

OIR: 2324/632

28 August 2023

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED]

**Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)**

Thank you for your email of **14 August 2023** requesting the following information:

- 1. Please state the total annual cost of issuing council tax invoices to Kapiti Coast residents. This cost request requires all costs to be included, meaning all manpower time costs, materials and postage.***

The Council does not separately record all the time and combined council resources spent in invoicing property and water rates. This is integral to the rates setting, levying, and collection functions that are carried out by our Rates team. On that basis, I must decline this part of your request as the documents alleged to contain the information requested do not exist, section 17(e) of the LGOIMA refers.

Postage and printing of property and water rates invoices, that are issued by post, are the only items separately recorded:

- The annual printing and postage costs for 2022/23 to issue property and water rates invoices were:
  - Property Rates printing and postage \$55,672.39 excluding GST
  - Water Rates printing and postage \$51,971.02 excluding GST

- 2. Please state the cost-code that these costs fall under.***

- Property rates printing and postage costs fall under Corporate Services cost centre.
- Water rates printing and postage costs fall under Water cost centre.

*Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.*

**3. *The time you see as reasonable to both receive, analyse and issue and outcome to the requestor, of a rates rebate claim.***

Rates rebate applications can only be processed by Council staff when rates for the current rating year have been added to rate accounts. This occurred on 1 August 2023.

We receive on average 2,400 rates rebate applications per year (based on the previous four years' applications), and approximately one third of these are received in the first three months of each rating year (July to September). We do our utmost to process these as quickly as possible with available resources.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



**Ewan Church**  
Acting Group Manager Corporate Services  
Te Kaihautū Ratonga Tōpū