

**Actions Council is taking to
support our people and
businesses across the city in
light of Covid-19**

love  *locals*

Council Emergency Management/Priorities 1/3

- Urgent paper on today's agenda for council to establish the Council Emergency Committee and deal with emergency delegations
- Council will be briefed on rates in light of the financial situation facing businesses and our community that is unfolding in light of COVID-19. **A key component of this is reassessing the proposed rates increase for 2020/21 with a view to reduce that amount.**
- **Rates** - Our key message is that we want to help our people. We need to know if people are concerned about their rates or are facing financial hardship. People can contact us on rates@huttcity.govt.nz The next rate instalment is due 20 April 2020
- **Payment arrangement** - People who can pay their rates must continue to do so. We have 42,000 ratepayers who have automated payment arrangements. 2,600 ratepayers who currently pay by cash and cheque are being contacted to move to online banking/automatic payments.

Council Emergency Management/Priorities 2/3

- For those who are struggling to pay their rates because of the current situation we will work through a payment arrangement to extend the payment term over a longer period. **There will be no rates penalty charges** incurred where ratepayers have entered into a payment arrangement of this nature.
- **Rates penalties** – these will be charged on properties that have not paid rates where the home owner has not been in touch with us by the due date. We will provide an additional period of about two weeks after the instalment date of 20 April 2020 to enable late payments to be processed.
- **Rates postponement** – of full amount of rates owing for financial hardship reasons – our current policy is available to all residential properties. No further rates payments required at all. Statutory land charge added onto property. Interest charged on amount owing – council cost of funds plus 1%.

Council Emergency Management/Priorities 2/3

- Working on an expanded rates postponement policy which could apply to **small businesses**. The Council Emergency Committee will work through the options and details relating to this. An example of what this could be is attached to this presentation
- Note that rates remission is where rates payable are written off completely. There is no rates remission policy applicable in this current Covid 19 event and there are no plans to develop a policy of this nature.

Immediate actions


- I am taking a voluntary 10% pay cut immediately
- Line by line review of the budget for the current financial year and the assumptions on income and expenditure for the following year on which the proposed budget is based
- Up to \$1.5k immediate donation to local food banks and food-based charities operating in Lower Hutt
- Redirected \$100k for an emergency community resilience fund
- Keeping our suppliers going - online payments in 5 days (as opposed to 30).
- No parking charges effective 23 March and for the duration of the lockdown
- No library fines, extensions re library books for the duration of the lockdown

Business Support


- Hutt Valley Business Response in partnership with Upper Hutt City Council and the Hutt Valley Chamber of Commerce in place. 200 businesses registered over the weekend. The website:
 - Promotes #lovelocal
 - Provides information; eg on government subsidies
 - The site provides a platform for business to business innovation and sharing of ideas
 - Provides an opportunity for technical advice to be shared
- Working with WellingtonNZ to respond to 0800 calls coming in from businesses
- Staff contacting businesses to talk through issues and to gather intel through lockdown and into recover




DO IT HERE

 **Book It**
Make a booking


 **Pay It**
Online Payments

 **Find It**
Get Information

 **Report It**
Notify us about Issues

 **Say It**
Give Feedback

 **Apply for It**
Send your application

 **Join It**
Sign up to services



Report It



Map It



Submit It

Have something new thing to say about
[Report a problem](#) [Report a problem](#)

- Book a service** [Book a service](#)
- Apply for a service** [Apply for a service](#)
- Report a problem** [Report a problem](#)
- Give feedback** [Give feedback](#)
- Sign up to services** [Sign up to services](#)
- Pay online** [Pay online](#)
- Find information** [Find information](#)

Calendar view showing dates and events.

More information about services and events.

Fast track move to digital

- Now's the time to make sure everyone knows how to “do it online”.
- Promoting council's online services
 - Digital resources at libraries from professional development (for staff and residents at home)
 - Encourage the 20% of building consent applicants who do not apply on line, to do so
 - Fast track the release of the online application portal for food licences
 - Pay for more services online.
- Call centre talking people through “doing it online”

Regulatory



Consents & licensing:

- Paying supplier invoices promptly and processing quickly to enhance cash flow for developers & consultants eg. surveyors, engineers
- Additional staff working on LIMs to respond faster to request, given tightening of mortgage conditions by lending institutions
- Timely communication and encouraging applicants to “save time, apply online”
- Working with contact centre to take customers through the steps to apply online via the telephone
- Allow partial payment of consenting fees
- Apply a leniency approach to resource consent and building consent enforcement, whilst maintaining safety

Contact Centre and communications/social media

- Extending local hours: 7am – 9pm, 7 days a week (Palmerston North)
- Expanded roster of volunteers working on-site and remotely
- Most usual services with additional option to defer calls to Welfare team

Welfare team:

- Connecting to local services
- Providing help for people to access online services
- Problem solving

Team Manaakitanga

- Council staff volunteer programme to resource both of the above, and also support local welfare organisations

Our values are more relevant than ever

My message is...

