

Rates Rebates

Auckland Council

Past and Present

10 September 2018

3.35pm

Rates Rebates – basics

The Rates Rebate Scheme was established in **1973** to provide a subsidy to low-income homeowners on the cost of their rates

In **2006** changes to the Scheme resulted in the number of households receiving a rebate increasing from **4,200** to more than **112,000** for the **2006/07** rating year



Rates Rebates – basics

Prior to **1 July 2018** – residents of retirement villages were not eligible - they can now apply due to a new piece of legislation – NZ wide 9000+ people may now be eligible

Are you eligible for a rates rebate?

Published: 2 July 2018

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Auckland Council's rates rebate scheme is available for all homeowners on low or fixed incomes, based on eligibility. This includes students, retirees and from 1 July 2018, residents of retirement villages.

A proportion of your rates may be refunded, depending on criteria such as income and the amount of rates you pay.

Even if you have paid the current year's rates in full, you can still apply for the rates rebate.

The Auckland Council rebate calculation includes total rates and water-related payments.

[Apply for a rates rebate on our website](#) or by calling us on 09 301 0101.

Did you know?

Background 1 September 2013

- **Backlog**

- 12 weeks

- 5000 unprocessed forms

- Multiple iterations of
of software

- Access database

- **Impact**

- Front line staff

- Storage

- Back/temporary Staff



Current 1 September 2018

- **No Backlog**

5 day service level

5 218 process forms

1 system

- **Impact**

Happy Team

Happy Customer

Happy Stakeholders



What changed?

• Our attitude

Ownership/accountability
Set goals
Rebates year round
process

• Our process

Educate wider council
local boards, expos
1st instalment prepopulated forms
Collateral/OurAuckland
I system – SAP
Visibility of process for all
Relationship Specialist

How to pay less rates

➤ Tips to help you fill out your rates rebate application form

The rates rebate scheme provides a discount of up to \$620 for low income earners who were paying rates for the home they were living in on 1 July 2017. Fill out the application form - using this guide to help – and return it to council by the closing date of **30 June 2018**. Applications cannot be accepted after this date.



Fill out your application

- Start by reading all the sections in the form
- You can leave Section 5 blank, unless you live in Papakura and get water supplied to you from Veolia, or you are under a body corporate agreement. In these cases, fill in your water rates details
- The rates rebate eligibility chart is not accurate unless you combine the totals of your council rates and water rates payments
- If you list your income as 'zero', you need to explain how you are paying bills.



Gather your documents

- Include document copies showing proof of all your income sources. If self-employed, provide a statement showing how your net profit was calculated
- You must supply your income details for the previous financial year, 1 April 2016 to 31 March 2017. Income means money received before tax
- You can get your proof of income from WINZ or IRD.



Find someone to witness your signature

- The person who completes the form is the one who signs it. It also needs to be signed by an authorised witness. See list of authorised people over the page
- Your witness must also print their name near their signature
- Any employee of Auckland Council can be your witness
- Your witness cannot be a family member.

How to submit

Deliver to:

Post to:

What we are working on

- **Joint venture with DIA/Tauranga**

Easier to get rebate

Computer literacy growing

- **Retirement Village rebate**

New

Minor hiccups

Replaced Auckland Councils LTO scheme

2017/18 Villages 74 – 982 recipients

552 K



What else?

- **My Account – Auckland**

On line rebate

User has pin

Other services also

- **Make rates rebates electronic**

Local Government Regulatory Systems

Amendment Bill – review current

declaration/witnesses requirements



Questions

