

THINGS YOU SHOULD KNOW ABOUT...

Paying your rates

WHEN DO I PAY?

All ratepayers receive an invoice from us detailing rates owing. Payments are due in **August, November, February and May**. Because some ratepayers prefer greater flexibility than paying in quarterly instalments, we offer a range of alternative options to better suit your needs.

If you pay in full for the year in August, you will receive a discount.

WHAT OPTIONS ARE AVAILABLE?

- direct debit
- direct credit
- telephone and internet banking
- web-hosted credit card
- cash, cheques, and Eftpos

Direct debit (Rates Easy pay)

Direct debit is available for weekly, fortnightly, monthly and quarterly payments. If you pay the total rates in one debit at the time the first instalment is due, you will qualify for a discount. Weekly and fortnightly payments can be debited on Tuesdays or Fridays and the monthly debits on the 1st, 15th and 20th of the month.

Ask our Customer Services Staff or go to our website for an application form for Rates Easy pay. We will advise you in writing when the direct debit is set up, and will notify you of any changes in the debit amount.

No extra costs are incurred if you choose to pay by Rates Easy pay.

Direct credit (automatic payment)

If you prefer to pay on a different day than Tuesdays and Fridays, automatic payments may be more suitable. You are responsible for the payment being set at the correct level, although we are happy to help you calculate the amount.

You should review the level of your direct credit payment on receipt of the first rates instalment notice each July. Penalty charges apply to any amount that remains owing past the penalty date. We will send you all of the rates invoices so you can monitor your payments.

Your bank sets up automatic payments. Payments are credited to the Council's bank account at:

ANZ Rangiora
01 0877 0129222 00

Please check that your reference is the valuation number on your current invoice.

Telephone and internet banking

These methods of payment are becoming increasingly popular as you can pay any amount at any time from home.

If you are using telephone and internet banking to pay a number of different accounts with the Council, eg rates, dog registration and building consent fees, **you need to ensure that the correct reference is included with each payment.**

Call our Customer Services team for help in establishing the correct references before you set up your payment.

Note: Selling your property? If you sell your property, remember to stop your automatic payments.

MORE INFORMATION

Visit waimakariri.govt.nz for more information about paying your rates, or contact Customer Services on 03 311 8900.

Web-hosted credit card

Web-hosted credit card Visa and Mastercard payments are accepted on the Waimakariri District Council's website. A transaction fee of 2.34% of the payment is payable for this service.

Cash, cheques and Eftpos

Over-the-counter payments are accepted at the Rangiora, Kaiapoi and Oxford Service Centres. Cheques may also be mailed to our Rangiora Service Centre, Private Bag 1005, Rangiora. Please do not send cash in the post.

If you are going to be away when a rates instalment is due, and have not set up a direct debit, send a post-dated cheque to our Rangiora Service Centre.

SETTING UP A PAYMENT PROGRAMME

Council staff are happy to assist ratepayers to set up a payment programme to ensure their rates are kept up to date. If you are struggling to make payments on time or wish to have more flexibility with payments, please contact our Customer Services staff in confidence to discuss your options. By contacting us at an early date you can avoid collection processes down the track.

MORE INFORMATION

Visit waimakariri.govt.nz for more information about paying your rates, or contact Customer Services on 03 311 8900.