



## Message from the Chief Executive

As we all come to terms with our new normal, I would like to personally reassure you that Council will absolutely make sure that essential services continue to operate.

We are able to keep South Wairarapa up and running and have put measures in place to ensure that we maintain our essential service areas. These include; the supply of safe drinking water for our community, treatment of waste water, refuse collection, essential roading repairs, public transport for our essential workers, monitoring flood protection, as well as our emergency services (civil defence).

It is important to note that it is your rates payments that fund these essential services. It is only with the financial support that you help generate by paying your rates, that Council can successfully maintain these essential services, which are critical to the health and safety of the whole community at this time.

With this in mind, and given that we simply do not know how long the pandemic will last or what the recovery will look like, we ask that you endeavour to make your rates payments on time. Late payments or cancelled direct debits could result in a prolonged and possibly more expensive recovery next year.

### **There will be no late penalties as long as you have talked to us first.**

Fortunately, the Government has provided a significant monetary injection into salaries and wages to enable essential household bills, including rates, to be paid.

The Government has also been working with banks to provide mortgage holidays. In addition, anyone who experiences a job loss may also qualify for an accommodation supplement available through Work and Income.

However, if anyone finds that they are experiencing financial hardship during this time, we would be happy to discuss this and will consider payment options on a case by case basis. Please contact our rates team as soon as possible if you are in, or foresee, financial difficulty.

Please stay safe, stay calm and stay home..

**Harry Wilson**  
*Chief Executive*



## Annual Plan 2020/21

Please be advised that while Council is prioritising the continued operation of essential services, community consultation on the annual plan has been delayed.

We hope to resume this important work as soon as we can and will advise you accordingly.

**Unite  
against  
COVID-19**

**covid19.govt.nz**

**0800 358 5453**

**New Zealand Government**

## Rebates 2019/20

The Rates Rebate Scheme provides a rebate of up to \$640.00 for low income earners. Rate payers must have been living in the home they own on 1 July 2020.

1. Your rebate will be calculated based on your gross income from 1 April 2018 to 31 March 2019, your rates, and the number of dependants you have. The income eligibility for a rebate is \$25,560-\$42,000.
2. You must provide proof of income from your income provider for ALL forms of income, including interest & dividends. Application forms will be sent to those who have received a rebate in 2019/2020. These are also available online [swdc.govt.nz/rates-and-property](http://swdc.govt.nz/rates-and-property) and can be obtained by calling 06 3069611, ext. 858.

## Pay online or via your bank

While we are living with Covid-19, we ask that where possible rates payments are made via online banking. If you do not have internet banking or access to a computer, please ring your bank and ask them to make the payment for you. If for some reason this isn't possible, please ring us on **06 3069611, ext. 858** and let us know. We will make a note and you won't be charged a penalty if payment is late.

## Pay by direct debit

Council encourages ratepayers to pay rates via Direct Debit as this ensures the correct amount is paid and you avoid paying penalties for late payment. Based on feedback from ratepayers, we now offer **weekly, fortnightly, monthly or quarterly direct debit options** to pay rates. Direct debit is the easiest way to pay your rates as we withdraw the funds directly from your bank account at the very last minute. If you would like your payments to be made by using this method the form is available on our website at [swdc.govt.nz/rates-and-property](http://swdc.govt.nz/rates-and-property). Please then complete, scan and email the form to [rates@swdc.govt.nz](mailto:rates@swdc.govt.nz). Alternatively, you can ring your bank and they will set up the direct debit for you.

## Rates 2019/20 Instalment four

4

Enclosed with this newsletter is the **4th rates invoice covering the period 1 April - 30 June 2020.**

The last day for payment is 20th May 2020. Please pay by this date to avoid the 10% penalty.

Please help us to process payments by ensuring you include the property valuation number for all properties you are paying.

## Receive your rates invoice by email

Council encourages you to receive your rates notice and invoice by email. To set this up, please contact us at [rates@swdc.govt.nz](mailto:rates@swdc.govt.nz) letting us know your preferred email address.

## Having trouble paying your rates?

We can set up a payment plan for you. All you need to do is contact us as soon as possible - and before 30 June 2020.

For any queries regarding your rates, please contact our rates team on 06 3069611, ext. 858 or via email: [rates@swdc.govt.nz](mailto:rates@swdc.govt.nz)



# GET IT SORTED

Something needs fixing?  
Let us know...

To South Wairarapa District Council,  
P.O. Box 6, Martinborough 5741  
[enquiries@swdc.govt.nz](mailto:enquiries@swdc.govt.nz)

### From:

First Name

Surname

What's the Problem?

Where Exactly?

Street, Road, Number

Your Phone Number *(Should we need to contact you to clarify the details)*