

24 March 2021

[REDACTED]

Dear [REDACTED]

**Request for Information – Local Government Official Information and Meetings Act 1987**

We refer to your official information request dated 11 January 2021 for information regarding rates relief.

The information you have requested is enclosed. Please note this has been separated into two sections.

**Part One**

Many of our ratepayers are on direct debit as a payment plan option. Direct debits are run every week day to suit the ratepayers request which can be either weekly, fortnightly, monthly or on the due date. They make up to 45% of the payment method for our approximately 40,000 rate payers. In addition to this we have around 300 special rate accounts with a fixed direct debit arrangement to suit the ratepayers cash flow, of this 13 are classified as commercial.

A request for a payment plan is never declined, we prefer to work with the ratepayer to agree on a regular payment amount that is realistic for them and ensures the rates will be paid in a reasonable timeframe.

**Part Two**

Please see details attached as Appendix A. We have only received applications from people aged over 65, and no applications have been turned down.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this letter (with your personal details removed) may be published on the Council's website.

Yours sincerely,

Hutt City Council

## Appendix A

### Hutt City Council Rates Postponed (Deferment) By Rating Year

Rating Year	Property	Property type	Suburb	Over 65	Reason Cited	Amount Postponed
1/7/2017 to 30/06/2018	None	N/A	N/A	N/A	N/A	N/A
1/7/2018 to 30/06/2019	Property A	Residential	Eastbourne	Yes	Criteria Met	\$ 2,766.18
	Property B	Residential	Eastbourne	Yes	Criteria Met	\$ 2,917.33
	Property C	Residential	Eastbourne	Yes	Criteria Met	\$ 2,172.32
1/7/2019 to 30/06/2020	Property A	Residential	Eastbourne	Yes	Criteria Met	\$ 3,114.61
	Property B	Residential	Eastbourne	Yes	Criteria Met	\$ 3,907.71
	Property C	Residential	Eastbourne	Yes	Criteria Met	\$ 3,086.84
	Property D	Residential	Days Bay	Yes	Criteria Met	\$ 4,133.24
1/7/2020 to 30/06/2021	Property A	Residential	Eastbourne	Yes	Criteria Met	\$ 3,512.36
	Property B	Residential	Eastbourne	Yes	Criteria Met	\$ 3,863.73
	Property D	Residential	Days Bay	Yes	Criteria Met	\$ 4,003.39
						\$ 33,477.71
Total						
Property A	\$	9,393.15				
Property B	\$	10,688.77				
Property C	\$	5,259.16				
Property D	\$	8,136.63				
	\$	33,477.71				