

OIR: 2425/1222

20 December 2024

[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 **11 December 2024** requesting the following information:

Please provide the number of Kapiti ratepayers who failed to make their most recent two quarterly payments after the increase in rates for 2024/2025.

Instalment 1 late payment penalty was added 9 September 2024 with a total of \$238,643.70 across 2,459 accounts.

Instalment 2 late payment penalty was added 9 December 2024 with a total of \$225,274.10 across 2,373 accounts.

These figures include Kāpiti Coast District Council and Greater Wellington Regional Council rates.

What is the total amount that hasn't been paid/outstanding?

Of the accounts that received a late payment penalty for Instalment 1 on 9 September 2024 their instalment balances reduced:

- from \$2,387,254.53 outstanding on 9 September 2024
- to \$1,120,068.27 outstanding on 30 September 2024
- to \$368,085.95 outstanding on 31 October 2024 (just before Instalment 2 was added)

Of the accounts that received a late payment penalty for Instalment 2 on 9 December 2024 their instalment balances reduced:

- from \$2,653,888.25 outstanding on 9 December 2024
- to \$1,729,219.76 outstanding on 19 December 2024

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

How many ratepayers have reached out to the Council for financial assistance?

We currently have 337 ratepayers on formal payment arrangements to either 30 June 2025 or 30 June 2026, these are actively monitored by our Rates Team and late payment penalties are suppressed while the arrangement is in place. Payment arrangements are offered to ratepayers who fall into arrears.

We currently have 6,324 rates accounts payers paying via direct debit (weekly, fortnightly or monthly), which are calculated to clear rates by 30 June 2025. These are monitored by our Rates Team and late payment penalties are suppressed while the arrangement is in place. Any ratepayer can opt to pay via fixed direct debit payment. A further 6,610 rates accounts pay via quarterly (or annual) variable direct debit.

The Council has assessed and processed 176 requests for [remission](#) of a late payment penalty in the 2024-25 rating year. A total of \$24,021.00 was approved for remission between 27 September 2024 and 6 December 2024. When rate payments (property or water) haven't been received by the penalty date, remission of the late payment penalty could be provided. This is determined on a case-by-case basis where it's considered fair and equitable to do so, on receipt of a written application from the ratepayer. Full criteria are outlined on Part 6 of the [Rates Remission Policy](#).

Council have assessed and processed 1,899 [rates rebates](#) and applied \$1,460,485.65 in rebate credit to accounts in the 2024-25 rating year.

Council will be assessing applications for further rates remissions for [Ongoing financial assistance with rates](#) (opens 1 February 2025) and [Temporary financial assistance with rates](#).

We are unable to provide a figure of the number of ratepayers who reached out, but did not opt into a payment arrangement, direct debit arrangement or apply for rates relief. Our customer relationship management system doesn't record every contact, ratepayers make contact via email, phone and front counter visits.

How many ratepayers have made no contact and are now overdue. How is the council handling the recovery of such debts?

On 19 December 2024 a total of 2,318 rates accounts have the following:

- a balance greater than zero made up of either:
 - arrears carried forward from the previous rating year
 - unpaid balance from Instalment 1
 - unpaid balance from Instalment 2
 - unpaid penalty balance
 - and not on a formal payment or direct debit arrangement
- With their combined outstanding balance being \$3,785,147.31

The Council will issue a reminder letter to outstanding accounts in mid-January. This letter confirms their balance, advises a ten percent late payment penalty was incurred 9 December 2024 and asks the ratepayer to clear the balance or contact us to discuss it.

The Council will issue Instalment 3 in early February 2025 and Instalment 4 in early May 2025. The Council will also repeat the reminder letter process following each instalment, including a final reminder in June 2024 which warns debt collection processes may start.

A late payment penalty of ten percent may be incurred on so much of any property rates assessed before 1 July 2025 which remain unpaid in early July 2025. Elected members may confirm this penalty as part of adopting the 2025-26 rates.

The Council will proactively follow up on accounts where we identify regular payments are being made but may not clear an instalment balance by its due date. The Council will also look to assist ratepayers who contact us to discuss outstanding balances and offer payment arrangements where possible. On very rare occasions, the Council has been contacted by budget advice agencies to assist ratepayers to set up payment arrangements.

Ngā mihi,

A handwritten signature in black ink, appearing to be 'AP' or 'APervan', written in a cursive style.

Andrew Pervan

Acting Group Manager Corporate Services
Te Kaihautū Ratonga Tōpū