

Waitomo Way

Customer Services and Visitor Hub - your one stop shop

They're your one stop shop for all Council customer services and visitor information and are more accessible than ever.

Although Waitomo District Council's customer services have been on the main street of Te Kūiti for some time now, a name refresh and new signage has been warmly welcomed by the team.

Now known as 'Customer Services and Visitor Hub', the Rora Street premises offers residents and visitors access to a range of information and services specific to the Waitomo district, and Council.

General Manager Community Services, Helen Beever says the decision to provide more visibility by bringing Council services to the main street of Te Kūiti is working well and the team is always busy.

"They have a hive of information and are always happy to help. They are a one stop shop and can assist with many Council services including rates and dog registration payments, forms and guides, service requests and general Council information.

"The team can also provide visitor and tourism information and can provide ticketing for specific transport services – InterCity buses, Bluebridge and Interislander ferries, and Kiwirail trains.

"They offer local knowledge, advice and contacts to help you get the most from your visit to our district." Their help also goes beyond business opening hours. WDC's Customer Services and Visitor Hub is open weekdays



from 9am to 4pm for in-person help, but customer services can be accessed 24/7 via the freephone 0800 932 4357 and online via Council's website.

When they're not serving customers, they are always busy in the background processing service requests and application forms, answering telephone and email queries, and providing information to customers.

Local Elections 2025

Local elections are held every three years, and are an opportunity for residents and ratepayers to vote for a Mayor and Councillors. The elections are your chance to vote for your local representative to influence the decisions Council makes that affect us all.

**VOTE
2025**

LOCAL ELECTIONS

The next local election will be held on **11 October 2025**.

Positions in our district include a Mayor and six Councillors - three for Urban Te Kūiti Ward and three for Waitomo Rural Ward.

If you are passionate about our community and have ideas for how to make it even

better, then make your stand for our council.

Candidate nominations open on Friday 4 July 2025 and close at midday on Friday 1 August 2025. Delivery of voting papers to electors will be by post from 9-22 September.

Visit our website for more information.

It's dog registration time

A friendly reminder to visit the Customer Services and Visitor Hub at 160 Rora Street, Te Kūiti to register your dog/s. You can also pay online, and we will post your dog tags to you. Dog registration fees apply from 1 July 2025 to 30 June 2026. An additional penalty of 50% will apply from 1 August 2025.



30 June deadline for Rates Rebate Scheme

Eligible ratepayers have until 3pm on 30 June to apply for the rates rebate scheme. The maximum rates rebate available to a ratepayer for their home on 1 July 2024 is \$790.

The entitlement amount is determined by a combination of your income, amount of rates you're charged and the number of dependents you have.

For more information or to apply visit our website or call 0800 932 4357.

Council Meeting Schedule 2025

The 2025 Council meeting schedule for the next few months:

Monthly Council Meeting	Monday 30 June (Adoption of Annual Plan)
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Monthly Council Meeting	Tuesday 29 July
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Audit and Risk Committee Meeting	Tuesday 19 August, 9am
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Appointments and Chief Executive Relationship Committee Meeting	Tuesday 19 August, 1pm
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