



### General property revaluation 2024

Our next property revaluations are being carried out now by our valuers Quotable Value (QV). We expect valuation notices to be sent to property owners towards the end of the year. We will use the new property values to assess your rates from July 2025.

#### Why we revalue properties

Revaluations are required by law and we do them because we want to set property rates fairly.

As property values are always moving we need to update our rates distribution to maintain fairness.

The aim of the general property revaluation is not to provide values for property owners to use for marketing, sales or any other purposes – it is only to set rates.

#### How we calculate property values

Quotable Value (QV) compare recent sales in the area with the property being valued.

A zoning change under the district plan may affect a value if it changes the way a property can be developed, such as housing intensification, or how it is used, such as a change from a residential to a business zone.

Our valuers work with independent organisations to determine the values. The Valuer-General audits these values to ensure accuracy.

Factors that are considered include: property type, location, land size, zoning, floor area, and consented work (renovations, new build, subdivisions etc).

#### What a property value is made up of

Capital value (CV): The likely price a property would sell for at the time of the revaluation. The CV is also known as government valuation (GV) or rateable value (RV).

Land value (LV): the likely price the land would sell for at the time of the revaluation with no buildings or improvements.

Improvement value (IV): the difference between the capital value and land value, reflects the value buildings and improvements add to the bare land.

#### Impact of a revaluation on property rates

An increase in your property value may not mean you pay more in rates. Any rates increase is determined by your property value increase compared with the average increase across the Southland region.

Revaluation does not affect the amount of money we collect from rates – it helps us work out everyone's share of rates.



#### Did you know?

You can now sign up to become a Southland District Council registered user. Being a registered user gives you full visibility of all your rates charges and payments, along with details of your other Council active accounts such as dog registration and applications. Visit the link below to sign up, or feel free to give our friendly Customer Service team a call on 0800 732 732 for assistance.

[www.southlanddc.govt.nz/services/do-it-online/become-a-registered-user/](http://www.southlanddc.govt.nz/services/do-it-online/become-a-registered-user/)

## First instalment rates delay

You may have noticed the first instalment notice is slightly later than last year.

SDC, like other councils throughout New Zealand, chose to take up the government's offer of delaying the adoption date of our Long Term Plan (LTP) because of the repeal of the Waters Services Act, which handed ownership and the costs of providing three waters services back to councils. The delay allowed us time to recalculate our budgets for the next 10 years before adoption of the LTP in August.

Because of this, the instalment that would normally be paid at the end of August will not be due until 27 September. The second instalment will be sent out at the usual time in October for payment in November. We acknowledge there will be a shorter than usual turnaround between the first two rates demands for the year. This is unfortunate, but unavoidable.

### Instalment 1

JUL | AUG | SEP

27 September 2024

### Instalment 2

OCT | NOV | DEC

29 November 2024

### Instalment 3

JAN | FEB | MAR

28 February 2025

### Instalment 4

APR | MAY | JUN

30 May 2025

### Did you know by having a direct debit you can spread the payments over the entire rating year without getting penalties?

As a direct debit is calculated each year to ensure the full rates are paid by 30 June we can spread the payments over the whole rating year as we know the rates will be paid in full (as long as there are no dishonours). This is unique to direct debits and does not apply to assessments where an automatic payment is set up by the ratepayer with their bank.

### The other benefits of having a direct debit to pay your rates include:

- relaxing in the knowledge your rates are being paid even if you misplace your notices
- choosing from a variety of payment frequencies ie, weekly, fortnightly, monthly, quarterly or yearly
- no problems with your money going to the wrong place as payments are always assigned to the correct property
- you can cancel at any time (we just need three working days' notice)
- we will always inform you of any changes to your direct debit in a timely manner.

If for some reason your direct debit dishonours you may need to make a manual payment to catch up otherwise your rates may not be paid in full by 30 June and this will cause your rates to be in arrears. This will show on your instalment notices as arrears.

We can recalculate your direct debit if there is a dishonour and in fact will do so on any monthly direct debit that dishonours. We will advise you before the recalculated amount is collected.

If your direct debit dishonours three times in a rating year we may cancel the authority and, going forward, you will need to make manual payments by instalment due dates to avoid penalties.

If there is a reason your direct debit dishonours or you don't think you will have enough funds before collection please contact us so we can work out a plan with you.



**Do you want a reminder when rates payments are due?  
Download the Antenno app now from Google Play or the App Store.**

We send out reminders about due dates for rates on our Antenno app, along with lots of other useful information, such as rubbish and recycling bin collection day reminders, road closures and water shutdowns. You can also report issues and request service using the app. It's a handy wee download to have on your phone.

## DID YOU KNOW?

We have one of the least densely populated regions in New Zealand.

This means we have a much larger area to maintain with a smaller population of ratepayers.

**Less than 1% of New Zealand's population**

**11% of the total land area of New Zealand**



## FAQs

**There are some common questions that pop up regarding rates. You may find the answers below but if not email us on [rates@southlanddc.govt.nz](mailto:rates@southlanddc.govt.nz) and we will get you an answer. Feel free to ask away....**

### Why are my rates going up?

In the past three years, there have been exponential increases in costs across the board – from interest, insurances, audit and asset valuations, to day-to-day costs of fixing bridges, maintaining roads, building wastewater and water schemes, simple projects within our communities and more. Given the increases in costs and inflation, Council is struggling to balance the work that needs to be undertaken with the funding available. Although we are aware there is a cost of living crisis we have to balance this with keeping Southland going and this has meant an increase in rates.

### Why do I pay so much in rates when I do not have any Council services?

We have a large area to maintain with a relatively small number of ratepayers. We all have to contribute towards the upkeep of Southland (including Stewart Island/Rakiura). Rates pay for everything from reserves, playgrounds, cemeteries, community housing, roads and bridges, culverts, street lights, stock underpasses, environmental health, emergency management, waste services, water services, stormwater and so much more. So even if your specific property does not have street lights or footpaths the rates help towards the costs across all of Southland. Those who do have services pay extra for those services under service rates. These are targeted rates for those who are connected or able to connect to Council water and wastewater systems and have rubbish and recycling bins.

### Why does a farm pay so much in comparison to residential dwellings?

There are a couple of rate types that are related to the value and usage of a rating unit. These are general rate CV (capital value) and roading CV.

Both these rates relate to the capital value of your rating unit and means the higher the value the more you pay towards these rates. Because farms are generally higher value than residential properties this may mean the overall rates are also higher.

Every assessment pays a uniform targeted rate (UTR) for roading. This is a rate that is set as a fixed-dollar amount irrespective of the rating unit value. Then they pay another roading rate that is based on the value and usage of the rating unit. This means every property has a best land use category and that determines the roading rates they pay. In residential areas we would expect more cars and other smaller vehicles to be using the roads. Farms would typically be using tractors and other heavy machinery so these roads may need to be maintained more frequently. There are also different roading rates for commercial, forestry, industrial and mining to reflect the use of the roads.

### Why am I paying so much when I only have a vacant section?

As Southland is one of the least densely populated areas we need to spread the rates out across the whole area so everyone contributes their fair share. Therefore, the majority of our rates are payable whether or not the land has been developed. Once the land is being “used”, ie has a dwelling or other building, then further rates are added, mainly service rates, to take this into account.

## What should I do if I am struggling to pay my rates?

In the first instance you should contact us either by email to [rates@southlanddc.govt.nz](mailto:rates@southlanddc.govt.nz) or by free-phoning us on **0800 732 732**.

We can look at various options including payment arrangements and whether you are eligible for a rates rebate or a remission under our Remission and Postponement Policy. At least if you contact us we can potentially hold penalties and help review your circumstances.

### Remissions and rebates

Are you a low-income earner, receiving New Zealand superannuation or living on a benefit? You could qualify for a Department of Internal Affairs rates rebate of up to \$790.

The Rates Rebate Scheme was set up in 1973 to provide a subsidy on the cost of rates for low-income house owners.

#### You may be eligible if:

- you are the legal ratepayer for your property
- your property was your place of residence on 1 July 2024
- your property is not used principally for commercial, industrial, business or farming purposes
- you apply between 1 July 2024 and 30 June 2025.
- If the total income for your household is below \$62,000 you may be entitled to a refund of up to \$790.

If you think you're eligible, you can download the form from our website

[www.southlanddc.govt.nz/home-and-property/rates/rebate-information/](http://www.southlanddc.govt.nz/home-and-property/rates/rebate-information/)

or if you don't have access to the internet, call us on 0800 732 732 or visit one of our friendly customer support partners at any Southland District Council office.

## Rating of units in common ownership (contiguous property)

If you own one or more properties with a shared boundary and use them jointly as a single unit you may be able to get a review on your rates under "contiguous" status.

Common examples include a house with a large garden or farming land all used for the same farm.

To be considered for contiguous status the properties must meet the following criteria:

- they must have common ownership ie, the names on the titles must match exactly
- they must be contiguous (or separated only by a road, railway, drain or river)
- they must be used jointly as a single unit.

On a contiguous property, we will apply the same rates that would have applied if they had been rated as a single unit. For example, the uniform annual general charge (UAGC) would only be charged once on the main rating unit.

**Please note: An application does not take effect until the following rating year. For example, an application to make a property contiguous to another property made in December will not take effect until 1 July the following year.**

If you think you may have a property that is contiguous to your other property or properties please get in touch with us.

**If you have any queries about your rates or why you are being charged an amount please call us on our free phone number 0800 732 732 or send us an email: [rates@southlanddc.govt.nz](mailto:rates@southlanddc.govt.nz)**