

# Regional Council Rates

2023-24

## Kia ora koutou Welcome to your rates newsletter

*Life has changed significantly for many people in our community, as we recover from Cyclone Gabrielle.*

*I want to acknowledge those people who were impacted by the cyclone, and who continue to work to recover and get their lives back together.*

The people of Hawke's Bay have shown, and continue to show, great strength, resilience and support for one another.

As the main environmental agency for Hawke's Bay, the Regional Council is playing a critical role in the region's recovery. To support the community to recover, we have had to make some tough calls about our previously planned work for the upcoming year and reprioritise our work programmes.

At the time of writing this newsletter, we are proposing an average six percent rates increase, significantly down from the planned 14.5 percent rates increase. We are also introducing a Regional Cyclone Recovery charge, and on your rates bill you will see this as a fixed charge and a variable charge that relates to your land value.

To see the rates for your property and find out more, please go to [hbrc.govt.nz](https://hbrc.govt.nz), search: #rates.

I want to assure you that we have carefully planned and prioritised our actions and work on the most critical recovery issues - flood protection, land categorisation, silt and waste collection, and rural recovery.

Together, one step at a time, we will recover and we will overcome.

I encourage you to read more in this newsletter about our work and what we do. Your rates are making a meaningful difference to supporting our region to recover.

Ngā mihi nui,

**Hinewai Ormsby**

**Hawke's Bay Regional Council Chair**

## Environmental Resilience Plan

To provide a clear direction for long term recovery, we are developing the second edition of a plan.

The plan's vision is to build back, safer and smarter.

It will include steps that require significant effort and investment, such as land-use decision making or large-scale infrastructure investment.

We want to hear from you about what you see as important in recovery, and will come to talk to communities in the near future.

**For more information go to [hbrc.govt.nz](https://hbrc.govt.nz), search: #cyclone**



**Supporting our region's  
environmental recovery**

  
**HAWKES BAY**  
REGIONAL COUNCIL

TE KAUNIHERA Ā-ROHE O TE MATAU-A-MĀUI

# Leading the recovery to restore our environment

**We are focused on supporting our communities and environment to recover from Cyclone Gabrielle to become stronger and more resilient.**

## Supporting the community to recover

We provided the flood hazard mapping to inform credible and affordable options for flood protection and land-use categorisations. Alongside local councils, we are working to support the communities impacted.

## Repairing the flood network and river monitoring

Working under urgency, over 160 people completed rapid repairs of around six kilometres of breaches in our 248km stopbank, got pump stations back up and running, cleared drains of silt and reconnected power and river level sites. We continue with repairs of the stopbanks.

## Dealing with silt, waste and debris

We estimate there was about 3.5 million cubic metres of silt deposited by the floods along with tonnes of woody debris on our coastlines, riverbanks and plains. We've partnering with the region's councils to collect and dispose of silt and remove and clean-up woody debris.

## Hawke's Bay Disaster Relief Fund

We are administering this fund on behalf on the region, and at the time of writing, had distributed over \$7 million to over 4,000 successful applicants.

## Supporting our rural recovery

We are working closely with landowners and farmers through workshops and learning events to share information and knowledge to support production land recovery. We are also closely connected to catchment groups and rural community groups to understand their priorities. We are working with sector partners through the Rural Advisory Group and the Horticultural Advisory Group in communicating information and organising events and workshops.

## Erosion Control

From June to March, we helped landowners get **73,500 plants** in the ground over about **575 hectares** and retire **100 hectares** for natural bush reversion. We supported **34 km of fencing** to exclude stock from waterways.

We are the main environmental agency in Hawke's Bay, and work with the community to manage impacts on air, land, lakes and rivers.

We manage the region's flood protection network, regional parks and regional transport.



Toutouwai  
(North Island Robin)

## Profile - Mohi Bush Protecting our native species

The Maraetōtara plateau is home to a regionally significant population of Titipounamu (Rifleman) as well as the recently and successfully reintroduced Toutouwai (North Island Robin).

We have partnered with Te Pukenga EIT to develop a student-led project to reduce rodent numbers within the Mohi Bush area of the plateau. This will support and enable the ongoing, successful breeding of these key species for years to come.

**This project is not only protecting these important New Zealand species, but also enables practical experience for students in the area of environmental management.**

The rodent population is monitored and tracked, and three weeks after control methods have been put in place, the students return to see how effective their work has been.

By embedding this project within EIT, students are able to return each year, developing skills for future careers in the environmental space, building connections to the area, and providing ongoing protection to Titipounamu and Toutouwai on the plateau.



Titipounamu  
(Rifleman)

## Civil Defence

In the aftermath of Cyclone Gabrielle, the Civil Defence team of 12 people was bolstered by more than 1,000 people from across the region in what was the most complex and large-scale response ever mounted in Hawke's Bay. The lessons learned from this experience will have national significance for New Zealand's emergency management system.

## Supporting Wairoa

Our Wairoa catchment team worked side by side with Civil Defence and the Wairoa community clearing properties, and supporting rural properties. Our engineers flew in and out to assess damage, manage the clearance of drains and debris, restore pumps and power.

## Assisting Central Hawke's Bay

We worked with the Civil Defence and the Central Hawke's Bay community, repairing breaches in stopbanks, and clearing drains. We are managing significant gravel extraction from rivers and streams across the district.

For more information go to [hbrc.govt.nz](https://hbrc.govt.nz)

# Payment

## Rates are due for payment on 20 September 2023

Take care that your payment doesn't arrive after 20 September 2023, as a 10 percent penalty will be applied from 21 September 2023.

A further penalty of 10 percent will be applied from 1 July 2024 to all outstanding rates including previous penalties.

### Pay your rates the easy way!

Sign up **online** for direct debit and make monthly payments. It only takes five minutes!

Apply at [hbrc.govt.nz](https://hbrc.govt.nz), search: **#ratesdd** or complete and return the form enclosed with your rates account.



### Or pay these other ways...

**Internet banking:** Always use the valuation number as a reference in all internet payments, along with your surname and address to ensure your payment details can be verified.

**Credit card:** Either pay online at [hbrc.govt.nz](https://hbrc.govt.nz), search: **#rates** (note: there is a surcharge) or in person at our Napier customer service counter (no surcharge).

**Pay in person:** Take your rates account with you to pay at our Napier customer service counter, or at Wairoa, Hastings, or Central Hawke's Bay District Council Offices (cash, EFTPOS, credit card).

**In financial hardship?** Our rates team can assist you with a confidential discussion to set up a payment plan. If you have been impacted by Cyclone Gabrielle, we encourage you to call our rates team on **06 835 9200** or **0800 108 838**.

### Rates hub

For everything you want to know about rates and more, go to our rates hub [hbrc.govt.nz](https://hbrc.govt.nz), search: **#rates**

**Help the planet** and get your rates invoice by email. Visit [hbrc.govt.nz](https://hbrc.govt.nz), search: **#ratesemail** then click on your local city or district council.

**Keep me posted** Stay up to date on the work of the council. Go to [hbrc.govt.nz](https://hbrc.govt.nz), search: **#keepmeposted** to sign up.

### Individual rates change

Your individual valuation or other changes impact the way rates are calculated for your property. For example, if you live in the Hastings District, your rates may have gone up as revaluations were completed this year. If you have renovated or completed a house build, these will impact your valuation.

### Frequently asked questions

#### Will I get a remission on my rates if I am in a land category 2 or 3?

If your house, business, land or employment has been impacted by Cyclone Gabrielle and are experiencing financial hardship, we encourage you to call our rates team on 0800 108 838 for a confidential discussion.

#### Why are my rates higher/lower than the average rates increase?

Rates vary between properties depending on the services provided in your area. You may have made changes to your property such as renovations or be impacted by the recent Hastings District revaluations or targeted rates increases.

#### What is the difference between Regional Council and local or city council rates?

Regional Council rates are used for protecting and enhancing our natural environment – water, land, air and coast, and other regional functions like public transport and civil defence.

City or district council rates cover drinking water, sewage, rubbish collection, local roads and community facilities.

#### Can I appeal a penalty?

You may apply for the remission of one penalty within a three-year period where late payment has occurred due to special circumstances.

#### Do you have more questions?

Go to our rates hub

[hbrc.govt.nz](https://hbrc.govt.nz), search: **#ratesfaq**

### We're here to help

Phone our customer service desk on **06 835 9200 (8am-5pm)** or email [info@hbrc.govt.nz](mailto:info@hbrc.govt.nz)