



Napier Soundshell

April 2023

OUR NAPIER



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

napier.govt.nz

Your rates payment for instalment four is due on 17 May 2023.

Payment information

Direct debit

To set up a direct debit, complete the online form on our website at [napier.govt.nz](https://www.napier.govt.nz) keyword search [#makeapayment](https://www.napier.govt.nz).

To make a change to an existing payment, email rates@napier.govt.nz, or call us on 06 834 4197.

Internet banking

When making a payment, make sure you use your valuation number and surname so we can assign the payment to you.

Our bank details are:

Napier City Council, Westpac Bank, Napier
03 0698 0289001 00

At our Customer Service Centre

Pop in and see the team at our Customer Service Centre, 215 Hastings Street, to pay with cash or EFTPOS.

At Taradale Library

Pay your rates at Taradale Library on Wednesday 17th May from 9:30am to 5:30pm.

Our Rates team will be at the library to accept payments and answer any enquiries about rates.

Rates remissions

Napier City Council will offer rates remissions to cyclone-affected ratepayers.

You must have been displaced from your household as a result of flooding and/or land slip damage to be eligible to apply.

- If you have been temporarily displaced for less than three months, you may be eligible for remission for the equivalent of two quarterly rates instalments (2022/23 rates).
- If you have been displaced for more than three months, you may be eligible for a second remission for the full 2022/23 year. Applications for a second tranche of remissions will occur before 1 June 2023.

Apply before 30 May 2023. This date will be reviewed and may be extended.

Complete the form online at [napier.govt.nz](https://www.napier.govt.nz) search keyword [#ratesremissions](https://www.napier.govt.nz)

Rates rebate scheme

If you are a low income household you could be eligible for a rates rebate.

Applications close 30 June 2023.

Visit [ratesrebates.govt.nz](https://www.ratesrebates.govt.nz) to see if you qualify.

365-day bank processing

The banking industry has announced that transactions will be processed 365 days per year, starting from 26 May 2023.

For more information visit [napier.govt.nz/rates](https://www.napier.govt.nz/rates)

Property revaluations



Every three years, all properties in Napier are revalued. Revaluations are a legal requirement and is one of a number of factors used to set your rates.

The valuation is calculated based on the information we have about your property, building consents and recent sales. It is not a market valuation.

New property valuations are due to be calculated at the end of 2023.

Please check and update your property details at www.updatemyproperty.co.nz.

Cyclone wellbeing and financial support

Are you struggling or just need to talk? Free call or text **1737** any time for support from a trained counsellor.

The Temporary Accommodation Service (TAS) can help you find temporary accommodation. Call TAS on **0508 754 163** for more information or apply online at tas.mbie.govt.nz. If you are providing accommodation to evacuees, you may also be eligible for an accommodation payment.

You may be able to get a Civil Defence Payment if you had to leave your home, if you were away from your home at the time of the emergency and you can't return, if you need help with food, bedding or clothing, or if you can't go to work. Talk to Work and Income on **0800 400 100** or go to workandincome.govt.nz.

To find out more about other support services please visit napier.govt.nz/cyclone-help.