

# Fact sheet: Issues at a glance



ERROR	1	2	3
WHAT?	An administrative error, whereby GST-exclusive figures were adopted on 2025/26 rates.	An administrative error. The wording, not the dollars, was incorrect in Council minutes relating to restricted water flow connections. The minutes incorrectly stated that the fixed amount of \$418 was per separately used or inhabited part (SUIP) of a rating unit. It should have been per cubic metre.	Incorrect assumptions about the average land value and number of residential properties used in the rating model. As a result, the average residential rate increase = 12.8%, not 9.9%.
WHEN FOUND?	25 June 2025	2 July 2025	9 July 2025
FOUND BY?	Audit New Zealand	Independent Review	Internal discovery
FIX	13 May 2025 minutes corrected at Council meeting on 1 July 2025.	Correct the administrative error with a new minute at 22 July Council meeting	Options to consider at 22 July Council meeting to recover approx. \$3.1m: A. Provide a one-off refund B. Change the commercial differential C. Do nothing and retain the 12.8% residential rate.
IMPACT ON RATEPAYERS	<b>\$0</b>  Because rates had not been struck and minutes were corrected at 1 July Council meeting.	Subject to Council decision on 22 July.	Subject to Council decision on 22 July.
POTENTIAL COST	\$21.4m (GST excl) Rates shortfall avoided with minutes corrected on 1 July Council meeting.	\$1.4m (GST incl) Rates shortfall if the administrative error, impacting approx 767 properties, is not corrected at Council meeting on 22 July.	Approx \$3.1m (GST excl) TBC on decision at 22 July Council meeting.

