

From: [BDC Lgoima](#)
To: [REDACTED]
Subject: Official Information Request for Rates Arrears & Late Payment Penalties Ref: OIA 054/23
Date: Tuesday, 27 June 2023 10:15:00 am
Attachments: [image010.png](#)
[image011.png](#)
[image012.png](#)
[image002.png](#)
[image003.png](#)
[image005.png](#)

Dear [REDACTED]

We refer to your official information request dated 26 May (received 29 May 2023) for rates arrears and late payment penalties information.

The information you have requested is marked below in red:

1. What is the total value of rates arrears and late payment penalties (which have not been paid and remain outstanding at the date of this letter) for each of the following rating years:

1.1. 1 July 2016 to 30 June 2017.

1.2. 1 July 2017 to 30 June 2018.

1.3. 1 July 2018 to 30 June 2019.

1.4. 1 July 2019 to 30 June 2020.

1.5. 1 July 2020 to 30 June 2021.

1.6. 1 July 2021 to 30 June 2022.

As at period end May 2023:

2017 \$35,610.12

2018 \$40,387.72

2019 \$42,381.63

2020 \$46,748.06

2021 \$65,118.83

2022 \$138,763.12

2. Is the Buller District Council predicting the total value of rates arrears and late payment penalties for the 2022/2023 rating year to increase or decrease on the previous rating year?

Not able to provide data. Council can provide factual information. Unable to provide predictions. Difficult to predict due to fluidity in the housing market, for example long standing rates arrears may be for property which is for sale, if the property sells then this will change the estimates, so not able to answer with certainty.

3. Is the Buller District Council predicting the total value of rates arrears and late payment penalties for the 2023/2024 rating year to increase or decrease on the previous rating year?

Not able to provide data. Council can provide factual information. Unable to provide predictions. Difficult to predict due to fluidity in the housing market, for example long standing rates arrears may be for property which is for sale, if the property sells then this will change the estimates, so

not able to answer with certainty.

4. How many rating units have arrears of rates and/or late payment penalties which have been outstanding for more than 12 months?

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5. What are the Buller District Council's policies and processes for the collection of any outstanding rates and late payment penalties?

Buller District Council sends a reminder letter after 1st missed instalment, another letter if 2nd instalment is missed and another letter if 3rd instalment is missed. A final notice is then issued advising ratepayer that the mortgagee (should they have one) will be contacted for the arrears or their account will be handed to an external debt collector for collection which may involve legal action. Every possible attempt, either by phoning, emailing, offering rates rebate or payment plans, is made by an internal debt recovery staff member, before the final step of collecting through mortgagee or debt collector is authorised.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact the Buller District Council by return email to lgoima@bdc.govt.nz.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://bullerdc.govt.nz/district-council/your-council/request-for-official-information/responses-to-lgoima-requests/> with your personal information removed.

Kind regards

Douglas Marshall | Chief Financial Officer (Contractor)
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