

From: Jo Miller
To: [REDACTED]
Subject: RE: [EXTERNAL] Errors in rates demands
Date: Wednesday, 4 August 2021 6:09:44 PM

Kia ora [REDACTED] further to your email we are not aware of any issues on rates invoices other than the transposition error that occurred between the allocation of rates between HCC and GWRC that was quickly corrected. This did not affect the amount payable (total rates figures) which were accurate.

If rural property owners have queries we suggest that they contact us direct on rates@huttcity.govt.nz so we can clarify any queries direct with them. We cannot deal with you on their behalf unless they have expressly given us permission to do so.

As per s38 Local Government (Rating) Act 2002 the rates records for a rating unit can be inspected and this information is available on our website (go to Find it and then [Property information](#)). We are not permitted to share any additional information that may form part of a property's rating notice (referred to below as a "rating invoice") with you unless we have the owner's express permission. We would also withhold this information under s7(2)(a) Local Government Official Information and Meetings Act 1987, i.e. to protect the privacy of natural persons

Our rates team are responding to queries as they come through. The quickest way to receive a response on rates specifically is via the above email address. The turnaround time for responses is less than 10 working days.

Ngā mihi

Jo

From: Jo Miller
Sent: Tuesday, 3 August 2021 5:53 PM
To: [REDACTED]
Subject: RE: [EXTERNAL] Errors in rates demands

Kia ora [REDACTED]

Acknowledging receipt of your email. We will be in touch on this matter.

Ngā mihi nui,

Jo

From: [REDACTED]
Sent: Tuesday, 3 August 2021 2:48 PM
To: Campbell Barry; Jo Miller; Josh Briggs; Andy Mitchell; Brady Dyer; Christopher Milne; David Bassett; Deborah Hislop; Keri Brown; Leigh Sutton; Naomi Shaw; Shazly Rasheed; Simon Edwards; Tui Lewis; Gabriel Tupou; Dawn McKinley; Christopher Bishop; ginny.andersen@parliament.govt.nz; Simon Court
Subject: [EXTERNAL] Errors in rates demands

Tena koutou,

This is a communication on my own initiative.

It has come to my attention that there are a large number of errors on rates demands for the rural parts of Wainuiomata. The errors include references to services that are not provided. There is also considerable confusion about the categories being assigned to properties. These categories do not seem to align with the District Plan and appear to differ between adjacent and nearly identical properties.

I am very concerned to hear about the delays in getting through to the Hutt City Council call centre. I am also concerned that residents with direct debits may have far more removed from their accounts than they expect. Some of the residents have been issued with invoices that are more than twice the previous charge. Further adding to the confusion are differences in the online rates reports to the rates invoice documents.

In light of the widespread errors in the rates demands, I am asking the Hutt City Council to make a public statement that it will waive penalty charges for a set period to allow

residents to sort out the errors with Council staff. I also request that the rate demands for the rural parts of the Hutt are withdrawn until the errors are rectified.

To assist my work in sorting out rates issues, I request the rates database information for rural properties relating to the invoice documents and the GIS database information relating to online rates reports. I make this request under the Local Government Official Information and Meetings Act 1987.

Naku noa, na,

