

15 February 2023

Klaus Schliebe  
FYI website

Kia ora Klaus,

**WCC Rates Team**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 31 January 2023. You requested the following information:

*This is an official information request to identify reasons why WCC Rates and Billing Service has been unable to reply to writer's enquiries over a period of 13 months and did not resolve addressed matters emailed on 25 May 2022. That deadlock situation generates following questions:*

1. *How many Rates Officers deal with rates payer's enquiries?*
2. *What is the average response time for rates payer's enquiries?*
3. *How many enquiries remained unattended in 2021 and 2022?*
4. *What is the name of the Rates Team Leader and his phone and email contact?*

Wellington City Council has granted your request for information.

**1. How many Rates Officers deal with rates payer's enquiries?**

The Rates team has a complement of FTE 10. As of 30 June 2022, and June 2021, it was 6 FTE. We were carrying a vacancy of 1 FTE during that period.

**2. What is the average response time for rates payer's enquiries?**

Due to several factors including the increase in ratepayer queries, backlog at the start of the current rating year, and staff illness due to COVID-19 at the start in 2022, we have been attending to urgent queries in 8 working days and normal queries in 20 working days.

**3. How many enquiries remained unattended in 2021 and 2022?**

As at 30 June 2022, 1600 enquiries. In the 2021 financial year there was no system in place to track and monitor unattended queries.

**4. What is the name of the Rates Team Leader and his phone and email contact?**

The Rates Team Leader is Paul Harrison, his email address is [..@..](mailto:..@..)

Your complaint relates to your rates account and billing information. The FYI website makes your information public, and this includes copies of your rates bill. We would advise you contact us via email, and we can provide these to you directly. Our email address is [assurance@wcc.govt.nz](mailto:assurance@wcc.govt.nz)

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Claudia Holgate  
**Senior Advisor, Official Information**