

WAIROA DISTRICT COUNCIL ... IN FOCUS

26 September 2019

Kia Tū, Kia Māia



VOTE - Voting papers have been delivered!

COUNCIL IN FOCUS

WAIROA COUNCIL KEEPS AVERAGE RATES LOW

Wairoa District Council rates have been recorded as the sixth lowest average rates in the country.

Wairoa District Council chief executive Steven May said the Taxpayers' Union 2019 ratepayers' report places the average Wairoa rates at \$1880, the sixth lowest of the 66 Councils that were analysed.

OF THE 23 RURAL COUNCIL'S THE WAIROA DISTRICT COUNCIL AVERAGE RATES ARE THE FOURTH LOWEST.

Mr May said the Taxpayers' Union recorded the Mackenzie district with the lowest average rates at \$1796 followed by Grey District \$1846 and Otago just four dollars less than Wairoa at \$1796.

The Central Hawke's Bay District Council average rates were recorded at \$2618.

Mr May said it is pleasing to see where Wairoa's average rates sit nationally.

"It has always been Council's intention to keep rates as affordable as possible while still stimulating economic development, employment and population growth.

All information in the report, which was based on the 2017/18 period, was compiled from official information requests and the most recent annual reports published by each council.

Mr May said the Taxpayers' Union uses the same formula and methodology for all New Zealand Councils, so it is very much an apples with apples comparison, with consistent data and information used to compare all Council activities.

The Taxpayers' Union is an independent organisation which holds councils to account by championing value for money from every tax dollar as well as advocating for lower taxes, less waste and more transparency.

Mr May added the report did contain some inaccuracies around staff numbers and salary figures and these discrepancies were being sorted with the Taxpayers' Union.

"All credit to Group Manager Kimberley Tuapawa for leading this project and to all the members of her team for delivering."

WHAT IS REALLY GREAT ABOUT THIS PARTICULAR AWARD IS THAT IT IS JUDGED BASED ON 'MYSTERY SHOPPERS' WHO CONTACT ALL COUNCILS IN NEW ZEALAND AND RANK THEIR EXPERIENCE AS A CUSTOMERS.

"Customers themselves have judged that the Wairoa District Council, ahead of any other Council in the country, had the most improved and best customer experience."

Information and Customer Experience Group Manager Kimberley Tuapawa said she is exceedingly proud of her team for doing their best to deliver quality service to the Wairoa community.

"Serving at the frontline is not easy, but this award recognises our commitment to doing the best we can for the good of our people."

The ALGIM awards also recognised the Wairoa District Council for its joint efforts alongside the rest of Hawke's Bay's Councils by winning the Best Digital Project award.

This award acknowledged the development of the regional website which was adopted by all of Hawke's Bay's Councils.

Judges noted that the Hawke's Bay Councils which worked together showed that they were able to collaborate as a team and their approach demonstrated they committed to putting customers at the centre of every decision.

Mr May said Council staff spent a lot of time on developing the new website alongside the other Councils in Hawke's Bay and this award recognises the Wairoa efforts and the whole of the region by showing that we can all work together to deliver a great website experience for our ratepayers and community.

"I acknowledge all our staff who have worked to achieve these great outcomes."



Wairoa District Council staff celebrated two wins at the recent ALGIM awards.

VOTING FORMS ARE OUT

Voting papers for the 2019 Local Body elections have been sent out.

All voting papers should have now been received.

ANYONE WHO HAS NOT RECEIVED THEIR VOTING PAPER SHOULD BE ELIGIBLE TO LODGE A SPECIAL VOTE.

Special Voting is for those people who do not receive a voting paper in the post, their papers are damaged, or they are not yet enrolled.

The special voting period opened on Monday and will take place in the Wairoa District Council Offices from Monday to Friday from 9am – 4pm and from 9am to noon on election day on Saturday October 12.

FOR YOUR DIARY

PUBLIC NOTIFICATION

EXTRAORDINARY ECONOMIC DEVELOPMENT COMMITTEE

Tue, 1 October: 1.30pm

MĀORI STANDING COMMITTEE

Thur, 10 October: 12.30pm

POLLING DAY - COUNCIL ELECTION 2019

Sat, 12 October



CONTACT US

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RATES REBATE

Do you qualify for a rates rebate?

You might be eligible for a rates rebate of up to \$640.

APPLICATIONS CLOSE 30TH JUNE 2020

To find out if you qualify and for more information visit

🌐 www.ratesrebates.govt.nz



RATEPAYERS' REPORT

Check how your council compares

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WAIROA DISTRICT COUNCIL WINS CUSTOMER SERVICE AWARD

Winning the Most Improved Best Customer Service Experience Award at the recent National Association of Local Government Information Management conference is a tribute to local Council staff.

Mr May said the ALGIM (Association of Local Government Information Management) awards are hotly contested by Councils throughout the country with Wairoa's win a testament to the work and effort that has been carried out by Council staff.

"We've spent a lot of time working on improvements in these areas focussing on being customer-centric and delivering a great customer experience for our ratepayers and our wider community.