

29 August 2024

Mike Butterick  
[Mike.ButterickMP@parliament.govt.nz](mailto:Mike.ButterickMP@parliament.govt.nz)

Dear Mike

**LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT Request: 2024-36**

Thank you for your letter dated 26 August 2024, and email of 27 August 2024 to the Carterton District Council (CDC) requesting the following information:

*“There are different ways to support people with rates. Can you please provide reassurance to me that your council has rules and settings that provide support to your ratepayers with their rate payments, this might include for example:*

- *Advice and provisions for postponement or deferred payment of rates.*
- *Advice regarding rates rebate eligibility and processes.*
- *Any provisions for your council to make discretionary decisions around applying penalty rates when there are legitimate personal reasons.”*

Your request has been considered under the Local Government Official Information and Meeting Act 1987 (the Act).

Our remissions policy enables CDC provision for rates postponement or deferment, in cases of extreme financial hardship. This would be considered on case-by-case basis, as various conditions and criteria are to be met. This situation can usually be avoided upon discussion with our rates officer. An alternative is making a repayment arrangement with Council over a period of time, without penalty charges.

We encourage payment by direct debit, which spreads payments over the rating year.

The annual Rate Rebate forms and assistance are available from staff at our council office and funded from the Department of Internal Affairs. The information is available on our website: [Rates Rebate | Carterton District Council \(cdc.govt.nz\)](#), and also Department of Internal Affairs website [www.ratesrebates.govt.nz](http://www.ratesrebates.govt.nz)

The rates penalty waivers are approved based on a variety of ratepayers circumstances – these are considered on a case-by-case basis and generally favourable.

Our Dog Registration penalties are also afforded a high degree of leniency.

The Water Remission policy is based on a leak having been repaired and CDC confirming there are no further leaks at property at the time of processing. Remission is based on the previous 4 water accounts prior to leak, if no account has been generated full remission is given. If there have been accounts issued the remission is based on the average of the previous four accounts.

Generally, only one remission application will be granted per rating year, a further remission is at the discretion of Corporate Services Manager of Council depending on the value.

Please note, the Council proactively publishes LGOIMA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your letter and email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Geoff Hamilton  
**Chief Executive**  
**Carterton District Council**

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