

Your Rates

Ngā Tāke Kaunihera

2022/2023



Your rates don't just pay for one thing – they pay for heaps of different things.

Here's a snapshot of the huge range of facilities and services Council provides...



Your Water, Stormwater and Sewerage — SERVICES —



your ANIMAL CONTROL SERVICES

STRATEGIC MĀORI PARTNERSHIPS

YOUR TRANSPORTATION NETWORK



STRATEGY POLICIES, BYLAWS & PLANNING for our future

ROADS
FOOTPATHS
STREETLIGHTS
BRIDGES

CORPORATE SERVICES



CEMETERIES AND CREMATORIUM



VISITOR CENTRE



SWIMMING POOLS



ECONOMIC DEVELOPMENT



EMERGENCY MANAGEMENT



your PARKS AND RESERVES

— YOUR —
Museum & Te Kōputu
 EXHIBITION SPACES
 — YOUR —
Libraries



Your PORT
 BOAT RAMPS AND HARBOUR ACCESS



YOUR SOLID WASTE SERVICES

Kerbside rubbish and recyclables collection and disposal

Kerbside green waste collection and disposal

We're here to help - Kei konei mātou ki te āwhina

Email us at info@whakatane.govt.nz or call 07 306 0500 for all your rates enquiries.

whakatane.govt.nz

PAY IT ALL
PAY IT EARLY

SAVE
2.5%

If you pay your annual rates in full by the first instalment due date on Friday, 26 August 2022, you'll receive a 2.5% discount.

* Please note - to qualify for the discount, any outstanding rates and penalties must be paid at the same time.

DUE DATES

Ngā rā tāke kaunihera

Rates are due four times a year:

INSTALMENT	DUE DATE
Instalment 1	Friday, 26 August 2022
Instalment 2	Friday, 25 November 2022
Instalment 3	Friday, 24 February 2023
Instalment 4	Friday, 26 May 2023

A 10% penalty will apply if any payments remain outstanding after each of the above instalment due dates.

Water rates are invoiced separately to property rates. Visit whakatane.govt.nz/water-rates to find out more, including the due dates for payment.

Having trouble paying your rates?

He raru tāu ki te whakaea i ngā tāke kaunihera?

We're here to help. Our rating team are happy to work through options with you if you are experiencing ongoing financial hardship and having difficulty meeting your payments.

It's important for us as a community that you continue to pay your rates and direct debit payments – but we can work through payment options to make it easier for you.

There are options available, including the rates rebate scheme that offers up to \$700 off your rates for those on low incomes. Please call our rates team 07 306 0500 or email info@whakatane.govt.nz or ask via our online form whakatane.govt.nz/contact-us#enquiry-form.



Changes to your Regional Council Rates collection

Anei ngā whakamārama mo ngā tāke kaunihera ki te taha o Toi Moana

You will now receive a separate invoice from the Bay of Plenty Regional Council and pay your regional rates to them directly. Visit boprc.govt.nz/rates to find out more.

Ways to pay your property rates Ngā huarahi ki te utu i o tāke kaunihera

We have a range of options to make it easier to pay your rates:



DIRECT DEBIT: A safe and convenient way to pay your rates, with weekly, fortnightly, monthly, per quarterly instalment or annually payment options. Sign up online at whakatane.govt.nz/direct-debit.



ONLINE by credit card (no surcharge) visit whakatane.govt.nz/pay-rates



IN PERSON: Pay cash, EFTPOS or credit card at our Council Service Centres or the local Post Office.



AUTOMATIC PAYMENT, INTERNET BANKING OR PHONE BANKING: Remember, it is your responsibility to ensure the full amount of the instalment is paid by the due date.



The Whakatāne District Council bank account number for automatic payments, telephone banking or internet banking is: 01-0434-0334411-03 (ANZ).

Please ensure you include the below information.

Particulars	Code	Reference
Rates or Water	Your Valuation Number	Your Surname and Initials

Did you know you can get your rates emailed to you?

E mōhio ana koe ka wātea mātou te tuku i o tāke kaunihera ma te imēra

Visit whakatane.govt.nz/services/do-it-online to sign up to receive your Whakatāne District Council rates by email.

Some of the projects your rates helped fund this past year

Koine ētahi o ngā kaupapa i whai hua na to utu i o tāke kaunihera i te tau ka huri

- All-weather enclosure for the outdoor pool at the Whakatāne Aquatic Centre;
- Stage two of Ngā Tapuwae o Toi Walkway upgrade
- Completion of the Whakatāne Town Wharf and Ōhope Wharf projects;
- Improvements to Maraetōtara Reserve, Mahy Reserve, Ocean Playground; The Glebe playgrounds in Whakatāne and Ōhope;
- Shade sails installed at playgrounds in Thornton, Matatā and Murupara; and
- Replacment of Murupara, Oak Street basketball half court.