



## **Rates collection changes**

### **Frequently asked questions**

Since its start in 1989, Bay of Plenty Regional Council's rates collection has been performed by the seven city and district councils in the region. From 1 July 2022 (the 2022/23 financial year) Bay of Plenty Regional Council will be invoicing ratepayers directly and take responsibility for rates collection.

The below FAQs have been created to help answer some of the questions that ratepayers may have. If you have any questions that are consistently being asked but are not included in this document, please email [rates@boprc.govt.nz](mailto:rates@boprc.govt.nz)

### **What does the change mean for ratepayers?**

If you are a ratepayer, your Bay of Plenty Regional Council rates will no longer be invoiced by your city or district council. Instead, you will be invoiced by Bay of Plenty Regional Council, and you will pay your rates directly to us.

Your city / district rates invoicing, and rates collection process will remain unchanged.

### **Why the change?**

Bay of Plenty Regional Council wants to be more transparent and accountable for the work that they do for you when using your rates.

By invoicing you directly, you will have better visibility of where your money is spent to create a healthy environment, freshwater for life, safe and resilient communities, and a vibrant Bay of Plenty region

If you would like to find out more about your Bay of Plenty Regional Council rates please visit, [boprc.govt.nz/rates](http://boprc.govt.nz/rates)

### **What's the difference between you and the Regional Council?**

Regional Councils look after the environmental management of the region. This includes setting policies and rules that help protect the Bay of Plenty's land, air and water. They respond to pollution events and take a lead role in pest management. They also take an active role in minimising risks from natural hazards, making sure you're safe when on the water along our coast and on our lakes and rivers, and we provide public transport. They also provide support to community groups for environmental enhancement.

City and District Councils focus on the things you need to live day to day. This includes drinking water, storm water and wastewater, community facilities such as libraries and parks and local roads.

## **Why do I have to pay rates?**

Rates help pay for the work we are required to do across the region on your behalf. The rates you must pay will depend on where you live and your property size. There may be a mix of different types of rates – including general rates which are calculated on land value, and targeted rates which are based on location and the property size.

## **Why do I now have to pay rates to two councils – you and the Regional Council?**

Every council in New Zealand, including regional, city and district councils, collect rates income to help fund the work they're required to do by law. Because we have made the decision to collect rates directly, you will now receive two invoices – one from us and one from your city or district council - to help fund the work we do.

## **What other income does the Regional Council receive?**

Bay of Plenty Regional Council has several sources of incomes, and rates are just one of them. Just 40% of their services are funded by rates – unlike other councils, they use investment income to fund their operating costs. Through their investment in Quayside Holdings Limited, the average rates bill in 2021 / 22 was reduced by around \$350 per property.

## **Why do I pay for rates when I don't use the Regional Council's services?**

Much of the work Regional Council does is unseen, and the only way you might know that they're achieving what the Government has tasked them with doing is because you are able to swim in the rivers, lakes and harbours safely, use the land productively or breathe the air without getting sick. Other work Council does, such as providing public transport options, means that people can contribute to the place they live in as it gives them options to get around.

Rates help to pay for the work undertaken to ensure our environment is looked after now, and into the future for the next generations.

## **Bay of Plenty Regional Council rates invoicing explained**

### **How often will you send out rates invoices?**

Bay of Plenty Regional Council will send out one invoice to you per annum. This invoice cycle may be different to your city or district council.

### **When will this year's invoice be sent out?**

Bay of Plenty Regional Council will begin sending out invoices **from 22 August 2022**. You might not receive yours straight away as they will be going out to different city and district council areas at different times. **You should have received your invoice by 20 September 2022**. If you haven't, please contact Bay of Plenty Regional Council and ask for a replacement invoice to be sent.

**All rates are due by 20 October 2022.**

### **Can I get my rates invoice sent via email?**

Yes, you can. If you already receive your city or district rates invoice by email it will be automatically set up for you. For those who currently get their invoices posted out you can help to reduce the impacts of climate change by signing up to receive your rates invoice and communications by email at [www.boprc.govt.nz/rates](http://www.boprc.govt.nz/rates)

### **What rates payment methods will Bay of Plenty Regional Council take?**

There are a variety of ways that you will be able to pay your rates including:

- Direct debit
- Credit card
- POLI
- Internet banking
- At Bay of Plenty Regional Council offices
- At NZ post shops

More information will be supplied closer to the time but at this stage you can sign up to get your invoice sent by email and get ready to pay by direct debit.

### **Can I set up a payment plan with Bay of Plenty Regional Council?**

You need to pay the full amount by the 20th of October 2022 to avoid a penalty or alternatively you can set up a direct debit with Bay of Plenty Regional Council before the due date and spread the cost across the following year on a weekly, fortnightly, or monthly basis, please visit [boprc.govt.nz/rates](http://boprc.govt.nz/rates) to find out more.

**Does Bay of Plenty Regional Council have an early payment discount? No.**

**What is the Bay of Plenty Regional Council late payment penalty? 10%**