

July 2020

Your Rates Newsletter

Kia ora

The effects of COVID-19 have changed our world. We know there are still many unknowns about what the future holds, but we're focused on doing what we can, in the short term to help ease some of the possible impacts on our community. Long term, we've begun work on our 10 Year Plan which will be completed in June 2021. We're committed to keeping the Waitomo District vibrant and this will be reflected in our plan.

Applications now open Rates Rebate 2020/2021

The Rates Rebate Scheme has been set up by the Government to help lower income households pay rates for the home they live in. The amount is based on your household income, number of dependents and your annual rates amount. This year the amount has increased to a maximum of \$655. To check eligibility, or to apply, visit our website or give our Team a call.

What do my rates pay for?

Most of us use at least one service or facility every day that is paid for by rates. Roads, footpaths, drinking water, rubbish collection, parks or our library. They can make up a big part of our lives and we're committed to delivering these to our community every day.

You'll find a breakdown of what services and facilities your rates contribute to on the back of your rates bill.

Paying rates

We have many ways to pay. Direct debit is a great option for anyone wanting to set, forget and avoid any penalties. To get set up, give us a call.

You can also pay by; internet banking, automatic payment, cheque, over the phone by debit or credit card. We also take cash, cheque or EFTPOS payments in person at our office or the Te Kuiti i-SITE.

Having difficulty?

We know things may be tough for some. We're here to help and can work with you to set up a payment arrangement. We won't charge penalties and you can pay weekly, fortnightly or monthly, whatever works for you.

To support those impacted by COVID-19, the penalty charge on Instalment One has been reduced to 4%. The charge on remaining instalments is unchanged.

We're here to help

Have a question or need more information?
Please get in touch:

Phone: **0800 932 4357** or **07 878 0800**

Email: **info@waitomo.govt.nz**

Web: **waitomo.govt.nz**

Drop in and see us, you'll find us at:

15 Queen Street, Te Kuiti

**Monday - Friday, 8am to 5pm and
Wednesday 9am to 5pm.**

**Our Customer
Service Team can
now help you from
the Te Kuiti i-SITE,
Rora Street (next
to the Sir Colin
Meads statue),
Tuesday - Friday
9am to 3pm.**

Due Dates

Your rates are paid in four
equal instalments

INSTALMENT ONE

31 August 2020

INSTALMENT TWO

30 November 2020

INSTALMENT THREE

26 February 2021

INSTALMENT FOUR

31 May 2021

Did you know?



7 tonnes of rubbish is collected every week from kerbside collection.



On average each person in the District uses 390 litres of water every day. That's about four full bath tubs.



We maintain 1005km of road, at a cost of over \$9M each year.



Every week 16 tonnes of recycling is collected from kerbside collection.

Keep in touch

Follow us on Facebook and stay up to date with the latest news, events and updates.

