

## STAFF REPORT

**TO:** Chair and Members, Corporate Services Committee  
**FROM:** Accounting Manager  
**DATE:** 30 August 2010  
**SUBJECT:** Rates Rebate Scheme Report – RFN10-09-08

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### PURPOSE

The purpose of this report is to provide an update to the Committee on the Rates Rebate Scheme.

### BACKGROUND

Council administers the scheme on behalf of the Department of Internal Affairs. The scheme was expanded significantly in 2006 and since then, Council has had an excellent uptake providing low-income homeowners with rates relief.

### DISCUSSION

#### Application numbers and values

The 2009/2010 rating year saw a good uptake of the scheme, summarised in the following table:

Year	2009/2010	2008/2009
Number of approved applications	1,606	1,486
Value of rebates granted	\$799,558.00	\$732,696.72

#### Scheme Changes

For the 2010/2011 year, the maximum rebate was increased from \$550.00 to \$570.00. The income abatement threshold has been increased from \$21,910.00 to \$22,340.00.

#### Processing Changes for 2010/2011

As reported in June 2010, staff have looked for ways to make the Rates Rebate Scheme processing more efficient and less complicated for applicants. Accordingly the Customer Services Team has now received training on how to process rebate applications. This has had an immediate effect and seen an improvement in the speed of application processing. The end result being funds delivered back into the hands of ratepayers much quicker than previous years.

**RECOMMENDATION**

**THAT the Rates Rebate Scheme report RFN10-09-08 be received by the Corporate Services Committee.**

Russell Holden  
Accounting Manager