

How we can help you

Times have been tough in the past two years and we acknowledge that some ratepayers have experienced hardship. You could be entitled to a rates rebate.

Often we are finding that people who are entitled to a rates rebate don't know about it or think it's too hard to apply for. Depending on your income levels you could get up to \$700.

The rules have got easier, so please just take a few moments to check. www.govt.nz/browse/housing-and-property/getting-help-with-housing/getting-a-rates-rebate/

To meet the criteria, you must be:

- the person who pays the rates on the property that is your home
- living in your home
- listed as the ratepayer in Council's Rating Information Database (RID). This database has all the information about rates and ratepayers for every property in your area. The database is available for inspection between the hours of 8.30am and 5pm Monday to Friday, excluding public holidays, at Council's head office, 15 Forth Street, Invercargill.
- If the total income for your household is below \$50,000 you may be entitled to a refund of up to \$700.

You cannot apply if:

- your property is mainly used for commercial activities, for example farming or business
- your property is a rental property or holiday home.

Living in a retirement village:

If you want to apply for the rates rebate scheme and you live in a retirement village most residents, including people who live under a licence to occupy agreement, can apply for a rates rebate.

If your name is not on the rates bill:

You may still be able to apply. For example, if you live in an owner-occupier flat, such as a company share flat or apartment. There is an extra step in the application process.

If you own more than one property:

You cannot claim for other properties even if they're in a different council area.

Living in a trust-owned property:

You need to be a named trustee and also listed in the Rating Information Database to be able to apply.

Our friendly rates team is here to help if you have any questions, so have a chat with us before the instalment due date and we can work out suitable payment options. Contact us on 0800 732 732 or email rates@southlanddc.govt.nz



Instalment due dates:

26 August 2022

25 November 2022

24 February 2023

26 May 2023

Note: If you pay by automatic payment you need to **make sure the full instalment amount is paid by the instalment due date otherwise penalties can occur.** If you are unsure please call us on 0800 732 732 to discuss. You may benefit from having a direct debit instead as this can be spread over the entire rating year without penalties.

Rates Notice Guide

To make online payments even easier, sign up to become a registered SDC user. When it's time to pay your rates it only takes a few clicks of the mouse and you're done. <https://service.southlanddc.govt.nz/ePathway/Production/Web/Registration/Register.aspx> Go to the website to sign up.

Being a registered user also gives you full visibility of all your rates charges and payments, along with details of your other Council active accounts such as dog registration. Feel free to give our friendly team a call on 0800 732 732 and they can help you with this.



Southland District Council
Te Rohe Pōtae o Murihiku

PO Box 903
15 Forth Street
Invercargill 9840

0800 732 732
@ rates@southlanddc.govt.nz
southlanddc.govt.nz

Total Annual Rates including GST **\$2,715.16**

Total Annual Rates

Total rates for the year are shown here

This Instalment (instalment 1 of 4) **678.79**

AMOUNT DUE **\$678.79**

Last Day for Payment **Aug 2022**

Amount Due

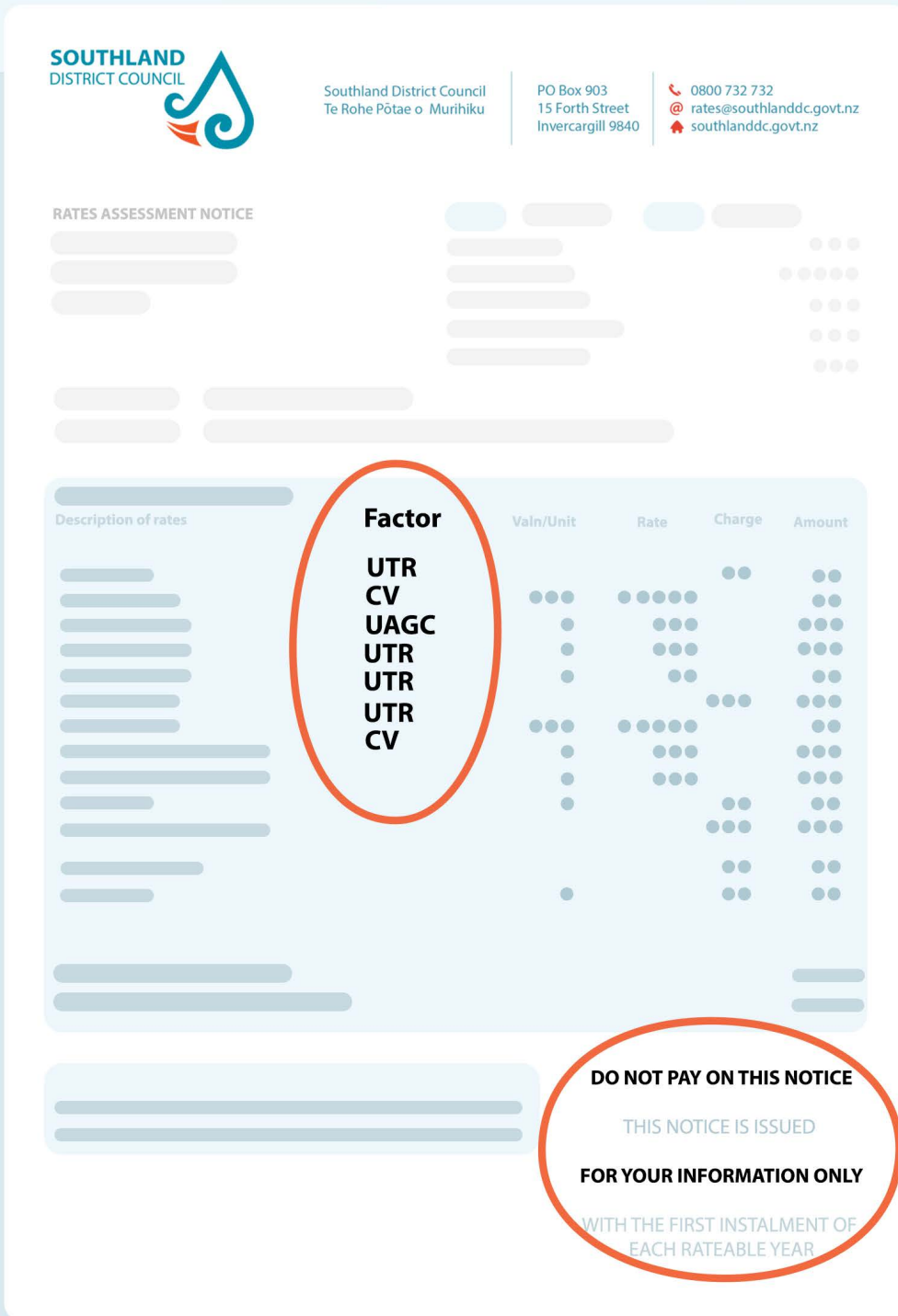
Amount due indicates instalment due and any penalties or credits on your account. This amount is due by the last day for payment shown on the notice.

DIRECT DEBIT CUSTOMER INFORMATION PURPOSES ONLY

Direct Debit Customer Information Purposes Only

Direct Debit. If you have signed up for direct debit it will show here.

Important note: If you pay by automatic payment you will need to make sure that you contact your bank and adjust your payments. This allows for changes in rates due dates and ensures that the amount due is paid in full by the new due date. If you pay by direct debit through Council, then we will look after the payments for you.



Under Factor

Key:

UTR: Uniform target rate. A rate that is set as a fixed dollar amount irrespective of the value of the rating unit.

UAGC: Uniform annual general charge. A rate that is set as a fixed charge applied to each rateable rating unit.

CV: Capital value. Rates that are relating to the capital value of the rating unit.

Do not pay on this notice

This is just to advise the full rates for the year do not need to be paid on this notice. **The front of the invoice shows the amount due on this notice.**

Help save the planet and get your rates notices emailed to you!



To set yourself up for emailed rates or water invoices go to our website. From the home page, under the My Property tab click on Rates. Go to register for emailed rates notices and click the link, 'Register to receive future rates invoices by email'. Or, use this link: www.southlanddc.govt.nz/my-property/rates-/register-for-emailed-rates-notice/

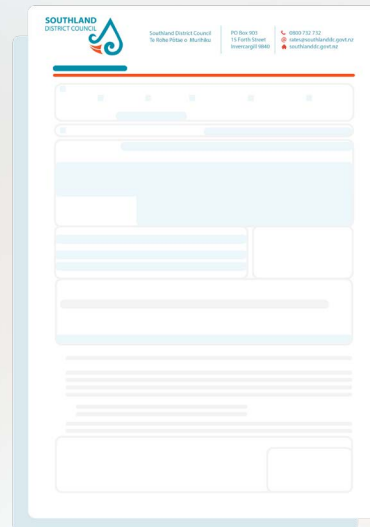
Alternatively, you can scan the QR code that will take you directly to our website to sign up.

Why direct debit?

You are still in control of your money.

- we will not make any changes to your direct debit without advising you
- you can choose to cancel at anytime
- you can choose weekly, fortnightly, monthly, quarterly or yearly payments any day of the week
- you can relax knowing your rates are being paid and no penalties will be charged if you forget due dates or misplace your notices
- no problems with your money going to the wrong place as payments are always assigned to the correct property.

Download a form from our website. From the Home page select My Property and click the Rates heading. Under paying your rates, scroll to 'by direct debit' and download the direct debit form. Or head to this link: southlanddc.govt.nz/assets/rates/Rates-Water-Direct-Debit-Form.PDF



Or you can collect a form from any of our offices or call us on 0800 732 732 and we can post one to you.