

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 xls/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				NOTES
Year arrangement added	Count			
Before 01/07/2018	12,939			← 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.
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			← We have introduced a new payment arrangement system this year (link below). <a href="https://hamilton.govt.nz/do-it-online/pay-it/pay-your-rates/">https://hamilton.govt.nz/do-it-online/pay-it/pay-your-rates/</a> Anyone who changed to use this system will be counted as a new arrangement.
Total current arrangements	30,536			
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		← 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.
Arrears - Unsecured	955,803	831,133		← 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.
Arrears - Secured	2,783,673	2,420,585		
Total arrears	3,739,476	3,251,718		

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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Official Information Advisor & Legal Support Officer  
Legal services  
Governance & Assurance Team | Partnerships, communication & Maaori  
Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



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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.*

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

**To:** undisclosed-recipients:

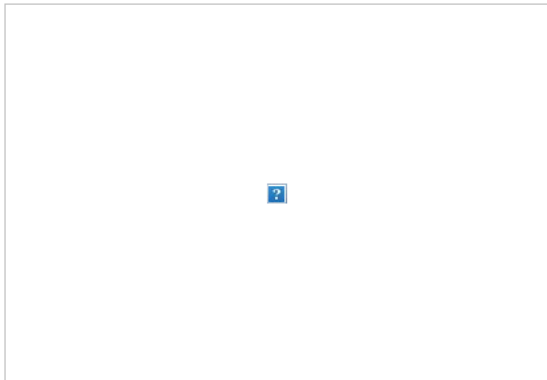
**Subject:** Rates payment plans OIA

Kia ora team,

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Ngā mihi,

Section 7 (2) (a)

Reporter

Section 7 (2) (a)

Section 7 (2) (a) [stuff.co.nz](http://stuff.co.nz)

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