

# Regional Council Rates

2024-25

Te Awa Mokotūāraro (Clive River)

## Kia ora koutou Welcome to your rates newsletter

**As a region, we are still in recovery from a tough few years. We acknowledge the incredibly significant impact of Covid, then Cyclone Gabrielle and recent flooding in Wairoa and Haumoana on the communities of Hawke's Bay. Our communities have done amazing work to help the ongoing recovery.**

Councillors have adopted Regional Council's plan for the next three years. It has a strong focus on recovery and resilience. We will build significant new post-cyclone flood infrastructure as we adapt to a more unpredictable climate. This will move properties in Category 2 to Category 1 to enable people to move on with their lives. There are important conversations to come on the further steps for flood mitigation and how we cope with an increasingly volatile climate.

Alongside this work we will continue to deliver core functions across our environmental, regulatory and transport functions. Affordability is a real issue for communities. The next year will see an average 16 percent rates increase, down from the planned 19.6 percent rates lift as a result of internal savings and an increased dividend from our investment company. We will also utilise our remission policies to help the most severely affected ratepayers. To see the rates for your property, and find out more, please go to [hbrc.govt.nz](https://hbrc.govt.nz), search #rates.

To help contain rates in the future, Council has set up our investment company to improve returns from our investments. As Chief Executive I will continue to look for opportunities to reduce costs across our work.

We collect a regional rate for Hawke's Bay Civil Defence on behalf of all councils in the region.

The next three years will see additional funding of \$1.3 million as all councils in the region work on a significant overhaul of Civil Defence. A programme to establish community hubs through our council partners is already underway.

I encourage you to read more in this newsletter about what we do on your behalf. Your rates are making a meaningful difference to supporting our region to build resilience and effectively care for our environment.

**Dr Nic Peet**  
Chief Executive

## Our partnerships are valuable

We continue to focus on fostering close and collaborative relationships with the district and city councils, Ngāti Kahungunu Iwi, Post Settlement Group Entities, Taiwhenua, Hapū and Marae - for the wellbeing of our region. We value and continue to foster collaborative work with community organisations and catchment groups. Our work with central Government provides opportunities for significant additional funding of key projects.

**To find out more about our work, go to [hbrc.govt.nz](https://hbrc.govt.nz), search #3yearplan**

**Supporting our region's environmental recovery**

  
**HAWKES BAY**  
REGIONAL COUNCIL

TE KAUNIHERA Ā-ROHE O TE MATAU-A-MĀUI

# Supporting our community to recover and build resilience to future climate events

**We are supporting recovery and restoring our environment by strengthening partnerships with our community.**

## Building a more resilient region

Our flood resilience programme will help the region recover after the extreme weather events of 2023. This work includes building flood schemes in Omāhu, Pākowhai, Pōrongahau, Waiohiki, Wairoa, and Whirinaki. We're also improving the resilience of our rivers with a gravel extraction programme, and we are trialling a managed aquifer recharge project.

In the years ahead we will need to facilitate important conversations around further steps for flood mitigation and how we cope with the increasingly volatile climate. The issues will challenge us all and your views are important.

## Supporting communities

We work with communities across Hawke's Bay to support recovery efforts including silt and debris pickup, partnerships with Councils and rural landowners, and response to weather events.

We have a variety of ways to help those who may be suffering hardship. We have remissions policies for ratepayers across Hawke's Bay who are experiencing financial hardship as a result of the 2023 cyclone or the recent Wairoa flood.

We have some remissions around the changes to the Revenue and Finance Policy and public transport rates. In Wairoa we will cover the rates for yellow-placarded residential properties from the recent flood.

To find out if you are eligible for a rates remission contact our rates team (contact details on the back page of this newsletter).

## Working with partners

We continue to work directly with Post Settlement Governance Entities (PSGEs), Iwi, Hapū and Marae to ensure that there is appropriate Māori participation across all Regional Council activities. A focus this year will be the Regional Policy Statement process, involving a wide range of communities. The Policy Statement identifies regionally significant issues around the management of Hawke's Bay's natural and physical resources and sets out what needs to be achieved (objectives) and the way in which the objectives will be achieved (policies and methods).

We work with community groups, catchment groups and rural partners to find solutions for the environmental challenges they face.

## Next generation of environmental ambassadors

We work with 42 schools and 31 kindergartens across Hawke's Bay as part of our Enviroschools Programme. We offer a range of resources and support for schools, aiming to ignite sustainable behaviours, promote collective action against climate change, and encourage innovation.

Gravel monitoring



We are an environmental agency in Hawke's Bay and work with the community to manage impacts on air, land, lakes, rivers and coasts.

We manage the region's flood mitigation network, regional parks and regional transport.

## Erosion control

Our Catchment staff continue to advise landowners on erosion control. A key part of this control is our nursery which is expanding to produce more Willow and Poplar poles. By 2028 we anticipate production of around 42,000 to 45,000 poles per year.

## Dealing with silt, waste, and debris

The Silt Recovery Taskforce, a collaboration between the Regional Council and Hastings District Council, has supported the community recovery from Cyclone Gabrielle by taking a sustainable approach to waste management, with over 1,940,000 cubic meters of silt and 1,136,000 cubic meters of debris removed to date.

## Fight against biosecurity threats

We work hard to protect our environment by monitoring, managing and eradicating animal and plant pests across Hawke's Bay. We monitor over 235,980 hectares for animal pests, and tackle pest plants that pose serious threats to our region.

Farm poles

## Protecting our native forests

This year, we protected 171 hectares of acutely and chronically threatened native forest in eight areas across Hawke's Bay. We installed 16,319 metres of fencing to protect these forests from pests.

## Recovery partnerships

We work closely with farmers and landowners to support their recovery and build resilience into their operations. This will be long-term work as our recent survey, for example, found almost 300 kilometres of fencing is still to be repaired 18 months after the cyclone.

## Roadsafe youth expo

The Youth Road Safety Expo was held in May. The event is a joint safety initiative between Hawke's Bay Regional Council, Roadsafe Hawke's Bay, NZ Transport Agency Waka Kotahi, Hato Hone St Johns, Fire and Emergency NZ, and NZ Police. Over 2,000 Year 11-12 students from around the region attended through their schools.

For more information go to [hbrc.govt.nz](https://www.hbrc.govt.nz)



Roadsafe youth expo 2024

# Payment

## Rates are due for payment by 20 September 2024

Take care that your payment doesn't arrive after 20 September 2024, as a 10 percent penalty will be applied from 21 September 2024.

Please note that a 10 percent penalty has been applied on 18 July 2024 to all outstanding rates from prior years including any previous penalties.

### Pay your rates the easy way!

Sign up online for direct debit and make weekly, fortnightly or monthly payments. It only takes five minutes.

Apply at [hbrc.govt.nz](https://hbrc.govt.nz), search: #ratesdd or complete and return the form enclosed with your rates account.



### Or pay these other ways...

**Internet banking:** Always use the valuation number as a reference in all internet payments, along with your surname and address to ensure your payment details can be verified.

**Credit card:** Either pay online at [hbrc.govt.nz](https://hbrc.govt.nz), search: #rates (note: there is a surcharge) or in person at our Napier customer service counter (no surcharge).

**Pay in person:** Take your rates account with you to pay at our Napier customer service counter (159 Dalton Street), or at Wairoa, Hastings, or Central Hawke's Bay District Council Offices (cash, EFTPOS, credit card).

**In financial hardship?** Our rates team can assist you with a confidential discussion to set up a payment plan. If you have been impacted by Cyclone Gabrielle or as a result of changes to Council's Revenue & Finance Policy, we encourage you to call our rates team on **06 835 9200** or **0800 108 838**.

### Rates hub

For everything you want to know about rates and more, go to our rates hub [hbrc.govt.nz](https://hbrc.govt.nz), search: #rates

**Help the planet** and get your rates invoice by email. Visit [hbrc.govt.nz](https://hbrc.govt.nz), search: #ratesemail to sign up

**Keep me posted** Stay up to date on the work of the council. Go to [hbrc.govt.nz](https://hbrc.govt.nz), search: #keepmeposted to sign up.

### Individual rates change

Your individual valuation or other changes impact the way rates are calculated for your property. For example, if you live in the Napier District, your rates may have gone up as revaluations were completed this year. If you have renovated or completed a house build, these will impact your valuation.



Environmental education at Pekapeka Regional Park

### Frequently asked questions

#### What can I do if I am unable to pay my rates by the due date?

We encourage you to call our rates team on 06 8359200 or 0800 108 838 for a confidential discussion if you are experiencing hardship and are unable to pay your rates by the due date.

#### Why are my rates higher/lower than the average rates increase?

Rates vary between properties depending on their land or capital value, and services provided in your area. Changes were also made to Council's Revenue & Financing Policy which have influenced the level of rates levied on each property. Please go to our rates hub for more information.

#### What is the difference between Regional Council and district or city council rates?

Regional Council rates are used for protecting and enhancing our natural environment – water, land, air and coast, and other regional functions like public transport and civil defence. City or district council rates cover drinking water, sewage, rubbish collection, local roads and community facilities.

#### Can I appeal a penalty?

You may apply for the remission of one penalty within a three-year period where late payment has occurred due to special circumstances. Do you have more questions?

Go to our rates hub [hbrc.govt.nz](https://hbrc.govt.nz), search: #ratesfaq

**We're here to help**  
Phone our customer service desk on **06 835 9200 (8am-5pm)** or email [info@hbrc.govt.nz](mailto:info@hbrc.govt.nz)