Fees and Charges 2025/2026



Frequently Asked Questions (FAQs)

Q: Why are the Fees and Charges being reviewed and consulted on?

A: Council's Fees and Charges are reviewed annually to ensure they reflect the cost of services being provided and an appropriate balance is maintained in funding activities through a balance of rates and Fees and Charges.

Q: How does ICC set the Fees and Charges?

A: Council takes into account principles of transparency, efficiency and fairness to set its Fees and Charges. These are outlined in Council's Revenue and Financing Policy.

Council's activities are evaluated for their costs and benefits to the community.

When possible to do so, user charges are the preferred option for services where there is a benefit to the individual: Council will set a charge for the user to cover the full cost of the service, or a marginal cost. In some circumstances, a market rate can be used when Council believes the charge set too high will reduce use and therefore diminish the value of the facility to the community, and impose a greater cost on ratepayers. In these cases, Council uses its judgement to set the fees at a level it believes is at an acceptable market level.

Q: What are the main changes to Fees and Charges compared to last year?

A: Most Fees and Charges have increased with inflation, which Council calculates using the BERL Local Government Cost index which for 2025/2026 means an increase of approximately 5%. Some cost increase adjustments vary from this where costs for a particular service have increased higher than inflation, efficiencies have been made which mean the service can be delivered at a lower cost or where a review has determined costs are not being appropriately recovered or an increase would significantly impact demand for a service which has public good.

Q: What changes are proposed to Animal Services?

A: The proposed increase for registration and impoundment fees is 5% to ensure the costs associated with the animal control activity continue to be recovered.

Registration fees for dangerous and menacing dogs have been separated and the associated fees are in line with the ICC Dog Control Policy.



There are no changes proposed to dog control infringement fees as they are set by the Dog Control Act (1996).

Q. What changes are proposed to Fees and Charges for Building Control?

A. Many of the Building Control fees are subject to an hourly fee and the total cost will vary depending on the number of hours required to process the application. All hourly rates utilised for Building Control are in line with our corporate rates.

A number of fees have either been introduced or restructure to reflect the work being done and its total value, system provider requirements and to enable the costs of the service to be appropriately covered by the user.

The structure and order of building fees has also been reviewed Residential and Commercial – specific sections.

Q. What changes have been made to Land Information Memorandum (LIM) and Property File fees?

A. The rise in fee for LIM applications is to cover the costs for creating a LIM document. LIMS are also becoming more complex with the changes to LGOIMA ACT in relation to LIM documents, where there will be additional information mandated to be provided in a separate Natural Hazard section. This comes into effect from 1 July 2025 and it will require more work by the team processing LIM applications, and the fee increase is also reflective of this.

Property files service provision costs are not currently charged while there is not a mechanism in place for customers to request and pay directly, as well as property files are mixed media (some digital and some still paper while there is a digitisation project in progress). We are considering options for our customers to be able to request, lodge online, as well in the future move to online payment service when a streamlined lodging option is available. In the interim, customers will continue to request property files via email request or direct by contacting our friendly Customer Services Team and are supplied either digitally (if scanned) or in the form of the paper file (if not available digitally yet).

Q. Some new fees have been added related to the Parking Control Bylaw - What do these relate to?

A. The Parking Control Bylaw includes a range of enforcement mechanisms with associated infringement costs. The fees and charges include the proposed infringement fee levels for 2025/2026.



Q. Are the rental fees for our elderly persons housing increasing?

A. The published maximum rental levels are not increasing. However, some properties are not being charged the maximum will receive increases for 2025/2026. Tenants will receive information related to their individual properties.

The proposed rent for the new builds at Stirrat Street will be increased by 5%, to $221/week.

Q: Why are the bus fare increasing?

A. Central Government, via New Zealand Transport Agency, requires Councils to review the way bus services are paid for in order to increase revenue from users rather than rates or Central Government subsidies. The target for user revenue is 17% but Invercargill City Council has been able to negotiate a reduced increase for 2025/2026.
However, even a reduced percentage increase will see bus fares increasing.

Invercargill City Council carefully reviewed the bus service and considered affordability and patronage when proposing the new fees.

Q. What is happening to the Bee Card?

A. Bee Card is a nationwide ticketing system which is currently being phased out and replaced with a new National Ticketing Solution called Motu Move. Motu Move aims to encourage more people to use public transport by making payments easier. More information about the transition away from Bee Card will be made available later this year.

Q. Will school buses be affected?

A. No schedule changes are proposed to the school bus services. Fares for students under 13 years old will be free.

Q: Why are the Splash Palace fees decreasing only for children?

A. The Splash Palace fees are reviewed every year and consideration is given to achieving a balance between cost recovery, fees becoming a financial barrier and maintaining or increasing user levels.



When looking at the last five years, adults, students and senior citizens' participation levels had not changed in line with changing entry fees. However, this does not appear to be the case for children. Child participation has reduced considerably since pre-Covid and unlike the other demographics, it hasn't bounced back. To support participation growth for children, Council proposes to reduce the entry fee.

Other entry fees will rise by 3-17%.

We know cost is a barrier to entry for some people so let us know your feedback on what this would mean to you.

Q. Why are the fees for Wachner Place Public Toilets increasing, while the public is being consulted on whether they should remain open?

A. Wachner Place Toilets are staffed during opening hours and as a result are more costly to manage than the other toilets across the District. The fees listed will only apply if the toilets are to remain open from 1 July.

Council is seeking feedback from the community on the future of Wachner Place Public Toilets. Further information of this is available here.

Q. Why are the water and sewerage fees increasing?

A. Fees for commercial users of water and sewerage services (specifically water per cubic tonne, trade waste per cubic tonne and tanker waste per tonne) are increasing to remain at full recovery of cost of reticulation and treatment. The increases are driven by the cost of depreciation and legislation requiring Council to account for 3 Waters–specific corporate overheads.

This primarily impacts industrial users.

Q: Why are some Fees and Charges not changing in 2025/2026?

A. Some fees are set by legislation – e.g. all Alcohol Licensing and Compliance fees, some Animal Services, Building Control and Resource Management fees. This means that while costs to provide the services may be increasing, we must meet any shortfall from other means e.g. from the general rates.



Q: Will my rates be reviewed as well?

A: Council rates are reviewed as part of the 2025/2026 Annual Plan. You can find out more in the Consultation Document

Q: How are payments made for Fees and Charges?

A: Depending on the nature of the Fees and Charges, Council debt and fees for individuals can be paid:

- In person at the relevant facility or service, including Invercargill Public Libraries and Archive, Splash Palace, Bluff Services Centre or our public transport network or at **Te Hīnaki – Civic Building, 101 Esk Street, Invercargill**
- Using our online portal icconline.icc.govt.nz/ePathway/ICCProduction/Web/Payments/PaymentTypes.aspx for licenses, infringements and animal registration and impoundments – please note that there is a credit card online merchant service fee of 1.70% of the payment amount (subject to change).
- By bank transfer to Invercargill City Council's bank account. Our details are BNZ bank, account number 02 0924 0019668 03

Excluding rates and water payments, other billing can be paid online.

Q. I have a question about a particular fee – Who can help me with this?

A. Please contact us at policy@icc.govt.nz

Q: How do I make a submission on the Fees and Charges?

A. Council is consulting on our 2025/2026 Annual Plan which includes the proposed Fees and Charges. Submissions are due by 5pm on 13 April 2025. The easiest way is to submit online at letstalk.icc.govt.nz

Alternatively, you can pick up a submission form and drop one off to Te Hīnaki – Civic Building in Esk Street, the Invercargill Public Library, Bluff Service Centre and Murihiku Marae. You can also email the Strategy, Policy and Engagement Team at policy@icc.govt.nz

Post: Submission – 2025/2026 Annual Plan and Fees and Charges
Invercargill City Council
Private Bag 90104
Invercargill 9840



Q: Can I talk to the Mayor and Councillors about this proposal?

A. Hearings are currently set for 29 April 2025. Please indicate whether you wish to be heard in your submission.