

Paying your rates

The in's and out's of the rates discount and penalty process

We often get asked questions about penalties that can be charged if people fail to pay their rates. Penalty payments can be avoided as long as you stick to the payment dates for your first and second rates instalment.

It's important to note that unlike the 'calendar' year that runs from 1 January to 31 December, the New Zealand rating year runs from 1 July to 30 June.

Here's a timeline that shows key dates in the rates calendar. Check out the 'Key things to remember' section under the timeline if you need some more pointers.

Rating year starts: 1 July 2023

Rating year ends: 30 June 2024

Important	First instalment and deadlines	Discount	Penalty	Penalty	Second instalment and deadlines	Penalty	Important
1 July 2023	15 September 2023	10 October 2023	11 October 2023	1 January 2024	1 March 2024	26 March 2024	1 July 2024
10% late payment penalty on all outstanding amounts after this date from the previous year	First invoice issued	Pay the full annual rates before this date to receive a 3% discount	Payments after this date will incur a 10% penalty on any outstanding amounts from the first instalment	10% late payment penalty from this date on any outstanding amounts from the previous rating year	Second invoice issued	Second invoice due.	10% late payment penalty from this date on any outstanding amounts from the second instalment

Key things to remember:

Discount and penalty dates

- Pay the full annual rates before the 10 October 2023 discount date and receive 3% off your rates.
- To avoid a 10% late payment penalty, you need to pay your first rates instalment before 10 October 2023. For the second rates instalment, you need to pay by 27 March 2024 to avoid a 10% late payment penalty.

Payment options and how they relate to penalty dates - direct debit (monthly/six monthly/annually)

- Direct debits can only start when your account is up to date.
- If you're paying monthly, it's best to start in April or October to minimise the monthly payment amounts.
- This is a sound medium to long term option as all you need to do is have the available funds in your account.

Automatic Payments

- These types of payments are usually a short term option.
- Automatic payments need to be managed carefully as you're responsible for ensuring the correct amount is paid before the penalty date.

If you need further information, please do not hesitate to contact a member of our rates team on 0800 926 732.