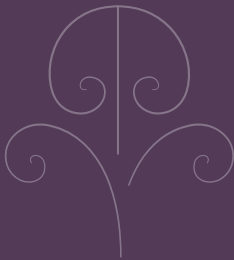




Understanding your rates account

2024
2025
RATING YEAR



QUEENSTOWN
LAKES DISTRICT
COUNCIL



Rates for 2024–2025

The average rates increase in Queenstown Lakes District for 2024-2025 is 15.8%, after allowing for estimated growth of 3.3% in the rates database.

Rates rises are a challenge all councils and communities across the country are facing. They reflect significant cost escalation in both capital expenditure and operating costs over the past three years. Higher interest costs and increased depreciation account for more than 50% of the increase.

We know an increase at this level is historically high and challenging for some. If you think you will be unable to make your rates payment, please get in touch with us as soon as possible, otherwise penalties will apply. Please email rates@qldc.govt.nz or phone our rates team on **03 441 0499** (Queenstown) or **03 443 0024** (Wānaka). If you are a low income earner, facing extreme financial hardship, or over 65 you may be eligible for a rates rebate or postponement – read more on this below.

What's changed?

QUEENSTOWN TOWN CENTRE TARGETED RATE (STREET UPGRADES)

From the 2024-2025 rating year, a targeted rate on Queenstown Town Centre properties has been included in our rating policy.

Introducing this rate was subject to public consultation in 2018, 2021 and most recently as part of the Long Term Plan 2024-2034. The rate will help to fund the increased level of service associated with major infrastructure and street upgrades within the Queenstown Town Centre, ensuring those who benefit most contribute in a fair and equitable way.

The increases for affected properties within the wider town centre area are low-to-moderate depending on properties' capital value and use. Residential properties show increases of between 1.6% to 4.1%, commercial from 1.7% to 3.0%, and accommodation from 0.9% to 2.2%.

To read more about the new targeted rate and view a map detailing which properties it applies to, visit qldc.govt.nz/rates.

CARDRONA WATER SUPPLY

Council is accepting applications to connect to the new Cardrona community water supply scheme. If you live in Cardrona and choose to connect, there are payment options available to make it more affordable, including a long term payment plan option to spread the cost over 30 years using a targeted water supply rate. Read more at qldc.govt.nz/connecting-to-the-new-cardrona-water-supply-scheme.

Please note, those who don't apply to connect will not be charged any rates for the new scheme.

Paying your rates

THE EASIEST WAY TO PAY YOUR RATES IS VIA DIRECT DEBIT

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 at qldc.govt.nz/rates, via email to services@qldc.govt.nz or by dropping in to a Council office. Other payment options include online, cash (in-person), direct debit, internet banking, telebanking and credit card.

IS YOUR ADDRESS UP TO DATE?

If you need to change your postal address, please complete the online form at qldc.govt.nz/change-of-address-form or email us at rates@qldc.govt.nz

WOULD YOU PREFER TO GET YOUR RATES VIA EMAIL?

To take up this more environmentally friendly option, please email rates@qldc.govt.nz, with your property address and valuation number.

PENALTIES FOR LATE PAYMENTS

For the 2024-2025 year the Council has maintained the penalty for late payment of instalment at 5%.

RATES REBATES

The government rates rebate scheme allows an annual rebate of up to \$790.00 for low-income earners (below \$64,000 household income), who have been paying rates from 1 July 2024. Applications need to be submitted by 30 June 2025. To find out more go to www.ratesrebates.govt.nz or give us a call on **03 441 0499** (Queenstown) or **03 443 0024** (Wānaka).

BEHIND IN YOUR RATES PAYMENTS?

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

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	27 September 2024	25 October 2024*
Instalment 2	15 November 2024	13 December 2024*
Instalment 3	10 January 2025	21 February 2025
Instalment 4	11 April 2025	23 May 2025

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 25 October 2024.

**You may have noticed rates invoices for instalments one and two are being issued a little later than usual. This is because the Long Term Plan 2024-2034 which sets the rates for the coming year, was delayed due to the change of Government and their direction on Local Water Done Well (formerly Water Services Reform Programme). This has also resulted in a shorter payment window of 4 weeks rather than 5 for instalment one.*

How are rates calculated?

Your invoice 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, forestry and some sundry items including debt servicing for the landfill acquisition.

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 mixed use, country dwellings and primary industry).

AQUATIC CENTRE CHARGE

Applies to residential ratepayers (including 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 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 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.

How are my rates spent?

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 Wanaka Tourism.

QUEENSTOWN TOWN CENTRE TARGETED RATE (STREET UPGRADES)

Recovering the cost of major infrastructure and street upgrades in the Queenstown Town Centre from those who benefit most.

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 the Long Term Plan 2024-2034, 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 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.

FIND OUT MORE

Find out more about your rates at qldc.govt.nz/rates

