

Wheelie Bin ROLLOUT

Napier households are getting a wheelie bin for their kerbside rubbish collection!

The wheelie bin service starts **1 October**. In September, Napier households will receive a new 120L wheelie bin. From 1 October, instead of plastic bags, please use the new bin to put out your rubbish.

For further information visit napier.govt.nz and search **#binrollout**

Sign up for rates by email

And be in to **WIN \$500!**

- 1 Head to napier.govt.nz
- 2 Search keyword **#ratesbyemail**
- 3 Have your valuation number handy and you'll be signed up and in the draw within two minutes.

Terms and conditions apply - see napier.govt.nz #ratesbyemail. The competition ends Fri 21 Aug '20.

Congratulations to NCF Church Taradale

"We signed up to Rates Online as we do everything online. It's convenient to find the invoice in our emails and we forward it straight to our online accounting system. We'll use the \$500 to help support people in our church and the local community that have practical needs during the national lockdown". **Gareth Roberts, Pastor/Trustee.**



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Thanks to Westpac - helping Napier City Council reduce its environmental footprint.



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www.napier.govt.nz



**RUBBISH
COLLECTION
CHANGES
FROM 1
OCTOBER**

May 2020

OUR NAPIER



RATES Payments

The Covid-19 pandemic has changed the world's situation dramatically. Councils across NZ are responsible for providing essential services that keep people healthy and safe.

These services include ensuring households have safe drinking water, that waste water systems keeps operating, rubbish is collected, provide burials and cemeteries, essential roading and safety repairs are made, emergency services (Civil Defence) are on hand, and flood protection is being monitored.

These essential services and staff are paid for by your rates so it is important that everyone pays on time.

We understand some ratepayers will find paying their rates difficult.

There are a number of options to help you pay your rates:

- The NZ government has recently announced a number of support packages. Information can be found at www.covid19.govt.nz
- Spread your payments over the year, by setting up a weekly, fortnightly or monthly direct debit.
- You may be eligible for the Government's rate rebate scheme, which provides assistance for low-income earners.
- NCC has both a Rates Remission and a Rates Postponement Policy which are available on our website.

We are currently working on options to provide relief for those who are most affected by the pandemic. Further announcements will be made once arrangements have been finalised.

For more info go to www.napier.govt.nz, or contact our rates team who are happy to discuss the options available at rates@napier.govt.nz or phone **834 4197**.

Ways to pay your rates

Due to the Covid-19 lockdown, NCC's Customer Service Centre and the Taradale library may be closed. If they are, we will not be able to receive over-the-counter payments at these locations.

You can still pay your rates by:

- Direct Debit payment – weekly, fortnightly, monthly or on due date.
- Electronic banking / telephone banking
- Credit card or debit card payment online

For more info go to www.napier.govt.nz search **#ratesfaq**, or contact our rates team at rates@napier.govt.nz or phone **834 4197** to discuss the payment options.

Annual Plan delayed for now...

Each year Napier City Council plans for its next financial year that starts 1 July. This is called our Annual Plan – it outlines all our projects and services, along with how we intend to pay for them, and sets next year's rates.

We were due to consult on our draft Annual Plan 2020/21 during April. Unfortunately, due to Covid-19 pandemic, this consultation has been delayed, and we are currently looking at the financial implications.

A revised timeline is being developed and we'll communicate the new dates soon.

For more information on the Annual Plan, please visit www.napier.govt.nz