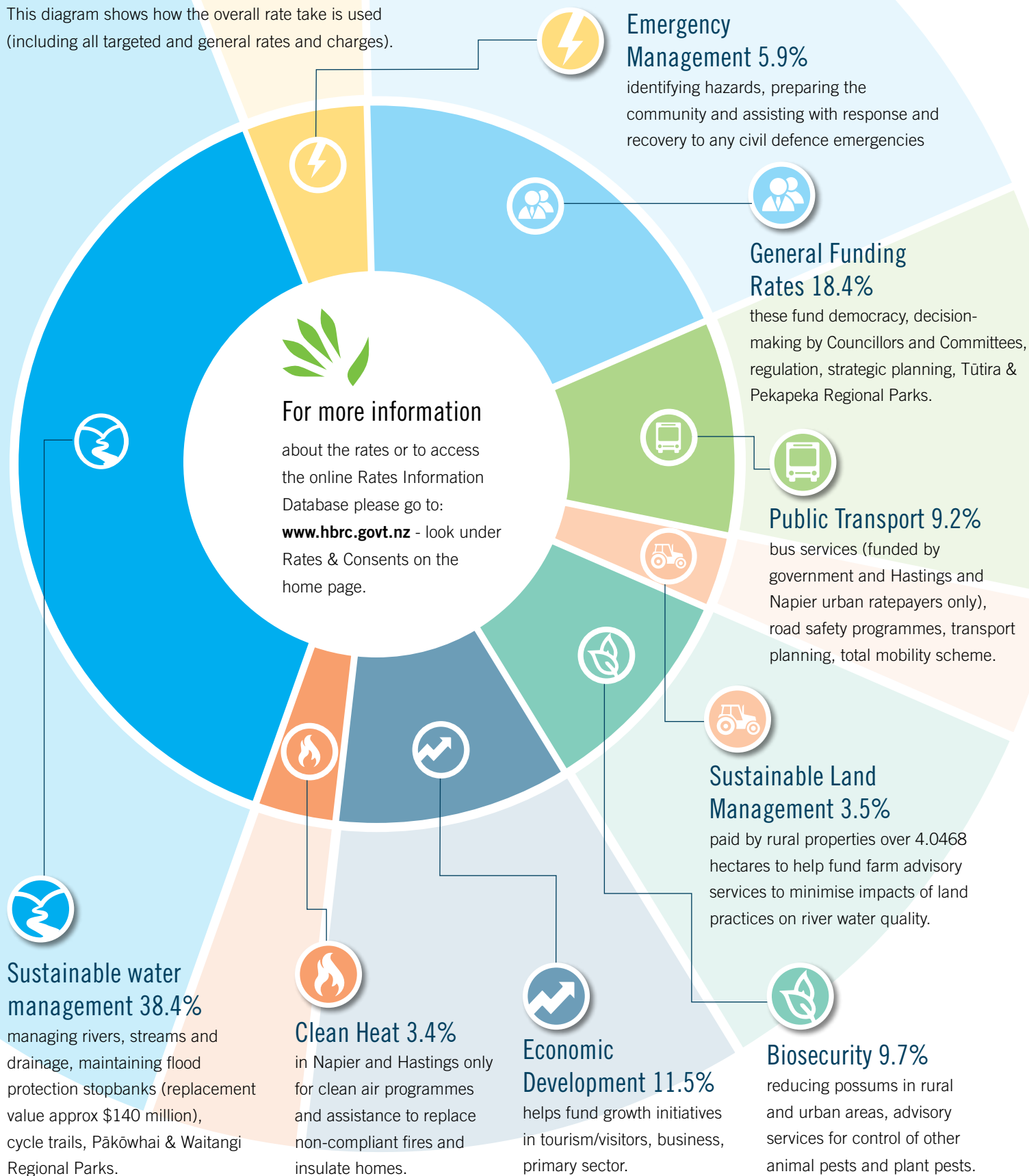
You can also receive your rates account by email - see the enclosed pamphlet 'Rates by Email'.

WE'RE HERE TO HELP:

Phone our Rates Service Desk on 835 2955 (8am-5pm) or email rates@hbrc.govt.nz.

How your rates benefit Your Community

This diagram shows how the overall rate take is used (including all targeted and general rates and charges).



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Easy ways to pay:

The single rates amount can be difficult to pay, so we have various payment options to make it easy for you to budget. HBRC rates staff can also advise you on any rate or payment queries and suitable payment options.



Important note for online payment options below

Please read this important advice to ensure your online banking or credit card payments can be processed swiftly and accurately. Check the blue box below for the numbers you need to enter for your specific payment, then check that every field online is correct before you approve. HBRC cannot be responsible for any error; our online service payment terms and refund policy are on www.hbrc.govt.nz. Search #payrates.



Internet banking

You can pay in one single transaction or budget for multiple smaller payments (making sure you pay in full before 31 January 2017). *Check the advice for setting up bank payments (see above right)*. If you have more than one property, you must set up separate rate payments with the different roll numbers.



Payment by Credit Card

We accept credit card payments for a range of HBRC accounts at our Napier office counter and online through our website. Search on #makepayments, click on the green button pay online here.

References

When paying online use the correct references.

Rates	Use your 10-12 digit valuation roll number. If paying for more than one property, process one transaction at a time on separate transactions.
Leasehold Rent	Use your 5 digit customer number beginning X (i.e. X 1234)
Other Payments	Use your 5 digit Customer Number (e.g. N1234)



Telephone banking

You can organise this with your bank. You must use the 10-12 digit valuation roll number as a reference, and if paying rates for more than one property, please set up separate payments using the different roll numbers.



Bank Account (Rates only)

Please ensure you use the correct HBRC BNZ bank account for paying rates via internet and telephone banking:

02 0700 0010824 04

Include **Particulars:** Ratepayer Name; **Code:** Valuation Roll Number; **Reference:** Property Address.



Direct Debit

See the information on page 1.



Pay in person

You can pay at any BNZ bank in Hawke's Bay, and you will need to take your rates account with you; ensure the teller includes your Valuation Roll Number as the payment reference. You can also pay at HBRC's office at 159 Dalton St, Napier. Payment can be made by cash, cheque, EFTPOS or Credit Card.



Prefer to get your rates by email?

See the enclosed flier and register with your local council to get both your city/district rates and regional rates by email.



Due date

Rates are due for payment from 1 October 2016, you can pay at any time until **31 January 2017**. Paying by this date will avoid a late payment penalty of 10% for any current sum which will be charged from 1 February 2017.



Remissions and Postponements

HBRC has policies for rates remission in special circumstances, postponement in cases of financial hardship or natural disaster, and remission/postponement for Māori freehold land. You can check these policies on www.hbrc.govt.nz, Search #payrates. You are also welcome to discuss any payment issues confidentially with our rates staff.

Your rates pay for some important work to benefit our region, and how you live and work



Our Water

The big focus for your regional council right now is improving the way we look after our streams and rivers, lakes and aquifers, coastal lagoons and wetlands. With 22,000km of waterways in Hawke's Bay this is a huge task. Making good decisions and managing our resources well requires good information and good community participation.

HBRC has a major science programme underway, which is improving our understanding of what's affecting water quality and quantity. This is a big investment for ratepayers. We are increasing our water monitoring sites and building a detailed picture of how land is being managed across the region, including irrigation, the control of stock, waste and storm water. In 2015/16 alone the HBRC science team collected over 9 million pieces of environmental monitoring data.

Some of this data is being used in a 3D computer model we are building to understand how our streams and rivers interact with the Heretaunga aquifer, and what impacts our use of water is having. This project is the first time any NZ council has used a 'supercomputer' to understand the environment! Your rates make this possible.

We are providing this science and information to community groups, e.g. the collaborative group for the Tutaekuri, Ahuriri, Ngaruroro and Karamu (TANK) project, to help us make decisions about water management priorities.

www.hbrc.govt.nz, search #tank



Our Land

Hawke's Bay is enjoying strong economic growth right now and the demand for residential real estate is rising, putting pressure on the availability of land for housing and businesses. The land surrounding Hastings and Napier, and the aquifer that lies beneath, is the engine room of our economy, so we need to use these resources wisely. HBRC and Napier and Hastings councils have refreshed the Heretaunga Plains Urban Development Strategy. This drives the rules to ensure we get the best mix of land use, balancing the need for housing and industry with the productive use of land for growing jobs and exports.

Find out more at www.hpuds.co.nz



Our Economy

Your HBRC rates also support economic development and tourism/visitor growth in the region.

Organisations from across Hawke's Bay (councils, iwi, businesses and government agencies) have developed a new Regional Economic Development Strategy and Action Plan, which was launched in July. The focus is to grow jobs, increase household incomes and raise Hawke's Bay economic performance up into the top quarter of New Zealand regions.

Check the strategy online at www.hbredecs.nz

Meanwhile visitor numbers to Hawke's Bay and our key events continues to be strong, contributing to our economy. **www.hawkesbaynz.com**



Our Coast

We've seen some unseasonal weather lately. Global and local temperature records keep tumbling as the planet warms. Climate change is expected to bring rises in sea level and more frequent, stronger storm events are forecast to bring more sea surges, flooding and coastal erosion. Your regional council is working closely with Napier and Hastings councils to understand what impacts these changes will have on homes, businesses and infrastructure. We aim to plan for clear rules and strategies for defending our coastal communities or, where necessary, retreating from the coast.

www.hbcoast.co.nz.

Concerns have been raised about the poor state of recreational fishing within Hawke Bay. Earlier this year HBRC did a stocktake of the science we have on our coast. There's a lot we don't know, so your rates will help regional council to work with recreational, commercial and customary fishers, DOC and MPI to prioritise more research, to help make decisions about land and sea activities that impact on the Bay.

www.hbrc.govt.nz, search #coastalecology

Clean Heat upgrades

Clean Heat loans and grants are still available (conditions apply). Since January 2016, fires installed before 2005 have been prohibited from use. You can use your loan or grant to replace your old fire with a new burner, heat pump/air conditioner, gas or electric heating. And there's a dry wood scheme in place so less smoke gets into our winter air.

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