

6 April 2020

Dear Ratepayer

Fourth Quarter Rates Instalment

I hope you and your family are safe and healthy. The events of the last couple of months have been unprecedented for us all. The COVID-19 pandemic has caused national and global disruption on a scale not seen in my lifetime. I understand that this is a difficult time for our community, but I want to reassure you that the Council staff have been working extremely hard, in challenging circumstances, to keep operating the essential services we all need to stay safe and healthy. These services include ensuring our households have safe drinking water, that the wastewater system keeps operating, rubbish is collected, burials and cemeteries can take place, essential roading and safety repairs are made, emergency services (Civil Defence) are on hand, and so on. We have also been focussed on keeping as many of our other services going as much as possible and putting plans in place to help us bounce back once the pandemic is over.

Your rates contribute to the Council ensuring these services keep operating and help our community stay healthy and safe.

The Government has provided a significant financial assistance package to support business and personal income. You can find out more at <https://covid19.govt.nz/government-actions/financial-support/>. People who are experiencing reduced incomes may qualify for the accommodation supplement administered by the Ministry of Social Development through Work and Income. You can apply for the Accommodation Supplement either online at: <https://www.workandincome.govt.nz/online-services/apply/index.html> or by phone on **0800 559 009**.

If you are **experiencing hardship** and will find it difficult to pay your fourth rates instalment, please contact us on 0800 111 323 or email rates@stdc.govt.nz. We can discuss your individual situation and arrange a manageable payment plan if necessary.

Please stay safe and help stop the spread of COVID-19.

Yours sincerely



Waid Crockett
Chief Executive