Rates webinar Q&A

The following questions were submitted by Aucklanders during a rates webinar hosted by Auckland Council, on Thursday August 21 2025.

Some questions were answered during the webinar - either directly or generically, if they were similar to other questions. We are unable to answer specific questions on particular properties in the information below.

As many questions were similar in nature, responses are listed in the following broad categories:

For further information or contact details please go to AucklandCouncil.govt.nz and use the Contact Us options.

Rates calculation - questions related to how rates are calculated

The 2024/2025 General Rate - Urban Residential was 0.00192863 The 2025/2026 General Rate - Urban Residential is now 0.00225223 That's a difference of 0.0003236 Which means the General Rate alone has increased 16.7% Can you explain how that has gone up 16.7% when the increase we were promised was 5.8%?	The rates in the dollar is set to achieve the council revenue, including the agreed average rates increase. The percentage change in the rates in the dollar is not equal to the average rates increase in a year when all the rating values are changing. Effectively, to get the increase with changed valuations there needs to be a higher cents in the dollar.
If people like me have a 50% increase, given the stated average, does that mean some ratepayers are getting a reduction?	Yes. The changes in rates varied from declines of -20% to -50%, to increases of greater than 50%. That can be for a variety of factors like someone doing extensions to their property, as well as the changes in valuations.
My CV decreased by 1%. My rates INCREASED by 16%.	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by -9%. If a property's value held up better than the average, it will have larger rates increase. A property with a -1% decrease effectively performed 8% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.
My Waiheke property went up in valuation by almost 10%, but the rates went up by 19.5%. Seems excessive, and unfair. How is it calculated??	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by -9%. If a property's value held up better than the average, it will have larger rates increase. A property with a 10% increase effectively performed 19% better than average and so will have a higher than 5.8% increase.

Is there a secret/ confidential tiering of property valuations and a layering or cross-subsidy by different ratepayers based on their valuation tier?	No. The process is transparent. A “differential” is applied to the rate or rates so that some ratepayers may pay more or less than others with the same value rating unit. The council sets differentials after considering a range of factors, including the demand different property use and location places on council services, and their relative ability to pay. The differential for urban residential land (an average home) is set at 1.00. Business attracts higher rates differentials than residential land due to the way the share of the overall rates requirement is allocated – with 31% of rates coming from business. Lower differentials are applied to rural, farm/lifestyle and no road access land. The council defines its rates differential categories using location and the land use.
Why the 16% rate increase when the CV decreased	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by -9%. If the property's value held up better than the average, it will have larger rates increase.
How can it be that a near zero valuation change can result in a 18.6% rate hike?	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by 9%. If a property's value held up better than the average, it will have larger rates increase. A property with no value change effectively performed 9% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.
You talk about valuations influencing up or down for rates payments. my CV was in previous year $1.1m this new CV $1.075 so valuation has gone DOWN but rates increase is from $2885 to $3360 ...an increase of 16.81%	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by -9%. If a property's value held up better than the average, it will have larger rates increase. A property with a -2% decrease effectively performed 7% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.
Have rate increases of this size (70%+) ever been common before?	That level of change is not common this year or in any year. However, every year there is a property rating valuation there are some isolated cases of extreme movements. This year only 0.2% of properties had their rates increase by more than 50% and those would be based on properties with higher than average rating valuation changes as at 1 May 2024.

If the multiplier includes rubbish collection and public transport then why targeted rates and extra line items? On what date was a change to the 2025-26 Rural Multiplier first proposed or modelled by the Council?	The value based general rate and the Climate Action Transport Targeted Rate for farm/lifestyle properties is set at 73.8 per cent of the cents in the dollar of capital value of the urban residential rate. The basis for the other targeted rates are set out in the Funding Impact Statement from page 75 onwards in our Annual Plan 2025/2026. The waste management rates are applied based on the nature of the services received or available to the property. The Natural Environment Targeted Rate and the Water Quality Targeted Rate is set at the same level for all non-business properties. Final analysis of the farm/lifestyle differential was completed once the Valuer General had certified the rating valuation and advised to elected members on 9 June.
Myself and a family member who lives close by valuations went up 50k Why have my rates increased by 17%+ and their rates increased 10% ? What can you do extra for pensioners whose rates increased by more than 5.8% in fact 17.5% ?	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase. You can check whether you are entitled to a rebate here *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist.
My property value has dropped by 25k but my rates have gone up 16% how can that happen?	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
How can you justify an approx 25% increase inmy rates when the CV of our property has gone down by $20,000	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.

Why are rates not based on services , why only only valuations? Why not adjusted by for example, number of people living in a property?	Councils operate under the Local Government (Rating) Act 2002 which legislates for rates to help pay for the work we do on your behalf as Aucklanders sharing access to all services the council provides across Tāmaki Makaurau. Rates are not calculated by individual service, nor are they a fee for service. They fund all council activities not fully funded by other funding sources, like fees and charges or central government funding. Individual ratepayers might not use every council asset or service either by choice or other circumstances. However, the principle is that they are available across the region and help create an Auckland that is beautiful, thriving and safe for all Aucklanders.
Wayne Brown mentioned in a TV interview that 50% of rates went down and 50% went up, can you confirm if this is true please. If this is fact then are those that have rates increase of 15% + subsidising those that have moved down.	It is correct that 50% of residential properties have a rates increase of 5.8% or less, and 50% an increase greater than 5.8%. This does not represent a subsidising of changes, but rather ensures that properties of the same value continue to pay similar rates wherever they are in Auckland (noting there are some differrentials applied).
CV not changed but 16% increase not 5.8%?	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
What % of properties in Auckland has actually had an increase of 5.8% or less?	50% of residential properties have a rates increase of 5.8% or less, and 50% an increase greater than 5.8%.
Has Auckland Council considered using a different rates system? If your property is worth more, it doesn't necessarily relate to getting more benefit from rates funded services. They also don't necessarily have more income than properties with a lower valuation.	The council has not recently given consideration to alternatives to the current approach to setting rates. The council is generally limited by the Local Government (Rating) Act 2002 to set rates based on the rateable value of the land. A uniform annual general charge (UAGC) may also be set for all rateable land, but this may only make up to 30 per cent of the council's total rates revenue.
How do you justify 20% increase when the property valuation increase by 6%	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.

My property had NO change in value, yet I got a 19% increase!	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by -9%. If a property's value held up better than the average, it will have larger rates increase. A property with no value change effectively performed 9% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.
So some properties may have had a decrease in there value but overall there property is still valued at more than ours how do you justify there decrease in rates and my increase of more than 30%	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
Why do Businesses pay an average 2.5 times the rate of domestic	The council has determined that businesses place more demand on the transport and stormwater services the council provides, and are better able to afford rates as rates make a smaller part of business than household income. In addition, businesses can claim back the GST on rates and expense rates against tax.
2021 - incomplete building was valued at $750k. Settlement 2022 - Paid $600k - I have been paying rates on $750k @ $2430/year. New valuation $590k, a drop of $160k, 21.33% drop BUT my rates have stayed the same ($1.30/year less), so that equates to a 17% increase. Please explain. With a valuation of $590k I was expecting a reduction.	We can't answer this question without a specific property address. If the attendee contacts our call centre with this enquiry and a property address we will be able to provide an answer.
do you agree that land value is the main driver of rate changes?	There are two key drivers to the changes in rates for ratepayers between the 2024/2025 and 2025/2026 years: 1)The rates increase set as part of the Annual Plan 2025/2026 (i.e the increase for the average residential property set at 5.8%) 2) The impact of any change in CV as a result of the recent rating valuations (i.e if a residential property's valuation moved differently to the rest of the region). While all ratepayers were impacted by the first factor, a ratepayer whose property that moved similar to the rest of the region (i.e. a -9% decrease) would not be as impacted by the second. Conversely a ratepayer whose property valuation moved significantly higher or lower than the region average would be more impacted by the second factor.

The '2025/2026 General Rate - Urban Residential' rate has increased 16.7% from the '2024/2025 General Rate - Urban Residential' rate and so that is not at all related to house valuations. That 16.7% is a massive and unexpected increase. Can you explain that please without explaining away the rates inceases by saying they are caused by valuation increases because that are not.	We set a rates revenue requirement and so if, as has happened in this rating valuation, the total value of the properties in the city falls, the cents in the dollar has to be higher than the previous rating valuation because we're sharing it across a smaller total value. So, to get the same amount of money, we have to have a higher cents in the dollar.
If the average CV across Auckland went down 9%, why are we paying more when our property only went up 2.2%? Isn't the system effectively penalising people in areas that held their value?	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by -9%. If a property's value held up better than the average, it will have larger rates increase. A property with a 2% increase change effectively performed 11% better than average and so will have a higher than 5.8% increase. Using updated rating valuations (as required by legislation) ensures properties of similar values pay similar rates.
Is there any discussion with central government over the rating process the local government must folow and options for a less blunt system of raising revenue from rates?	Some of these matters are discussed in the Council's pre-election report: *https://voteauckland.co.nz/content/dam/elections/docs/information-for-voters/2025-pre-election-report.pdf*. In particular, key issue 6 page 22.
My CV is reduced. Why my rate increased by more 13%?	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
So My CV in 2023 is the same as 2025. So why do I havwe a 18.4 % increase in rates!!!	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by 9%. If a property's value held up better than the average, it will have larger rates increase. A property with no value change effectively performed 9% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.

My Capital Value has stayed the same yet I had more than 17% increase in my rates, how is that possible?	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by 9%. If a property's value held up better than the average, it will have larger rates increase. A property with no value change effectively performed 9% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.
I am in helensville township on boundary of rural , built new house , opposite new subdivision my rates up 29% and as pensioner this becomes unmanagable why, neighbours have much less increses	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
shelly beach rodney why have my rates increased about 22%	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
So, why have my rates gone up 413% when my CV went up 70%	A 70% increase in a property's valuation alone will not have resulted in a 413% increase in rates. Please contact the council at *https://new.aucklandcouncil.govt.nz/en/report-problem.html*
I live in Matakatia ay my rates have increase 31% my value has not increases much	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.

As a ratepayer in the Rodney district, I would like to understand why Auckland Council publicly consulted on and communicated an average residential rates increase of 5.8%, yet many households in our area, including mine, have received actual increases between 17% and 35%. Could you please explain the specific factors that account for this discrepancy—such as property revaluations, targeted rates, and local service charges—and how the Council justifies such a significant variance - thank you	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase. Valuations are the main factor for variations from the average, but as noted in the question there are factors like the introduction of new waste charges and targeted rate changes that also impact.
Did council consider introducing a Cumulative Stepped Differential for residential properties where the general rate charged reduces as property values increase to avoid these huge spikes in rate increases for those already paying well above the average rate? Waitakere and Upper Hutt councils used this rating tool to reduce the huge disparity in rates across the city. Why doesn't Auckland council to make rates more fair?	The use of a stepped differential was considered by the council in 2015/2016 but not recommended.
My valuation has gone up by 2.27% my rates have gone up 22.0% it is so unfair and frankly you are glossing over the fact that many people are struggling already and none of this discussion is helping. And now you are saying that because of the Rail link our rates are going up again. i dont believe it and its stressing me out already	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. The average property in Auckland decreased by 9%. If a property's value held up better than the average, it will have larger rates increase. A property with a 2% increase change effectively performed 11% better than average and so will have a higher than 5.8% increase. Using updated rating valuations (as required by legislation) ensures properties of similar values pay similar rates.
isn't it about the amount of people consuming council services not the value of a house?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. Aucklanders share access to all the services the council provides. Individual ratepayers might not use every council asset or service, either by choice or other circumstances. However, the principle is that they are made available across the region and they help create an Auckland that is beautiful, thriving and safe for all Aucklanders.

Do differentials only change the capital value of properties for the purpose of distribution of the rates? And do differentials change the capital value of properties when mentioned on the Auckland Council website?	No, differentials do not change the capital value of properties. Differentials impact how rates for a property are calculated on its valuation.
My CV value rose 1% My Land value dropped 19% My rates increase is 15.12% . Interesting to note is that Auckland Council has applied an Improvement value on my rates being an increase of 287%. My property has not changed in 27 years. Appears to me to be creative accounting to be able to charge myself and others exorbitant rates.	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a property's value held up better than the average, it will have larger rates increase. A property with 1% increase effectively performed 10% better than average and so will have a higher than 5.8% increase. A property's capital value is made up of land value and value of improvements. The value of improvements is the difference between the land value and capital value, and is determined by the valuation process.
As I understand it my combined property valuation (land and house) has fallen 4% but my rates have risen 13%. This rise is due to the 9% that properties have has fallen across the board is that correct?	That is correct. How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a property's value held up better than the average, it will have larger rates increase. A property with 3% decrease effectively performed 6% better than average and so will have a higher than 5.8% increase.
We are in rural Rodney our CV has dropped 10% but our rates have increased 20%. We have no council water/sewer connection, no footpaths or streetlights, no public transport. I'm really struggling to understand what we are getting for our rates increase. Seem like us rural folk are footing the bill for surburban Auckland.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
If my property value went up less than 9%, should I then be classified in the 'average' value position so rates should be at the 5.8% rise position?	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.

My Rodney property valuation has increased by 12% but the rates have increased by 30%. Can you please explain how 30% increase would have been calculated beause this query has not been satisfactorily answered .	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a property's value held up better than the average, it will have larger rates increase. A property with 12% increase effectively performed 21% better than average and so will have a higher than 5.8% increase. The increase may also reflect that waste services are now paid for by rates rather than bags, bin tags or private providers.
Why are we being told that the same value property pays the same amount of rates across Auckland, when this is clearly not true.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%. So it is generally true that same value properties pay the same amount of rates, aside from differentials for rural properties etc and some property or area-specific rates which will create some minor variation. The main part of the rates bill is based on a standard fixed charge plus a rate in the dollar that is multiplied by the property value. Hence same value properties will pay same or similar rates. However, when property values move around, the change in rates will be different in different areas.
Do you think it's fair that some people get a 20, 30 or 40% rates increase?	The increases experienced are the result of comparative movements in rating valuation so properties of the same value pay the same rates across the city.
Is it fair that a single person household pays the same for council services as a household with (say) four people?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. Aucklanders share access to all the services the council provide. Individual ratepayers might not use every council asset or service either by choice or other circumstances. However, the principle is that they are made available across the region and they help create an Auckland that is beautiful, thriving and safe for all Aucklanders.

Was the change in the lifestyle differential consulted on because there was recognition remoteness to council services warranted it, or was it a response to the analysis which showed the disproportionate impact on rural and lifestyle ratepayers ?	Neither. This was to ensure that when the rates increase for the average vaue residential property was set at 5.8%, other factors did not lead to the overall rates take increasing unduly . To avoid an unintended higher overall rates burden on farm, lifestyle and business ratepayers as a result of previous differential decisions and these valuations, staff recommended a slight adjustment to the farm/lifestyle differential to 73.8 per cent (from 80 per cent).
Is this correct that total rate council collected over all Aukland comparing with last year only raised 5.8%, that's how it should be with average increase of 5.8%? If not how much more or less?	No. The total rates revenue will rise around 9.0 per cent. This covers all property categories including residential, business, farm and lifestyle. The 9.0 per cent increase includes growth in the rating base (the addition of new properties). In addition, some properties will have changes to their capital value through additions and alterations. As we share rates based on capital value, they will make a greater contribution. Rates revenue increases as the city grows. Rates paid by new, and changed, properties support the additional costs the council incurs as the city's population grows. The 9.0 per cent increase also includes the additional rates paid by properties that are now receiving the council's rates funded refuse service for the first time or for a full year for the first time. The service was only provided for part of the year in some parts of the city for 2024/2025. While these properties face higher rates increases, they will no longer have to purchase bin tags in the areas where the council previously provided pay as you throw service or pay a private provider where a council service was not available. While the rates revenue has increased by 9 per cent, the rates paid by the average value residential property has only increased by 5.8 per cent.
How can you justify an approx 25% increase inmy rates when the CV of our property has gone down by $20,000	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
How was the 73.8% correction for rural / lifestyle properties arrived at? May we see the justification for arriving at this figure please.	This was to ensure that when the rates for the average value residential property was set at 5.8%, other factors did not lead to the overall rates take increasing unduly.

Waiuku Rates Increase – How can this be justified Residential Property 28% rates increase with No Increase or decrease in Valuation Area with no connection to Sewage System.	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase. Water and wastewater is not included in rates bill in Auckland.

Rates levels - questions related to the size of rates changes

Why are Rate increases not limited to say the rate of inflation. Why not set what rates can be collected and then set the budget.	Rates are set according to the revenue requirement in our annual or Long-term Plan. The development of these plans involves balancing the costs of existing and new services and infrastructure with ensuring that the costs of supporting these are acceptable to the community. We consult with the public on these plans each year.
How can council continue to justify to significantly increase rates above and beyond the inflation rate or the effective growth of the economy when at the same time the perception is we continue to receive fewer visible services?	Rates are set according to the revenue requirement in our annual or Long-term Plan. The development of these plans involves balancing the costs of existing and new services and infrastructure, with ensuring that the costs of supporting these are acceptable to the community. We consult with the public on these plans each year.
Are rates going up again next year? Will we get another unexpected shock increase? Or will it be what we expect it to be?	In our Long-term plan we forecast an increase for the average value residential property of 7.9% for 2026/2027, but any confirmation of that will be subject to the Annual Plan that will be consulted on for next year. There is no three-yearly rating valuation in 2026/2027, so that should limit the variability of rates increases.
The larger question is the additional rates the council has added on top of this. Why are you spending mutiples more than inflation? We have to live on a budget based on income, why doesn't council?	Rates are set according to the revenue requirement in our annual or Long-term Plan. The development of these plans involves balancing the costs of existing and new services and infrastructure with ensuring that the costs of supporting these are acceptable to the community. We consult with the public on these plans each year.

What will I get extra for the 20% increase in my rates?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. Individual ratepayers might not use every council asset or service either by choice or other circumstances. However, the principle is that they are made available across the region and they help create an Auckland that is beautiful, thriving and safe for all Aucklanders. The council does recognise that some parts of Auckland are further from the city and accordingly charges rural residential properties like yours 90 per cent of the value based general rate that is charged to urban residential properties. Rates do not fund water and wastewater services, these are provided by Watercare Services Limited. The general rate is set differentially reflecting the demand different properties uses and locations place on council services and their relative ability to pay. The council recognises that council services are less accessible to rural areas and farm/lifestyle properties. These properties are charged general rates at a lower cents in the dollar of capital value, than urban properties. Rural residential properties and rural business properties are charged 90 per cent of the respective urban rates in the dollar for residential and business properties. Farm/lifestyle properties are charged 73.8 per cent of the urban residential rate. A property's value will reflect its location relative to the city and accessibility to council services amongst other factors. It is likely that a property of similar size and development closer to the city, all other things being equal, will have a higher value and accordingly pay higher rates. To avoid an unintended higher overall rates burden on farm, lifestyle and business ratepayers because of previous differential decisions and the latest property rating valuation, we slightly adjusted the general rate differential for farm and lifestyle properties to 73.8 per cent (from 80 per cent).
Will we expect rates to not increase at this rate next year and settle to a smaller increase. Or, do we expect this trend for future years?	In our Long-term Plan we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. However, as there is no rating valuation until 2028 there should be less variability around the average. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year.
Should we expect and prepare for similar rate hikes in 2026, 2027, 2028??	In our Long-term Plan, we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. However, as there is no rating valuation until 2028 there should be less variability around the average increase in 2026 and 2027. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year.

How does the council expect people to keep paying more and more in rates every single year when people just don't get these kinds of increases in their household incomes evey year? There has to be a limit to the amount of money the council expect people to pay for owning a house in Auckland or people will start to be driven out of the city.	We are required to set rates each year, and the rating valuations are required every three years. We appreciate that the revaluation has meant large increases for some ratepayers. The council has some support options for ratepayers, as discussed in the webinar. Please contact us to find out more.
Should we expect and prepare for similar rate hikes in 2026, 2027, 2028?? Just wondering how to budget for increases of $5000pa	In our Long-term Plan we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. However, as there is no rating valuation until 2028 there should be less variability around the average increase in 2026 and 2027. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year.
Was there any consideration of holding off these increases considering the ongoing cost of living crisis? This further squeezes the working class where there already no wiggle room.	We are required to set rates each year, and the rating valuations are required every three years. We appreciate that the revaluation has meant large increases for some ratepayers. The council has some support options for ratepayers, as discussed in the webinar. Please contact us to find out more.
In a time of current economic crisis how can you justify such exorbitant rate increases?	We are required to set rates each year, and the rating valuations are required every three years. We appreciate that the rating valuation has meant large increases for some ratepayers. The council has some support options for ratepayers, as discussed in the webinar. Please contact us to find out more. We are working hard to ensure value for money for ratepayers and keep rates increases as low as possible. The council also has a Revenue, Expenditure, and Value Committee, to oversee the revenue and spending of the organisation and to find and drive opportunities for savings.
Should we expect and prepare for similar rate hikes in 2026, 2027, 2028?? Just wondering how to budget for increases of $5000pa	In our Long-term Plan we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. However, as there is no rating valuation again until 2028, there should be less variability around the average increase in 2026 and 2027. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year.

Can you please reassure is that we will not get similar rate hikes in 2026, 2027, 2028?? Or should we prepare for the liklihood of this again?	In our Long-term Plan we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. However, as there is no rating valuation again until 2028 there should be less variability around the average increase in 2026 and 2027. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year.

Service provision - questions related to services provided for rates

How do you decide what rates get spent on? Our small rural community has large rates increases but gets very little for it's rates eg no footpaths or bus stops and we built our own playground.	Decisions around the council's investment in services and infrastructure is made each year through the annual plan or long-term plan. In setting these budgets, the councillors need to balance levels of investment against the rates needed to fund them. These planning processes include public consultation.
What is your comment on the fact the biggest rates increase burden appears to have gone to predominantly rural and lifestyle properties, which generally receive a lower level of Council services? This seems doubly unfair.	The increases experienced are the result of comparative movements in valuation so properties of the same value pay the same rates across the city. While rates, as the primary funding source for Auckland Council expenditure, are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

How when I am a rural property and the only service I receive (apart from road maintenance) is recycling pick up, can Auckland Council justify my 15.5% rates increase, when a residential property owner that receives substantial services such as water and waste receives a 5.8% increase? Cost of water and waste is entirely on me with no burden on council.	Rates are not a fee for services used but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90 % of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73. 8%. Water and wastewater services are charged separately by Watercare and are not reflected in rates.
Can you also elaborate how much of the large increase in rates for the rural areas flows back to those areas? We still have a lot of unsealed roads in the rural areas. We generally don't benefit from footpaths, inner city rail, play grounds, etc. It feels like the rural areas are funding the projects that mainly benefit the urban areas.	The increases experienced are the result of comparative movements in valuation to get to a point where properties of the same value pay the same rates across the city. While rates, as the primary funding source for Auckland Council expenditure, are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90 % of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73. 8%.
Why should similar properties in Helensville pay the same as those in the city when we do not have any where near the same facilities	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90 % of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73. 8%.

Living rural, we have no waste water, no septic waste, no road drains to keep clear, so what do I get for my extra $1000 in my rates increase? Shouldn't rural be charged less since we are mostly self contained, all you do is collect rubbish once a week? .	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90 % of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%. Water and wastewater services are charged separately by Watercare and are not reflected in rates.
Hi, We operate under a communal levy system we take full responsibility for our roading, mowing, and management of our communal drip field and other infrastructure, all funded and maintained by the residents ourselves. Given that we don't rely on council services for these things, is there a process where the council can formally recognize this arrangement for example, through a reduced rates structure, partial exemptions, or some kind of service-level adjustment?	No there is no such process. Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations.
You are explaining how you use or homes value as your rates level guide I get that, you need a measure, but how does that relate align to the services you provide by area? I live in Rural Rodney fully off grid, metal road and get zero to limited services and provisions. How do you justify rates of $4,000 in 2023 -2024 to $10,000 in 2025. $200 per week for disproportionate value return. Happy to pay my lot but this situation is unsustainable for my family.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

Our property is in rural south kaipara heads, we have no public transport, no public water supply, no public septic or waste disposal - our property CV has gone down but the rates have gone up by 7.6%. Why is it that our prpoerty value has dropped but the rates have gone up?	How a residential property’s capital value (CV) change compares with other properties in the region will generally determine whether that property’s rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.
For rural properties do you take account of the fact that rural areas have less amenities- no food scrap collection, no curbs, no pavements etc	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%. Rates for services like food scraps are only charged for in areas the service is available.
My property is 90% trees but my rates are charged as “lifestyle” since the trees do not use any council services, why have my rates gone up over 20% this year, when we use almost no council services. I wrote to the council asking about why you charged such a huge penalty fee for late payment and the response was to charge me a penalty on top of the penalty. The council just ignore correspondence.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%. Penalties are applied consistent with our policies on late payment. If anyone is concerned about paying their rates they can get in touch with us about the range of assistance options available. These include: -a government-funded rates rebate scheme -a rates postponement scheme for residential properties -flexible payment options, such as direct debits offering weekly, fortnightly, monthly, quarterly, and annual payment. The rates rebate threshold for SuperGold card holders increased from $31,510 to $45,000. More ratepayers on NZ superannuation eligible for a rebate. See the Auckland Council website and our rates invoices for information on the support available.

Why are ratepayers outside of the now all inclusive 'Auckland Super City' (Rodney District) having to contribute towards multiple utilities that are not utilised in the Rural and surrounding areas, specifically, e.g. waste water, tank or bore water systems, the only minimal requirements being rubbish refuse collection and road maintenance (which is below substandard)?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%. Water and wastewater services are charged separately by Watercare and are not reflected in rates.
I have a rural property which includes a minor dwelling. This is not permanently occupied - ie it is only used occasionally for visitors, yet we are charged twice for waste management -refuse (rubbish bins), waste management - minimum base charge, Rodney Local Board Transport Target Rate, and Waste Management recycling. There are only two people living on the property, and don't need all these waste services, but appear to be charged as if there are two households on the property. How can I challenge these charges?	The council defines a separately used or inhabited part (SUIP) of a rating unit as 'any part of a rating unit that is separately used or inhabited by the ratepayer, or by any other person having a right to use or inhabit that part by virtue of a tenancy, lease, licence or any other agreement'. For the purposes of this definition, parts of a rating unit will be treated as separately used if they come within different differential categories, which are based on use. Example includes, and not limited to: • a residential house with a minor dwelling or granny flat would be treated for rating purposes as having two separately used or inhabited parts • a residential house where part of the house contains a self-contained flat will be treated as having one separately used or inhabited part, where: - the flat is internally accessible from the main house - both parts are used together as a single family home. Vacant land will be treated for rating purposes as having one separately used or inhabited part The above definition applies for the purposes of the UAGC as well as any targeted rate which is set on a "per SUIP" basis. If you feel that your property meets this criteria please contact our team.\
What services is Rodney receiving? We have no swimming pools or other leisure facilities. No major events are paid for in Rodney bby the Council. The roads are not all hard surfaced. Public transport is sketchy. So what do you do ?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

Why are rates based on CV and not on the types of services in the area of the property? We're rural, with very few services and our rates went up by 16%. It's unclear what services are improving in our area.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90 % of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73. 8%.
What can we expect from the extra Rates? At present we have a 2hrly bus service; no train service; an inadequate swimming pool with no other community lifestyle provisions; poor roading; lack of footpaths in rural areas.	Auckland Council services and investment are set each year through the Annual Plan or Long-term Plan process which includes full public consultation. Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
Out West we were promised 'lower' rates with the amalgamation of all of Auckland's councils. Yet this has not happened. Now wee are all charged the same, across Auckland. But some inner city properties have far superior amenities!	The broad goal of amalgamation was to aid planning and a deliver a joined up approach for Auckland. Rates in the west of the city did fall on average following amalgamation. Properties in the west of the city have also generally experienced a lower increase in rates since amalgamation, than those more centrally located.
Why are all properties of the same value now charged the same rates although the council funded facilities mentioned are not available in the areas like Rodney? Surely this should be based on facilities available too?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

My contribution to transport is questionable. So many buses running empty in Rodney!!	The Rodney Local Board Transport Targeted Rate (RLBTTR) was established in 2018 to deliver community transport services and infrastructure not included in the 2018 Regional Land Transport Plan. Details of that programmes spending and its benefits are available here: *https://at.govt.nz/projects-initiatives/north-auckland-projects-and-initiatives/rodney-local-board-transport-targeted-rate* Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
Rodney is unfairly hit by these rate changes, yet Rodney isn't benefitting from the same capital expenditure. My suburban street doesn't have a footpath and when I queried council about that (it's dangerous for children walking to school) I was told it's not in the 20 year plan.... Why is Auckland Council calculated rates increases based on the money they NEED, instead of the money they HAVE? we all have to stick to a budget, so should council.	The development of our annual or Long-term Plans involve balancing the costs of existing and new services and infrastructure with ensuring that the costs of supporting these are acceptable to the community. We consult with the public on these plans each year.
Can Council provide a clear breakdown of where our increased rates are going — specifically which services in Franklin are being improved?	Our Annual Plan includes details of our spending, including by Local Boards. This is available at *www.AucklandCouncil.govt.nz/Annual Plan*
Council has a rather large budget for Auckland Transport which provides public transport. Do you not proportional the cost so people living rurally who can't use public transport don't have to take the burden	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

why should we pay same rates per property value in Rodney vs mt eden?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
You appear for Rodney to focus on increase in south Rodney but north rodney as standard yet again seems to be overlooked. We seem to have 30% as a starting point for rates increase though very few benefits ie no.paths, streetlights, pools, public transport etc. This increase doesn't align with valuations. Why is this?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
We have a bare block that had an increase of rates of 34%. No one lives there, Are we still paying towards the use of parks, libraries, transport etc.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

A property in rural Rodney doesn’t have the same amenities, rail, public transport, swimming pools, street lighting, tarsealed road, as a residential property- why are they treated the same?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
Does paying a similar amount of rates for a similarly valued property across Auckland, take into account the access to council facilities? E.g. in rural areas no footpaths, no street lighting, no art galleries, no public swimming pools etc.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
Rodney suffers from gridlock traffic, flooding, only just receiving rubbish collection, no footpaths in certain areas, limited public transport and more. Yet we received the highest increase in rates. Can we be assured that these increases will be allocated to fixing Rodneys issues?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

The comparison between a $1m property in Mt Eden and a $1m property in Rodney Lifestyle/Rural when the Rural property has no footpaths, no sealed roads, no town supply water, no town septic system, no close bus stops within a reasonable walking distance thats not on the Kaipara Coast Highway which has no footpaths.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%. Water and wastewater services are charged separately by Watercare and are not reflected in rates.
Rural properties should not pay the same rates as those in the city just because there houses are the same size and again rural have less facilities	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73 8%.
I have heard Ross say that a property with the same valuation as another in a different area should be paying the same rates. How does that work when there are different levels of council services in different areas?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
Why is it certain areas of Auckland get more benefits for community services like the use of public swimming pools. Other areas the cost has gone up considerable. Now where paying a huge increase in rates, what benefits do we get?	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.

Collectively rural land owners are now, due to the increase of cvs across the area paying a hight proportion of rates. Why hasn't rural formula should be adjusted to ensure that the over all percentage remains proportionate to urban households who benefit from having far more services.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property rating valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
I am charged for water services by my water comes from the sky, why do you still charge for water services ?	Water and wastewater services are charged by Watercare, though stormwater costs are included in rates.

Support for ratepayers - questions related to payment options and support for ratepayers

The rates of my remote farm on a gravel road classified as an Outstanding Natural Landscape have increased 29%. How am I supposed to keep farming year after year on steep hill country with this rate burden? I am 38 kms from the Library, Swimming pool, supermarket etc.	Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73 8%. You can check whether you are eligible for a rebate here *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist with other payment options. (AucklandCouncil.govt.nz - Contact Us).
As our rates rose by 16% what provisions are there for seeking a rebate as we have to find $500 increase?	You can check whether you are eligible for a rebate here: *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist.

If a ratepayer doesn't qualify for a rates rebate based on their taxable earnings up to tax year end March 2025, but their income has reduced dramatically from early 2025, how can they apply for a rates rebate?	You can check whether you are eligible here: *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist.
Can council do anything to help reduce the current rates bills for Rodney residents? or are they legally locked in?	The rates have been adopted by the council for the current financial year.
The income thresholds for people who have had huge increased do not help our situation. You can be earning an above average income but being hit with increases to your budget in the thousands will meamn you are struggling	You can check whether you are eligible for a rebate here: *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist with other payment options. (AucklandCouncil.govt.nz - Contact Us).
please can you send me the link for goldcard holder to apply for Government help	You can check whether you are eligible for a rebate here: *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist with other payment options. (AucklandCouncil.govt.nz - Contact Us).
is there any consideration like gold card holder to include the first home owner (Mortgaged home) who with only house where they live , scenario to question looks like, A couple with one school going kid living in their own home. in current financial situation with hype in bank interets rates and council increased rates, water/power/internet/patrol bill increased. After paying all bills if family left with under 3-4 hundred per fortnight which less money than people on work and income benefit.	Decisions on the eligibility for the rates rebate sit with central government. Council has various options for financial assistance. These would include, direct debits, postponements, payment plan or a rates rebate. Please contact our team who could talk through options. (AucklandCouncil.govt.nz - Contact Us)

$77 PER WEEK just for Rates from retiery pension and hard earn saving. Do not feel that it's fair	If anyone is concerned about paying their rates they can get in touch with us about the range of assistance options available. These include: -a government-funded rates rebate scheme -a rates postponement scheme for residential properties -flexible payment options, such as direct debits offering weekly, fortnightly, monthly, quarterly, and annual payment. The rates rebate threshold for SuperGold card holders increased from $31,510 to $45,000. More ratepayers on NZ superannuation eligible for a rebate. See the Auckland Council website and our rates invoices for information on the support available.
Rural residents feel like council are piling unreasonable costs on them. Does Council not realise impact of these in middle of cost of living crisis?? We've been hit by 21% rate increase, 3 months after a letter demanding a compulsory $900 for a septic inspection and compulsory emptying (if over 50%). Ours previously only needed emptying every 5 years. So $600 every 5 years is now $900 every 3 years. Live on a dirt road full of potholes, no pavement, no street lights.	We know the cost of living has increased for Auckland households and rates bills might have become more difficult to manage. Anyone concerned about paying their rates is encouraged to get in touch as we have a range of assistance available. These include: -a government-funded rates rebate scheme -a rates postponement scheme for residential properties -flexible payment options, such as direct debits offering weekly, fortnightly, monthly, quarterly, and annual payment. The rates rebate threshold for SuperGold card holders will increase from $31,510 to $45,000 from 1 July 2025. This will make more ratepayers who receive NZ superannuation eligible for a rates rebate. Information on the options can be found on the Auckland Council website and our rates invoices also detail the support available. If these options are not available to you, contact us on 09 301 0101 and ask to speak with our credit control team, to discuss an arrangement to pay property rates. Rates are not a fee for services used, but rather are a way to fairly spread costs, based on property valuations. While rates are allocated across the region on the basis of property value, there are some adjustments to reflect some of the differences in services available. Differentials are applied to rates for rural and farm and lifestyle properties. For example, a million-dollar rural residential property in Rodney would only pay 90% of the value-based general rate that a million-dollar property more in central Auckland would pay. And a farm and lifestyle property of similar value would only pay 73.8%.
Is there a rates rebate if services like food recycling is not offered to an area?	The food scraps collection service is funded via a targeted rate and this is only charged to properties where this service is available.

I heard your response but that does not help me just forces me to sell the property as I can't afford the increase . Can I get a refund if the property sells below your valuation?	No. The 2024 rating valuation certification date was 1 May 2024. These values are to be used for rating purposes only and based what a property would sell for on 1 May 2024. It is not current market value and should not be relied on for marketing purposes.
Would council consider waiving instalment penalties for this financial year for ratepayers to ease the financial pressure a little	Council has various options for financial assistance. These would include, direct debits, postponements, payment plan or a rates rebate. Please contact us to talk options (AucklandCouncil.govt.nz)

Valuations - questions related to valuation methods and criteria

My property is categorised 2P and work has nearly been completed on site - a huge retaining wall that cost close to $300,000. My latest land valuation has plummeted from $1.250,000 to $650,000. My property has never been safer now that the retaining wall and new landscaping is in place. Will my property be revalued and will my land value be more realistically aligned with the recent property valuations Auckland-wide?	A 2P property is a property that has had some storm damage. Once a code of compliance for work is signed off the council would update our valuation data and issue an amended valuation notice.
What classifies as a second dwelling? And who determines this!	A residential house with a minor dwelling or granny flat would be treated for rating purposes as having two separately used or inhabited parts
How come my rates have gone up 15 % but my cv has dropped 25% despite improvements	It is difficult to know without seeing individual details. Please contact the council and our team would be happy to work through your query (www.Auckland.govt.nz - Contact Us)

The 2024 property revaluation data was compiled over many months. Could you please tell the community which month the Council's finance team first received the draft data showing the indicative valuation trends?	It wasn't until 6 June 2025 when we had certified values that the council could rely on and share with people. We had preliminary data, but we couldn't share that or rely on it. We couldn't speculate or make statements around trends or movements until the Valuer General had certified all 630,000 properties. We can't release any information until we have that certification. So, the best we could do in the consultation material, was to be as clear as possible that the 5.8% was an average, but individual properties would depend on property value variations and be different property by property.
Can you please explain how this will be monitored when the rules are relaxed with regards to building "granny" flats on people's properties. We are currently paying 2 sets of SUIP charges even though the "granny flat/cottage" is being used my myself to I can assist my elderly mother who lives in the front unit. This seems unfair when I see other properties currently for sale, advertising they have a flat that can be let out, but are only paying one set of SUIP's charges!	A residential house where part of the house contains a self-contained flat will be treated as having one separately used or inhabited part, where: - The flat is internally accessible from the main house - Both parts are used together as a single family home. Please contact us at *https://www.aucklandcouncil.govt.nz/Pages/SharePointForms/email-us.asp*x so we can correct our records.
So why did you not have the valuation input data on time?	The valuation data was initially submitted to the Valuer-General in September 2024, and we were advised it required amendments by our valuation service providers before rating valuations could be certified. It was ultimately certified on 6 June 2025.
Focusing on the period just before the public consultation began in February 2025: At that point, did any of the Council's internal analysis or discussiong of any draft data show the divergent trend we now know to be true—that rural and lifestyle property values had, on average, increased, while many urban property values had decreased?	It wasn't until 6 June 2025 when we had certified values that we could rely on and share with people. We had preliminary data, but we couldn't share that or rely on it. We couldn't speculate or make statements around trends, movements until the Valuer General had certified all 630,000 properties. The council can't release any information until it has certification. So, the best we could do in the consultation material, was to be as clear as possible that the 5.8% was an average, but individual properties would depend on property value variations and be different property by property.

How to you justify valuations for individual properties in a street have gone up and the valuations of neighbours with the same property went down dramatcally.	Rating valuations are calculated using a process called mass-appraisal. Under this approach, recent sales within an area are used as the basis for determining a comparable valuation to be applied to each property. Market sales would drive the movement of these properties but they also reflect the characteristics of the properties.
Who sets the latest round of property values and how are the values calculated?	Values are calculated by mass valuation of properties. Mass valuation means using standard methods to calculate the values of many properties at once, rather than valuing each one individually. This is done by using recent property and sales information. In Auckland, this required the revaluation of more than 630,000 rating units. To calculate the 2024 property values, valuers looked at the sale prices of similar properties in the same area around 1 May 2024. Independent property valuers inspected and analysed sales of both vacant land and improved properties around the effective date. As part of this process, they considered factors such as property type, location, land size, zoning, floor area, and other key characteristics. For example, renovated villas in Warkworth were compared with other renovated villas nearby. From this, valuers established index movements in both capital value and land value between the 2021 and 2024 valuation dates for different property types and localities. These indexes were applied to 2021 valuations. Valuers subsequently undertook roadside inspections and made manual adjustments where appropriate to ensure accuracy at the individual property level. To ensure accuracy and consistency, an in-house quality assurance team also reviews all rating valuation work. The Valuer-General checks the values to make sure they are correct.
As at 1 May 2024 (when Council told me the valuations were completed), my property was a build site so there's no way Council could have valued it at anything more than land value. Council told me they use mass appraisal techniques and it's highly unlikely you referred to my building consent application, so without knowledge of the build details you couldn't have accurately identified my house's place in the property market. My Code of Compliance wasn't issued until September 2024 meaning Council hasn't followed process and has appraised my house value in advance.	Valuations are based on an "effective date of valuation". Under the rules, building consents that become "actionable" by 31 May must be valued and entered by 30 June of the same year. A consent is considered actionable on the earlier of: six months after its issue, or notification that the work is complete. This means improvements may be included in a property's value even if the Code of Compliance hasn't been issued. So the Council’s valuation as at 1 May 2024 could have included your new build if the consent was actionable by 31 May, or the improvements were considered “sufficiently completed to add value” by 30 June. Valuations use detailed property data and inspections, even when mass appraisal methods are applied.

. How does an area that has seen property sales values drop by approx. $200k in sales value, then have the council increase the QV by 20%, and in turn increase the annual rates also by 20%. Also why was this information not available until after the 1st August 2025 even when the council was contacted by e-mail and responded by saying the information will be made available unitl after the mention date excluding the ability to vioce concerns.	Values are calculated by mass valuation of properties. Mass valuation means using standard methods to calculate the values of many properties at once, rather than valuing each one individually. This is done by using recent property and sales information. The Valuer-General audits the values and provides certification of the rating valuation. Residential properties with a valuation change higher or lower than the region's average change in property value (which was -9 per cent at 1 May 2024), will see a higher or lower rates increase compared with the 5.8 per cent average. Valuations were available from 10 June.
Does SHA properties cause adjacent Rural Production CV's or does Counci take into consideration that these properties would be worth LESS as they can't have houses built on them and are not sub-divisible	Rating valuations are calculated using a process called mass-appraisal. Under this approach recent sales within an area are used as the basis for determining a comparable valuation to be applied to each property. Market sales would drive the movement of valuations for properties in these areas. However if the land is not subdividable and cannot have dwellings built, its value is generally lower than land with development potential.
If my true property market value decreases significantly next year can I request a updated rates evaluation?	Customers can request a new rating valuation of their property at their own cost. If the values change, they will be used for rating purposes from 1 July 2026.The region wide rating valuations occur every three years and rates are adjusted at that point.
When does the clock start for the next revaluation ? Is it the date in 2024 or the adoption date ? ie will we have an update in 2 years or will it rebalance in 3. Makes a big difference in the Rodney area for the next 2 or 3 year rates payments	The date of the ratting valuation was 1 May 2024. Councils are required by legislation to revalue the properties in their region every three years. So the next valuation will be in 2027 and these values will be used for rating purposes from 1 July 2028.
Where I live, council valuation says values have dropped 10% but actual sales over the last 12 months show a 20% drop - how can this be corrected please?	The effective date for the rating valuation was 1 May 2024. These values are to be used for rating purposes only and based what a property would sell for on 1 May 2024. It is not current market value.
Are Dairy Flat decreases related to the flood categorisation changes?	Any increase or decrease in property value was derived from sales information. Valuers would consider hazard risks like flooding and coastal inundation, as well as placard and categorisation data. This information was compared with sales evidence in the area, along with other market information to understand how these risks affect what buyers are willing to pay.

why was there a broad brush approach to the Glendowie area? Avg was a 15-20 % decrease in the area.3rd highest in all of Auckland	Rating valuations are undertaken in accordance with sections 9–13 of the Rating Valuations Act 1998. Values are calculated by mass valuation of properties. Mass valuation means using standard methods to calculate the values of many properties at once, rather than valuing each one individually. This is done by using recent property and sales information. In Auckland, this required the revaluation of more than 630,000 rating units. To calculate the 2024 property values, valuers looked at the sale prices of similar properties in the same area around 1 May 2024. Independent property valuers inspected and analysed sales of both vacant land and improved properties around the effective date. As part of this process, they considered factors such as property type, location, land size, zoning, floor area, and other key characteristics. For example, renovated villas in one area were compared with other renovated villas nearby. From this, valuers established index movements in both capital value and land value between the 2021 and 2024 valuation dates for different property types and localities. These indexes were applied to 2021 valuations. Valuers subsequently undertook roadside inspections and made manual adjustments where appropriate to ensure accuracy at the individual property level. To ensure accuracy and consistency, an in-house quality assurance team also reviews all revaluation work. The Valuer-General checks the values to make sure they are correct.
Why did the valuer general not approve the valuations at end of last year - i.e what failed in the process?	The valuer general advised that the 2024 rating valuation data was of good quality, however some further work was needed for Auckland Council to get certification. These main issues related to rating valuation being consistently applied across the region in relation to sales data, zoning and development potential.
Why is the land value the same yet the capital value has gone up when there has no more capital value put into the property?	Without knowing the exact property being referred to here, this is likely driven by market demand, scarcity of similar properties in the area or changes in building costs. The valuers assess the total market value of the property (the CV - what it would most likely sell for as at 1 May 2024) and the land value (what it would likely have sold for on that date if it had been bare land). The improvement value is then the difference between the two. While the floor area and type of building materials are all important factors in determining sales price, it is market demand not actual costs incurred that determines the rating valuation.

how long will the recheck of the council valuation take?	If a section 16 is applied for, this would require a visit to the property and processing time for the valuation provider - this could take up to 5 working days for an individual property. However, we need to do this for several thousand properties, so we expect to be undertaking this work with our valuation partners well into 2026.
where do I go to find out how many bedrooms and size of the property the council has taken into account when calculating the RV?	Please lodge a request (*www.aucklandcouncil.govt.nz*) and our team will be happy to help
At last revalidation we were building house , now we have house is that why 29% increases	How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase. Property values will be affected by improvements such as the building of a house.
I am keen to understand how you base your property values. I live in Orewa and data suggests that since 2021 property values has dropped by about 0.8% and yet according to the council my property value increased by 5.8%	If the average increase for general rates is 5.8%, how a property's cv compares to other properties in an area will determine whether a property's rates increase from 1 July is more or less than 5.8%. Usually only properties with a valuation change high or lower than the regions average will pay higher or lower rates. The regions average was -9%, if the value of your property decreased by 9% you would see an increase of 5.8%. If it decreased by more than 9%, you would see a less than 5.8% increase in your rates. Property value movements across the city have varied and, as you note, Orewa values moved less than other properties in the latest rating valuation. The 5.8% you refer to might be the movement in rates for an average-value residential property, rather than your rates value.
I live in a apartment complex of 38 apartments. My rates have increased 17% on an unchanged CV, neighbours have had increased CV's and up to 25% increase in rates. Doesn't compute	There can be a variety of reasons why valuations of property can be different, even with similar properties. But in terms of the movement in rates versus CV, how a residential property's CV change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If a residential property's value has reduced more than the average change (which was -9 per cent), it will have smaller rates increase than the 5.8 per cent. Conversely, if the property's value held up better than the average, it will have larger rates increase.

Why did the Valuer General note sign off in the initial valuation data provided? What was the additional work that was required making the entire process.	The valuer general advised that the 2024 rating valuation data was of good quality, however some further work was needed for Auckland Council to get certification These main issues related to rating valuation being consistently applied across the region in relation to sales data, zoning and development potential.
Who is the Valuer-General, and who do they report to?"	Information on the Valuer-General here: *https://www.linz.govt.nz/our-work/statutory-and-support-roles/valuer-general*

Objections - questions related to lodging valuation objections

Given our rates have gone up 34.7% which is absolutely enormous, and without any consultation and given the widely published information by the council that rates would be going up on average 5.8% together with no on line calculator and then rates only coming out in June, can objections to the Rateable Value be opened again without paying a big fee, as I was told would be at least about $ 560.	If you believe there is a data error in your rating valuation - for example, the property has a garage and the rating valuation does not reflect this - we are happy to correct the error. If you believe that the valuation is incorrect, please contact the council and our team would be happy to work through your query *https://new.aucklandcouncil.govt.nz/en/report-problem.html*
Are Auckland Council going to look at Rate complaints on a case by case basis?	All complaints are looked at on a case by case basis.
Still not understanding all this. My rates have gone up over 80% How do I get this checked please?	Please contact the council and our team would be happy to work through your query *(https://new.aucklandcouncil.govt.nz/en/report-problem.html)*
If I sell my property but I can't get near the valuation that you have said it is worth can your valuation be challenged?	The 2024 rating valuation effective date was 1 May 2024. These values are to be used for rating purposes only and are based on what a property, if sold on 1 May 2024, would sell for. It does not reflect current market value.

Did Ms Heath call the option for review Section 16 or Section 60?	Section 16. Owner or Ratepayer requests a new valuation. There is a cost involved and the new values will be used for rating purposes from 1 July 2026.
The objections closed end of July. I didnt get my new rate bill until early August. Why was that	Rating valuations were available from 10 June. The objection period opened on 10 June and closed on 25 July. The rating year commences on 1 July 2025, based on the new values. The invoices are generated mid-July and were released to the public from 1 August onwards.
Please provide the exact way to object to a valuation. Rhonwen stated that objections could be made however no email address or link to upload an objection was given	Objections to the 2024 rating valuation closed on 25 July 2025. If you believe there is a data error in your valuation - for example, the property has a garage and our valuation does not reflect this - we are happy to correct the error. Please contact the council at *https://new.aucklandcouncil.govt.nz/en/report-problem.html*

Errors - questions related to possible billing errors

There was indication online that council had calculated the rates bills incorrectly - calling it a human entry error? is this correct?	No. There may be some limited individual situations where a property detail has been updated incorrectly. But there has been no general error in the billing calculations.
Re. calculation errors in many rates. Please explain who was affected so we can feel comfortable ours are correct?	The reported errors related to a small number of large developments which had the number of units/apartments incorrectly entered. There may be limited individual situations where something about a property has been updated incorrectly. But there has been no general error identified in the billing calculations.

Rates capping - questions related to rates capping options

Were Councillors shown, in graphic form, the effect of property valuations on rates, such as a line graph depicting valuation changes from say -20% - +20%, overlaid with the rate change? I suspect that if they had been, the 'curve' of the rate change would be way more pronounced than the valuation curve, and questions would have been asked about how that curve could be 'flattened'. It seems that not enough information was given, but equally not enough questions were asked.	Yes, the distribution of rates impacts, in graphic form, was sent to all elected members on 9 June 2025, the first working day after rates certification was received on 6 June 2025, from the Valuer-General.
Can we cap the rates increases to a maximum level in future years as this was too much of a shock for many of us.	In terms of a cap on overall average rates increases, there's a direct trade-off between the investment and the services that can be delivered if rates are capped. Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time, and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.
Why has no cap been set on the increase? Being blindsided with a 73% increase (almost $5000 increase) pa is unfair especially when our property has few services (no waste water, no water supply). How are people expected to budget for something so substantially out of the blue- especially during a cost of living crisis.	Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time, and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.
Would it not be a good idea if there was a cap on the maximum increase to insure people can afford the increase	Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time, and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.

Is that equitable? Surely there should be some smoothing, so that some don't get an increase (but no-one gets a decrease), while others don't get such a massive increase???	Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time, and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.
Property value increase is not money in our pocket. Salaries are fairly stagnant. Large rates increases like this will eventually price us out of our homes. Why aren't the rates increases capped at a lower level to at least try to keep it affordable? Council should cut costs to cover any shortfall	In terms of a cap on overall average rates increases, there's a direct trade-off between the investment and the services that can be delivered if rates are capped. Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.
when are we going to see the rates being capped, which there have been little to no answers from the council?	In terms of a cap on overall average rates increases, there's a direct trade-off between the investment and the services that can be delivered if rates are capped. Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.
Why was there no cap of say max 10% increase applies as was done when the SuperCity was formed? Back then with the amalgamation that was a a safeguard for such unfair increases	That was a temporary situation legislated for amalgamation, but that option is no longer available.
Is there a law that puts a cap on an increese in statutory duty rates, and if not is the auckland counicl prepared to implement a level of increesing rates bills.	There is no existing legislative requirement to limit rate increases to a particular level. In terms of a cap on overall average rates increases, there's a direct trade-off between the investment and the services that can be delivered if rates are capped. Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time, and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.

So from what you've just mentioned, Auckland council can raise rates and we have no way of challenging this except by requesting a revaluation? Increases will never be capped?	We consult with the public on our Annual Plan each year, and that includes rates. In terms of a cap on overall average rates increases, there's a direct trade-off between the investment and the services that can be delivered if rates are capped. Future rating valuation impacts could be managed by transitioning increases over time, say up to three years. This would require higher rates increases for other ratepayers than the average for this time, and a change in council policy. The council cannot cap decreases to fund a cap on increases. This could only be possible if the Government passed legislation to allow for it.

UAGC - questions related to the Uniform Annual General Charge

Did council consider raising the UAGC which we all pay equally to the maximum legal limit (30% of council revenue) to have less rates recovered based on property values, to help reduce the number of ratepayers paying well above the average rate, and reduce the % increases people received where there property value increased more than the average? If not, why not? What level is the UAGC set at compared to the legal limit allowed of 30%?	The council did not consider raising the UAGC, or request any advice on this from staff. The UAGC for 2025/2026 is set at $604 per SUIP. An assessment of the maximum UAGC level would require more analysis but could be as high as around $1,500 per SUIP. A higher UAGC would have different impacts for different ratepayers - it is not a simple mechanism for mitigating the impact of valuations for all affected ratepayers.
Could the UAGC have been set higher? Why was this not suggested to help share the load?	The council did not consider raising the UAGC. A higher UAGC would have different impacts for different ratepayers - it is not a simple mechanism for mitigating the impact of valuations for all affected ratepayers.

Value for money - questions related to council savings and value initiatives

My rates have doubled in 4 years. When the super city was invented, we were promised savings. Instead you have massively increased the number of council staff and added millions by inventing local boards. Why do you not go back to the number of staff you has prior to the "super city" plus any increase to match population growth ? I understand the population of Auckland is actually shrinking ...	Average rates have not doubled in four years, but valuation changes can have significant impacts for some ratepayers. Rates are set according to the revenue requirement in our annual or Long-term Plan. So, we don't just add inflation to our current costs; but rather look closely at what is needed for the year and that includes paying for new programmes or projects as the city grows. Local boards are a feature of the central government legislation providing for Auckland Council (the Local Government (Auckland Council) Act 2009). The population of Auckland has increased from approximately 1.4 million in 2009 to 1.8 million in 2024 (*https://tools.summaries.stats.govt.nz/places/RC/auckland-region#1012*)
How often is Council audited for efficiency so rates can be reduced.	The council's finances are very transparent. We will publish our annual results in September and they will be audited. But even ahead of that, there is information on the council's governing body agenda monthly and for every quarter, there's more information. So, there is lots of information around the financials, the performance, where the money goes. The council also has a Revenue, Expenditure, and Value Committee, which is their role is to oversee the organisation, to hold staff to account, and to find and drive opportunities for savings.
How much has been spent on speed humps in the past 10 years? Where can i find this information. As I believe our rates partly fund Auckland Transport.	We have not compiled that specific data, but the funding for Auckland Transport is specified in our Annual Plan and long-Term Plans.
Does Council still encourage all departments to "use their budgets" by then end of the financial year, rather than reward frugality spending	No, a budget is not a spending target. We require value for ratepayers. Among other processes, the Council has a Revenue, Expenditure, and Value Committee, which is their role is to oversee the organisation, to hold staff to account, and to find and drive opportunities for savings.
Can you please supply some insight into your debt repayment plan to get Akld Council out of the debt.	The council uses debt to spread the cost of assets over the generations that will benefit from them, and we take on new debt to help fund our capital projects. There is a policy of keeping our debt to revenue ratio below 250 per cent and our performance against this is reported on a regular basis.

Rates increases continue to put pressure on households. Is Auckland Council satisfied it is doing enough to lower the total rates burden for households, or can more be done?	The council's finances are very transparent. We will publish our annual results in September and they will be audited. But even ahead of that, there is information on the council's governing body agenda monthly and for every quarter, there's more information. So, there is lots of information around the financials, the performance, where the money goes. The council also has a Revenue, Expenditure, and Value Committee, which is their role is to oversee the organisation, to hold staff to account, and to find and drive opportunities for savings.
What does 'Climate Investment' relate to. How is this calculated?	There are a number of investments by the council related to climate initiatives across the region, this includes moving to lower-carbon public transport options and planting programmes.
Can revenue from targeted rates be used for a different purpose if there is a surplus within the fund?	The council cannot do this without first consulting with the community. In order to do so the council would need to develop a proposal setting what it planned to spend the money on and then consult with the community on the change as a part of an annual plan or long-term plan process. A final decision could only be made after considering the feedback.
In the past when my property value has incresaed I have seen a fair and reasonable increase in my rates. In this round, the property value increased by approx 5.8% and yet my rates increased by more than 20%. I have never seen such a rate increase even though my property value has had similar inreases in the past. While I do understand the formula's you have shared, my main concern is that rates increase to fund increases in council cost. I dont underatand why the council is not more aggresively restructring to reduce costs. My question therefore is what is the council doing to reduce costs?	Previous rating valuation has occurred when property values had on average significantly increased. However, this rating valuation the average property decreased in value by 9%, however, the council's rates increase for the average value property is 5.8%. Auckland Council continues to focus on value for money and driving efficiencies. The council's Revenue, Expenditure, and Value Committee oversees the organisation, hold staff to account, and finds and drives opportunities for savings. Over the last three years, Auckland Council has delivered a record of more than $600 million in financial benefits for ratepayers, which includes savings, recycled assets and improved procurement. This focus continues into the current financial year, where the council has targeted $86 million of savings.
why can't museums, art galleries and public transportation be self funding	The council is required under central government legislation to fund the Auckland War Memorial Museum and MOTAT through a levy. The revenue the council could collect from users of these services would not cover their costs. The council has determined that there are benefits to the wider community from ensuring that these services are available. General rates provide the funding to ensure these services are available.

Why is growth spending not reduced when times are tougher	While Auckland Council continues to focus on value for money to ensure rates and other charges remain affordable for the community, reducing expenditure on growth would likely exacerbate historic underinvestment across region. This would likely lead to, for example, increased congestion and insufficient access to community facilities. Our Annual Plan includes details of our spending, including by Local Boards. This is available at *www.AucklandCouncil.govt.nz/Annual Plan.* The plan was adopted after public consultation.
How much of Councils income comes from rates?	Usually it is about 40% from rates, with the other from the likes of fees, charges, and central government contributions.
What percentage of Councils Expenditure is the finance costs of borrowing?	We use debt to spread the cost of assets over the generations that will benefit from them, and we take on new debt to help fund our capital projects. We have a policy of keeping our debt to revenue ratio below 250 per cent and our performance against this is reported on a regular basis. Details of our borrowings are in our Annual Plan which is available at *www.AucklandCouncil/AnnualPlan*
Why does council slow it's capital programs to a pace they can afford with rates not increasing more than inflation, as households have to do?	The development of our annual or Long-term Plans involve balancing the costs of existing and new services and infrastructure with ensuring that the costs of supporting these are acceptable to the community. We consult with the public on these plans each year.
Why do you keep talking about increased spending for growth when the Mayor explained recently that the population is declining ?	Auckland is forecast to grow by 200,000 people over the next seven years.

Council's budget is around $9 billion. Can you please provide a breakdown of how much of that is spent on staff salaries, management, and governance costs compared to frontline services? Ratepayers want to understand how much of our money is going directly to delivering services versus administration and decision-making.	Details of our budgets are contained in our Annual Plan available at *www.AucklandCouncil.govt.nz/AnnualPlan*
for essential capital intensive projects, funding models skewed toward ratepayer funding vs other funding models, is this right?	Capital projects are generally funded through a mix of rates, central government co-funding and development contributions. We also use debt to spread the cost of assets over the generations that will benefit from them, and we take on new debt to help fund our capital projects.
You have talked about capital costs but are all capital costs necessary? I recently visited the new library in Orewa which is lovely. However, the old library was fine from my perspective and used by only a small precentager of people. I would have rather have kept the old library if it would help keep rate rises to a minimum. I dont recall having a say in such a project. I realise this is more of a statement than a question but from a rate payers perspective it appears that spending is out of control and borrowing excessive.	The council's finances are very transparent. We will publish our annual results in September and they will be audited. But even ahead of that, there is information on the council's governing body agenda monthly and for every quarter, there's more information. So, there is plenty of information around the financials, the performance, where the money goes. The council also has a Revenue, Expenditure, and Value Committee, which is their role is to oversee the organisation, to hold staff to account, and to find and drive opportunities for savings. Auckland Council capital projects are also facing greater scrutiny under the Better Value Projects programme. This initiative ensures the delivery of projects considers 10 key principles.
Can you tell us why the Council paid over a million for a Christmas tree in downtown Auckland, yet we have had a 23% increase in our rates and such shocking roads to get to Auckland.	Te Manaaki, Auckland City Centre's newest festive attraction, was paid for by Heart of the City, Precinct Properties, with a boost of $800,000 of City Centre Targeted Rate funding, to enhance the vibrancy and experience of the city centre. The City Centre Targeted Rate is only paid by city centre residents and businesses, so investment from this fund does not impact the rates increases or Council spending elsewhere in Auckland.
What are Auckland Council doing overall to reduce (or hold) the cost of providing services?	We require value for ratepayers. Among other processes, the council has got a Revenue, Expenditure, and Value Committee, which is their role is to oversee the organisation, to hold staff to account, and to find and drive opportunities for savings.

What percentage of Interest Costs are funded by Rates and could it be reduced to lower the rates demand?	Rates are set based on the budget in our Annual Plan and that income is not allocated to any particular costs. The council uses debt to spread the cost of assets over the generations that will benefit from them, and we take on new debt to help fund our capital projects. The council has a policy of keeping our debt to revenue ratio below 250 per cent and our performance against this is reported on a regular basis.
Hasn't the $66 million in savings has been swallowed up by the $300 million additional rates burden this year?	Savings are factored into the budget projections and our estimate of how much rates revenue we need to collect. Without the savings, more rates dollars would need to be collected and the overall average rates increase would need to be higher. Also, rates revenue increases as the city grows. Rates paid by new, and changed, properties help support the additional costs the council incurs as the city's population grows.
When are you going to concentrate on core services and leave the " nice to have" expenditure.	Our annual and long-term plans set priorities. Details of our budgets are contained in our Annual Plan available at *www.AucklandCouncil.govt.nz/AnnualPlan*
Thank you for providing clarity on how revenue for overall rates is distributed. Has Auckland Council done enough to reduce this requirement, and can more be done to relieve pressure for ratepayers?	Council continually looks at opportunities to provide value for ratepayers and our rates increases on average are the lowest of any metropolitan city. But we are aware of the need to continually look at opportunities to manage costs. Among other processes, the Council also has got a Revenue, Expenditure, and Value Committee, which is their role is to oversee the organisation, to hold staff to account, and to find and drive opportunities for savings.
why can't museums etc be user pays	The council is required under central government legislation to fund the Auckland War Memorial Museum and MOTAT through a levy. There are user fees and charges for many council services, while others are deemed to be of broad public benefit. Rates only make up around 40% of the council's total revenues in a given year.

Compliance - questions related to legal requirements the council has met

Are you aware of any laws the council has broken	No.

Are you aware of any laws the council has broken over the recent rate billing?	No.
Do Auckland Council believe they have adhered to the Local Government Act 2002?	Yes.
Why were the valuations late and why was this allowed to happen when legislators require it to be done 3 yearly? Was there a penalty for not completing valuations on time?	The rating valuation could not be released until it is certified by the Valuer-General, which did not occur until 6 June 2025. There is no penalty tied to the timing of the rating valuation.
Do the members of Council believe they adhered to the Local Goverment Act 2002	Council staff believe that the council has adhered to the Local Government Act 2002.
Has Auckland Council breached the Local Government Act, or any other Act/ law, by not advising ratepayers who received a 20%, 30% or even higher rate increase in advance of receiving their rates bills?"	No.
Was it legal for the Valuer-General to delay capital values (CV) being released until after the public consultation process proposing an average 5.8% residential rates increase was completed?"	Yes.

Consultation and engagement: questions related to our requirement to consult on rates changes

My rates have increased 73% with absolutely no warning. WHY did the council not consult on this level of change? I don't believe they have acted within the law here.	A 73% increase in rates will be the result of a property's valuation performing significantly better than the average for Auckland. How a residential property's capital value (CV) change compares with other properties in the region will generally determine whether that property's rates increase is more, or less, than the 5.8 per cent average. If the property's value held up better than the average, it will have larger rates increase. The council consulted on the average increase but also noted that rates would vary for all 630,000 properties across Auckland, based on how their rating valuation changed.

Why is there no consultation about the budget before implementation? Why no public meetings? Why no public vote by PROPERTY owners before these budget items are settled? Are Local Boards financed by our rates, and if so, how is that determined? Why no local budget vote/approval for every budget at local board by Property owners before budget finalized?	We consulted extensively on our Annual Plan earlier this year. The information and feedback is available at: *https://akhaveyoursay.aucklandcouncil.govt.nz/annual-plan-2025-2026*. The consultation noted rates for individual properties would vary based on property rating valuations. Updated valuations were not available at that time of consultation, as the new values were only certified by the Valuer-General on 6 June 2025.
If Council is in charge of the rating valuation process, and if council is in charge of the consultation process, then what is council going to do to ensure that in future ratepayers have the opportunity to make informed decisions when public consultation occurs.	We consulted extensively on our Annual Plan earlier this year and do every year. In rating valuation years the council makes it clear that the impact of rates on individual properties is subject to the outcome of the revaluation. The consultation noted rates for individual properties would vary based on property valuations. Updated valuations were not available at that time of consultation, as the new rating valuations were only certified on 6 June 2025.
Can the council stop using average percentage increases to the ratepayers which is very confusing when the rates bill is received which does not match this average percentage. Would it not be better to specify an exact percentage which is applied to all ratepayers and the amount paid would be based on the cv.	Rates vary for all 630,000 properties across Auckland based on how a residential property's capital value (CV) change compares with other properties in the region. Providing an average figure is the best way to express this ahead of the impacts of the rating valuation on particular properties being known.
Why does the council not warn ratepayers if their instalment is late rather than directly change a penalty that equates to an APR of 120% ? My rates have doubled in 4 years and I barely use any council services at all. I have my own water and wastewater and maintain. I am semi-retired so my income is shrinking.	Information about penalties is displayed on the rates invoice in a consistent way for all ratepayers. The council recognises that council services are less accessible to rural areas and farm/lifestyle properties. These properties are charged general rates at a lower cents in the dollar of capital value, than urban properties. Rural residential properties and rural business properties are charged 90 per cent of the respective urban rates in the dollar for residential and business properties. Farm/lifestyle properties are charged 73.8 per cent of the urban residential rate. Rates do not fund water and wastewater services. These are funded through user charges to properties connected to the networks.
Our valuation arrived after the date you can lodge a review, do you think this is fair? And how will you remedy this	Rating valuations were available online from 10 June and sent out via email and post shortly after. The objection period was open for six weeks until 25 July 2025. We are not aware of any valuation notices that were not delivered until after 25 July.

Was a specific breakdown of these divergent trends—either by Council ward or by property category—provided in any report, memo, or briefing to senior Council staff or to any elected members before or during the official consultation period?	No breakdown of the trends was provided to senior staff or elected members before 6 June 2025, which was when we had certified rating values we could share. We had preliminary data all the way through, but we couldn't rely on or share it. We couldn't speculate or make statements around trends or movements until the Valuer General had certified all 630,000 properties. The breakdown was shared with elected members as soon as possible after it was certified. This occurred on 9 June 2025.
You state that you were late with valuations but you did not extend the time for those of us with concerns to respond. The rate paying AKL resident hadonly a short timeframe to challengeyour findings. You y asked us to agree to a plan without the requisite information.	Rating valuations were available online from 10 June 2025 and sent out via email and post shortly after. The objection period was open for six week until 25 July 2025. The information contained in the consultation document for the Annual Plan 2025/2026 relating to rates and the impact of the general revaluation was based on the best available information at the time.
Why does the council report rates increases or decreases only in terms of the total dollar amount charged, instead of showing the actual change in the rate applied to property values (the 'rate in the dollar'), which would give a more transparent picture of whether ratepayers are paying more or less relative to their property value? This would be clearer and seem less like council are trying to avoid advising of the real rate changes. Thanks	Details of rates and their calculations - including cents in the dollar - are provided to all ratepayers. The rating mechanism is included in the Annual Plan document from page 76 of Volume One. Visit: *https://new.aucklandcouncil.govt.nz/content/dam/ac/docs/plans-projects-policies-reports-bylaws/misc/annual-plan-2025-2026-volume-1.pdf*. The rates are set to achieve the revenue agreed in the Annual Plan, including the agreed average rates increase. The percentage change in the rates in the dollar is not equal to the average rates increase in a year when all of the rating values are changing. Effectively, to get the increased revenue with changed valuations you have to have a higher cents in the dollar.
Are we able to access this material for educational use to inform our citizens about why these rates increase and the options to pay the rates in different ways based on your circumstances?	The council's Annual Plan, which includes information on rates and the drivers behind rates increases, is available on the Auckland Council website. Visit: https://new.aucklandcouncil.govt.nz/en/plans-policies-bylaws-reports-projects/our-plans-strategies/budget-plans/annual-plan-2025-2026.html You can check whether you are entitled to a rebate here: *https://new.aucklandcouncil.govt.nz/en/property-rates-valuations/help-low-income-households-community-groups/apply-rates-rebate.html* or contact the council and we can assist with other payment options. (AucklandCouncil.govt.nz - Contact Us).

Do you think that the consultation material on the LTP fairly informed ratepayers of the effect of valuation changes on rates, particularly for rural? I do not recall seeing anything like the effect of any rate change over 20%	The information necessary to support consultation on the Annual Plan 2025/2026 was included in the consultation materials. The information contained in the consultation document relating to rates and the impact of the general rating valuation was based on the best available information at the time the consultation document was prepared and adopted by the Budget Committee. At that time, the rating valuation data had not yet been certified by the Valuer-General and was subject to change. The consultation material did note that rates for individual properties could vary depending on rating valuations.
Why did AK council not defer the process until they had all the information; so we as rate payers could have a say.	We were required by legislation to set rates from 1 July 2025, based on new valuations. We consulted widely on the Annual Plan and the information necessary to support consultation on the Annual Plan 2025/2026 was included in the consultation materials. The information contained in the consultation document relating to rates and the impact of the rating valuation was based on the best available information at the time the consultation document was prepared and adopted by the Budget Committee. At that time, the rating valuation data had not yet been certified by the Valuer-General and was subject to change. Therefore, the consultation material was based on 2021 rating values. This was made clear in the consultation material, along with clear information that the impact of rates on individual properties was subject to the outcome of the general rating valuation.
How come Council isn't transparent and we cannot access all the Council expenditure in detail.	The council's finances are transparent and are reported regularly. A starting point for this is here: *https://www.aucklandcouncil.govt.nz/about-auckland-council/our-finances*
How can you send it out for consultation without all the information???	We consulted widely on our Annual Plan and the information necessary to support consultation on the Annual Plan 2025/2026 was included in the consultation materials. The information contained in the consultation document relating to rates and the impact of the general revaluation was based on the best available information at the time at which the consultation document was prepared and adopted by the Budget Committee. At that time, the rating valuation data had not yet been certified by the Valuer-General and was subject to change. Therefore, the consultation material was based on 2021 rating values. This was made clear in the consultation material, along with clear information that the impact of rates on individual properties was subject to the outcome of the general rating valuation. Rating valuations and changes in property values always impact ratepayers differently.

If the data was available as part of consulation does the council acknowledge ratepayers could have taken actions to mitigate the impacts	The information necessary to support consultation on the Annual Plan 2025/2026 was included in the consultation materials. The information contained in the consultation document relating to rates and the impact of the general rating valuation was based on the best available information at the time the consultation document was prepared and adopted by the Budget Committee. At that time, the rating valuation data had not yet been certified by the Valuer-General and was subject to change. Therefore, the consultation material was based on 2021 rating values. This was made clear in the consultation material, along with clear information that the impact of rates on individual properties was subject to the outcome of the general rating valuation. Rating valuations and changes in property values always impact different ratepayers differently.
Also how can you send it out for consultation without all the information???	The information necessary to support consultation on the Annual Plan 2025/2026 was included in the consultation materials. The information contained in the consultation document relating to rates and the impact of the general rating valuation was based on the best available information at the time at which the consultation document was prepared and adopted by the Budget Committee. At that time, the rating valuation data had not yet been certified by the Valuer-General and was subject to change. Therefore, the consultation material was based on 2021 rating values, and this was made clear in the consultation material along with clear information that the impact of rates on individual properties was subject to the outcome of the general revaluation. Rating valuations and changes in property values always impact different ratepayers differently.
Can council guarantee the late valuations and lack of timely rates calculator will not occur again in future?	No. Rating valuations cannot be released until they are certified by the Valuer-General. The council will work as hard as possible to have this information available as early as possible.

CRL - questions related to the cost of the City Rail Link

Did you say the opening of the CRL will lead to a sizeable rates increase?	In our Long-term Plan we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on next year. The increase next year is, in part, due to the start of CRL. Increased operating costs related to the go-live of CRL will have a material increase in the council's overall costs in that year, which is a key reason the council will need a rates increase next year that is higher than inflation. In addition to benefiting rail users, the CRL is expected to have a transformative effect on travel and development patterns across the Auckland region. Together with wider network improvements, CRL will allow us to increase the frequency of trains across Auckland providing more convenient commutes, easier trips to see friends and family across our region, and better public transport options.
Why are places like Rodney contributing to CRL? Why isn't that a rate targeted to the areas that benefit from it?	The operating costs of CRL will be funded from general rates across the region (rather than targeted rates), as are a number of other regional and local services. Rates are not a fee for service, but contribute to funding a large number of regional and local services.
You just mentioned CRL. WHY should people on the North Shore be forced to contruibute to the annual budgetted loss of $200M for running that??	The operating costs of CRL will be funded from general rates across the region (rather than targeted rates), as are a number of other regional and local services. Rates are not a fee for service but contribute to funding a large number of regional and local services. The increased operating costs related to the go-live of CRL will have a material increase in the council's overall cost in that year, which is a key reason the council will need a rates increase next year, that is higher than inflation. In addition to benefiting rail users, the CRL is expected to have a transformative effect on travel and development patterns across the Auckland region. City Rail Link was funded by Auckland Council and central Government. It is a project of both regional and national significance and is expected to contribute to region-wide benefits, including economic growth, easing pressure on roads and reducing emissions. Ratepayers and taxpayers are contributing to funding for other major transport initiatives across the region at the same time as City Rail Link. Auckland's local share of these major projects are funded by general rates, not targeted rates. People can benefit from City Rail Link even if they don't live near a train station. When City Rail Link opens, it will be part of a transit network serving the region. People living in areas not near rail

	lines may use it and benefit, for example by catching a ferry from the North Shore to the city, then continuing their journey by train.
So we are going to have another increase next year with the City Link going live?	In our Long-term Plan, we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year. The increase next year is, in part, due to the start of CRL. The increased operating costs related to the go-live of CRL will have a material increase in the council's overall cost in that year, which is a key reason that the council will need a rates increase next year that is higher than inflation. In addition to benefiting rail users, the CRL is expected to have a transformative effect on travel and development patterns across the Auckland region. Together with wider network improvements, CRL will allow us to increase the frequency of trains across Auckland providing more convenient commutes, easier trips to see friends and family across our region, and better public transport options.
did Ross just say rail link in 2026 will see a large rate increase in the 2026 year?	In our Long-term Plan we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year. The rise next year is, in part, due to the start of CRL. The increased operating costs related to the go-live of CRL will have a material increase in the council's overall cost in that year, which is a key reason that the council will need a rates increase next year that is higher than inflation. In addition to benefiting rail users, the CRL is expected to have a transformative effect on travel and development patterns across the Auckland region. Together with wider network improvements, CRL will allow us to increase the frequency of trains across Auckland providing more convenient commutes, easier trips to see friends and family across our region, and better public transport options.
Why does Franklin have to contribute to City Rail link?	The operating costs of CRL will be funded from general rates across the region (rather than targeted rates), as are a number of other regional and local services. Rates are not a fee for service. For Franklin residents, the CRL will enable faster and more frequent train journeys from the likes of Papakura and, when their stations open, Drury. This in turn removes traffic from SH1, making it easier for freight and people who have to use cars.

	In its current set-up (before CRL), Waitematā Station (Britomart) can't take any more trains at peak times, limiting the ability to increase frequency on our train lines across Auckland. Extra capacity for the whole network is unlocked by CRL – by turning the station into a through-station rather than a terminating station. This will mean we can add more trains after opening of CRL, and continue to increase services into the future. Many people in Franklin use trains to commute to other parts of Auckland, and this will make the service more convenient with more frequent trains and direct access to more places. Together with the new stations at Drury, Paerātā and Ngākōroa - we expect this will mean more people choose to travel by train, easing pressure on our roads and motorways. There has been investment in rail in Franklin as part of overall efforts to improve rail public transport for the entire region, including electrification of the line between Papakura and Pukekohe, the upgrade of Pukekohe Station, and the three new stations.
If you live in rodeny — you seem to have to fund the city rail link which seems rather unfair. As those rates go up by so much for a service we are not even close to? Seems none of this is even considered when the rates are looked at.	The operating costs of CRL will be funded from general rates across the region (rather than targeted rates), as are a number of other regional and local services. Rates are not a fee for service. Issues of who should pay/contribute to a service are considered when funding for activities, like the CRL.
For those of us that live in Rodney & Franklin that have had a significant rate increase this year do we have to endure another significant rate increase due to CRL next year as mentioned by Andrew?	In our Long-term Plan, we forecast a 2026/2027 rates increase of 7.9% for the average value residential property. Any confirmation of the 2026/2027 rates increase will be subject to the Annual Plan that will be consulted on for next year. The rise next year is primarily due to the start of CRL.
Why does Franklin have to contribute to the City Rail Link?	Decisions have been made that the operating costs of CRL will be funded from general rates across the region (rather than targeted rates) as are a number of other regional and local services. Rates are not a fee for service. For Franklin residents, the CRL will enable faster and more frequent train journeys from the likes of Papakura and, when their stations open, Drury. This in turn removes traffic from SH1, making it easier for freight and people who have to use cars. In its current set-up (before CRL), Waitematā Station (Britomart) can't take any more trains at peak times, limiting the ability increase frequency on our train lines across Auckland. Extra capacity for the whole network is unlocked by CRL – by turning the station into a through-station

	rather than a terminating station. This will mean we can add more trains after opening of CRL, and continue to increase services into the future. Many people in Franklin use trains to commute to other parts of Auckland, and this will make the service more convenient with more frequent trains and direct access to more places. Together with the new stations at Drury, Paerātā and Ngākōroa - we expect this will mean more people choose to travel by train, easing pressure on our roads and motorways. There has been investment in rail in Franklin as part of overall efforts to improve rail public transport for the entire region, including electrification of the line between Papakura and Pukekohe, the upgrade of Pukekohe Station, and the three new stations.

Other questions

My property has been severely impacted by a 3-storey Kainga Ora apartment block that has been built opposite, so not only have we been affected by a significant drop in CV value but also we have been impacted by this new building. Does Kainga Ora pay their fair share of rates for their valuable properties and is there any rates compensation for houses who's value have been affected? Under the Unitary plan, are you getting ALOT more rates being paid so why the rise?	Kainga Ora pays rates on its properties. Your rates are based on your property's value. If your value has been impacted then your rates will reflect this. The council takes into account the forecast growth in the city's rating base, such as the development of new houses, when determining how much additional rates it needs to raise from existing ratepayers to meet the rates revenue requirement. While the development of new properties adds to the council's rates revenue it also places additional demands on our services and the investments we need to make to support a growing city.
Will the actual presentation - not the webenar - be available to download	Yes.
Can you explain to the community what alternative there is to rating valuation and what would that look like to residents - Cheers	The council funds its activities from fees and charges, government grants, and rates. The Local Government Rating Act 2002 sets out the basis on which rates can be set. For the public (e.g. transport and stormwater) and merit goods (libraries and pools) the council provides, value based rates are the primary rating tool available to the council. Alternative sources of funding would require the government to make legislative changes to allow councils to use alternative taxation tools like sales or income taxes.

What percentage of council income comes from rates?	For Auckland Council in recent years it has been less than 40% from rates, with the other from the likes of fees, charges, and central government contributions.
Why is the septic monitoring fee not included in the rates? And where does that money go?	This rate only applies to a subset of the city's ratepayers and therefore wasn't included in the presentation of the rates increase for the average value residential property. The Waitākere rural sewerage targeted rate recovers the cost of the three yearly pump out of septic tanks in the Waitakere Ranges area.
What percentage of properties experienced a rate increase of 30% or greater? I seem to be hearing a lot of people quoting higher figures - our own were 33%!	7067 residential properties (1.3 per cent) had an increase of more than 30 per cent, including the impact of the roll out of rates funded refuse. Excluding the roll-out of rates funded refuse, there were 5186 residential properties (1.0 per cent) that had a rates increase of more than 30 per cent.
But this system is based on unlrealised gains, not the ability to pay ? Who needs to change this system?	The Local Government Rating Act 2002 sets out the basis on which rates can be set. Any change to this system would need to be made by central government.
There has been so much housing development recently with thousands of new build. One would have thought the share of each household would decrease because of it. Can you explain this	As new rating units are built this does increase council's revenue and if the council's costs didn't change then this would help to mitigate the amount of rates to be collected from existing ratepayers. However, new houses mean rates paid by new, and changed, properties support the additional costs the council incurs as the city's population grows.
what happens if we dont pay our rates? T	f you do not pay your rates instalment in full by the due date, we charge 10 per cent of any amount owing. If you have unpaid rates and penalties at the end of the rating year, we charge a further 10 per cent on this outstanding amount. We will apply a further 10 per cent penalty to any amounts still unpaid six months after the end of the rating year. If you need help paying your rates on time contact us.
Is this rates increase in rural areas part of the Councils Managed Out reasoning to get us to move to cheaper urban properties??	No. Rates are set based on the budget in our annual plan, property values and the differential agreed in our rates policy. The policy and its rationale is available online at *www.Aucklandcouncil.govt.nz*
If each new Aucklander is paying rates on their new properties, how can you claim that rates should increace for existing properties as the population increases. This makes no sense.	Rates paid by new, and changed, properties support the additional costs the council incurs as the city's population grows.

With the new 120/140 litre bins, in our situation we do not ever put out a weekly rubbish bag mostly every 3 weeks with a bag charge of $5.20. We recycle most of our waste on our own property via composting, worm farm and chickens. why are we getting charged a fixed amount which we have no control over.	The rates funded refuse service was adopted because it enabled the council to deliver the best waste minimisation at the lowest cost. The council recognised that some property owners already managed their waste streams very well. However, a comprehensive review showed that a move to region wide rates funded refuse would deliver the best results at the lowest for the city overall.
Why do you use the Capital Value rather than the Land Value?	The council was required to adopt capital value rating at amalgamation (the creation of the super city). The council has previously considered using land value rather than capital value. The council decided to continue to use capital value in part because it better balanced the benefit a property received from council services with ability to pay given more developed land would be generating more income. In addition a move to land value rating would have led to a redistribution of the rates revenue requirement amongst property owners.
Why does the council force a food scraps service cost on all rates payers when we never asked for such a service and may not have any need to use that service?	In 2012 the council adopted a Waste Management and Minimisation Plan (WMMP) as required under the Waste Minimisation Act 2008, following public consultation. The WMMP 2012 included provision for a food scraps collection service, which was supported by public submissions. This was reconfirmed in the WMMP 2018. The food scraps service and targeted rate to all urban Auckland were proposed and approved as part of the 10-year Budget 2018-2028. Through the sharing of costs among all urban households across the region, the service is affordable for everyone. The council's kerbside service also takes all types of food scraps, including those not easily composted at home, as well as providing an option for people who do not or cannot compost their food scraps. Like many of the services that Auckland Council offers to the community (pools, libraries etc) there is a public good component to this service that has benefits that go beyond the individual. In this case, reducing methane emissions and keeping valuable resources out of landfill. Auckland's food scraps are transformed into renewable energy and nutrient-rich fertiliser.
There has been so much housing development recently with thousands of new build. One would have thought the share of each household would decrease because of it. Can you explain this	Rates revenue does increase as the city grows. The rates paid by new, and changed, properties support the additional costs the council incurs as the city's population grows.

The targeted sewerage rate at $336.80 per annum is more than the cost of the tri-annual waste collection. Can we opt out and provide proof of private waste collection?	The Waitakere Rural Sewerage Targeted rate was adopted to improve water quality by funding a three-yearly pump-out of septic tank systems for property owners. There is no opt-out for this service and targeted rate. The service was originally provided Waitākere Ranges, Henderson-Massey and Upper Harbour local board areas. The council consulted on removing the service and the associated targeted rate as part of the Annual Plan 2020/2021. Consultation supported the retention of the service in the Waitakere Ranges and its removal in the other areas. The targeted rate recovers the full cost of the service. There is no option to opt out of the rate.
We pay 2 parts for the new bins of $326.30. We would at the most buy bags to the value of $50/$60 per year so this in itself is an increase of $266.30 on top of the 17% rates increase which is outrages.	The rates funded refuse service was adopted because it enabled the council to deliver the best waste minimisation at the lowest cost. The council recognised that some property owners already managed their waste streams very well. However, a comprehensive review showed that a move to region-wide rates funded refuse would deliver the best results at the lowest cost for the city overall. Depending on how you have calculated the 17% increase, the introduction of the new rate might be one of the factors that is driving the 17% increase rather than being an increase over and above the 17%.
Why is there a Waste Management Minimum Charge when there are two more charges of Waste Management Refuse and Waste Management Recycling	The minimum base charge covers the cost of the base service including inorganic collection, resource recovery centres, the subsidy of waste collection services provided to the Hauraki Gulf Islands, and other regional waste services. The refuse and recycling charges recover the cost of these specific services.