

**From:** [Official Information](#)  
**To:** [Section 7 stuff.co.nz](#)  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 438414 - section 7 - Rates payment plans OIA  
**Date:** Tuesday, 26 November 2024 12:42:03 pm  
**Attachments:** [image001.png](#)  
[image002.jpg](#)  
[image003.jpg](#)  
[image004.png](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

**Your request:**

I'd like to request the following information under the Official Information Act 1982.

- For each rating year between 2018 to today (or latest available data), how many people have set up payment plans for rates payment with the council? Please provide annual numbers in xlsx/csv format.
- For each rating year between 2018 to today (or latest available data), how many individuals/households are making rate payments to the council?
- For the current rating year, how much rate is secured, compared to how much is overdue & unsecured?

The request is based on information provided in the Quarterly Report 2024/25 of Wellington City Council. I've attached the image below from the report.

**Our response:**

The details you have asked for are set out below. We've recently improved our rates payment system by introducing new, even easier and more flexible ways to pay rates through a digital platform called 'Payble.' Our new platform gives Hamilton ratepayers the freedom to manage their rates payments to suit them.

It's now really quick and easy for ratepayers to choose how they pay their rates. We offer direct debit by bank account, debit card or credit card. Ratepayers can decide what day to make their rates payments, for example to align with their pay day. They can also see their payment balances, and set up a personalised payment schedule, or pay in full if they prefer.

We have been receiving great feedback about the flexibility we offer through the new system.

Hamilton City Council Rates Information as at 15 November 2024		
Current rates arrangements as at 15 November 2024		
Year arrangement added	Count	
Before 01/07/2018	12,939	
2018/2019	1,911	
2019/2020	1,955	
2020/2021	2,961	
2021/2022	2,706	
2022/2023	2,640	
2023/2024	3,110	
2024/2025 (to 15/11/2024)	2,314	
<b>Total current arrangements</b>	<b>30,536</b>	
Total rate accounts by year		
Year	Rate accounts	
2018/2019	58,969	
2019/2020	59,901	
2020/2021	60,937	
2021/2022	62,013	
2022/2023	62,836	
2023/2024	64,199	
2024/2025	65,082	
Rates debt as at 15 November 2024		
	Incl GST	Excl GST
Current rates overdue	3,154,760	2,743,269
Arrears - Unsecured	955,803	831,133
Arrears - Secured	2,783,673	2,420,585
<b>Total arrears</b>	<b>3,739,476</b>	<b>3,251,718</b>

**NOTES**

← We can only see the creation date of current payment arrangements.  
Any arrangement deleted before 15/11/2024 is not counted.  
The further in the past an arrangement was added, the higher the chance that it will have since been deleted.

← We have introduced a new payment arrangement system this year (link below).  
<https://hamilton.govt.nz/do-it-online/pay-it/pay-your-rates/>  
Anyone who changed to use this system will be counted as a new arrangement.

← Rates overdue from 2024/25 Instalment 1 (due 05/09/2024). Includes those with a payment arrangement in place.  
Current rates can not be demanded from the mortgagee and we don't identify if there is a mortgagee at this stage.

← Rates outstanding from before 01/07/2024. No mortgagee identified. Includes those with a payment arrangement in place.  
Rates outstanding from before 01/07/2024. Mortgagee identified. Includes those with a payment arrangement in place.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.



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*I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.*

**From:** [Section 7 \(2\) \(a\)](#) [stuff.co.nz](mailto:stuff.co.nz)

**Sent:** Monday, November 4, 2024 11:29 AM

**To:** undisclosed-recipients:

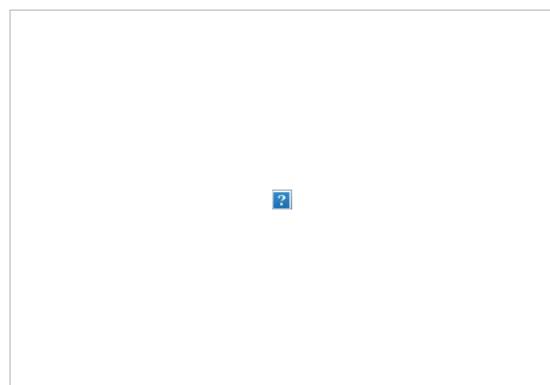
**Subject:** Rates payment plans OIA

Kia ora team,

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The request is based on information provided in the Quarterly Report 2024/25 of Wellington City Council. I've attached the image below from the report.



Ngā mihi,

[Section 7 \(2\) \(a\)](#)

Reporter

[Section 7 \(2\) \(a\)](#)

[Section 7 \(2\) \(a\)](#) [stuff.co.nz](mailto:stuff.co.nz)

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