

LGOIMA Response to Donna Bruce – Gore Rate Reform Group

Tuesday 19 November 2024

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Dear Donna,

Thank you for your request for information under the Local Government Official Information and Meetings Act, received by the Gore District Council on Tuesday 31 October. You asked for the following:

- 1. If a resident owes money (for example 1 quarter of the yearly rates) does the person get the 10% penalty if they are paying say \$10 a week off on the debt?*
- 2. If a person owes 1 quarter of their rates but is not paying any weekly amount can you take them to the debt collector?*
- 3. How long before a person that owes 1 quarter does it take before the debt is taken to the debt collector.*
- 4. Is it the council process to approach the residents bank first before debt collection and if so how long before the council does this?*

Council has reviewed your request and provides the following responses:

1. A ratepayer will receive a 10% penalty of the instalment amount not paid after the due date unless an acceptable payment plan has been entered into. A repayment plan of \$10 per week would be too low to be considered an acceptable payment plan amount.
2. The Council's debt collection company only looks after arrears. Rates arrears are any rates that are owing from the previous rating year at 1 July. This exception is where a ratepayer has entered into an accepted payment plan arrangement.
3. Please refer to the answer to question 2 above.
4. No, we engage a debt collection company to do this as they have the appropriate experience and contact details for the banks.

If you are unsatisfied with the response, you are entitled to lodge a complaint with the Office of the Ombudsmen. You can find more information on its website

<http://www.ombudsman.parliament.nz>.

If you wish to discuss this decision with us, please feel free to contact me on 209-0330.

Kind regards



Lornae Straith
General Manager Corporate Support / Chief Financial Officer