

## Submission to Independent Enquiry in to Local Government Rates

This submission is made on behalf of the Rotorua Chamber of Commerce.

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### EXECUTIVE SUMMARY:

- The core role of local authority should be spelled out in legislation
- As a general rule councils should only be permitted to engage in those activities, including regulatory activities that fall within the core role of the local authority.
- Local authority, once having developed an infrastructural asset should exit from its operational management while retaining an opportunity to generate a return of its investment.
- The local authority should look to the sale of the commercial business entities while retaining the opportunity for generating an ongoing return on its assets.
- The local authority should maintain a focus on the provision of infrastructural resources and primarily public good provision.
- Local authority should cease to operate business units where there is an opportunity for private interests to operate. Local authority should not operate in a commercially competitive environment.
- The current distribution of rates is unfair. There is a strong bias towards business with a general assumption of ability to pay. Current allocation reflects a welfare culture and deprivation dimension. This is a central government responsibility.
- Local authority should exit the provision of social welfare good such as pensioner housing. This should be a Central Government responsibility.

- The devolution by Central Government of legislation such as the Rates Rebate Scheme, dog registration and prostitution control should be covered by a full reimbursement of costs by Central Government.
- Local, Regional and Central government departments, agencies and organizations should be required to pay local authority rates as other 'business' sector rating units. There should be no exemptions from any UAGC, general rate, differential application or targeted rates.

The Rotorua Chamber of Commerce is making this submission on the following selected terms of reference of the Independent Inquiry into Local Government Rates.

- The level of rates, level of rates increases and trends in the use of rating tools nationally to fund services, as well as other sources of revenue currently available to local authorities.
- The drivers for local authority expenditure including growth, age and state of infrastructure (e.g. public transport, roading, water and waste water), requirements of 'higher standards' (e.g. water quality) and other infrastructural demands on both capital and operating expenditure needs.
- The sustainability of rates as a major revenue raising tool, having regard to affordability issues for communities, groups within communities, and individuals, particularly those on fixed incomes.
- The impact of the Rates Rebate Scheme and local authority rates remission and postponement policies.
- Exemptions from liability for rates, including crown exemptions from liability for rates.

The submission will not address the reports of the Local Authority Funding Project and the impact of the Te Ture Whenua Maori Acts 1993.

In general the Rotorua Chamber of Commerce supports the position outlined by The Local Government Forum in its publication Democracy and Performance, a Manifesto for Local Government (Published February 2007, ISBN 978-1-877394-11-9). The relevant extracts from that report are included in this submission and identified in italics and referenced to that publication.

**The level of Rates, level of rates increases and the use of rating tools as well as other sources of revenue currently available to local authorities.**

In the last two inter-census periods from 1996 to 2006, the resident population of Rotorua grew by 2.04% period from 68,911 to 70,400. (appendix 1)

In the last census period 2001 – 2006, the population rose by 2.36%.

From the 5 Year Financial Summary included in the 2006 Rotorua District Council Annual Report, the revenue generated from rates over the equivalent five years indicates the following:

	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006
<b>Rating</b>					
<b>Revenue</b>	\$43,512	\$45,535	\$47,459	\$49,711	\$52,615
		4.65%	4.23%	4.75%	5.84%
	<b>Increase over last five years</b>				<b>20.92%</b>

The comparison of rates revenue increases to population growth is

20.92% : 2.36%

In the Long Term Community Consultation Plan (LTCCP) the projected increase in revenue generated by rates for the next three years is 5.57%; 7.51% and 6.29% respectively.

This progressive upward trend is a concern and suggested by the Rotorua Chamber of Commerce as unsustainable by business.

Analysis of the financial performance of the Rotorua District Council suggest that the major contributor to the expenditure of Council is in payments to employees and Councillors which indicates an average percentage of remuneration payments to cash revenues of 30.9% over the last six years.

### Cash Revenues and Wages and Salaries Payments

	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006
<b>Cash Revenues including Interest and Dividends</b>	59506	62803	64692	71579	76567	86910
		5.54%	3.01%	10.65%	6.97%	13.51%
<b>Payments to Employees and Councillors</b>	19141	19909	21467	22361	23344	24503
		4.01%	7.83%	4.16%	4.40%	4.96%
<b>% Payments to Employees and Councillors to Cash Revenue</b>	32.17%	31.70%	33.18%	31.24%	30.49%	28.19%

The aggregate income and expenditure taken from local authority statistics (Statistics New Zealand September 2005) indicates that the average level of employee costs across New Zealand is 23%. Rotorua District Council at an average of 30.9% is consistently well above the New Zealand average.

The Rotorua Chamber of Commerce suggests that this higher than average expenditure on employee payments for the Rotorua District Council is a direct result of

a number of activities undertaken that extend beyond the core role of council. (The suggested activities that fall into this category are identified later in the submission.) The staffing complement of those activities that are suggested by Rotorua Chamber of Commerce as non-core local authority activities are:

Rotorua Aquatic Centre	34.875 FTEs
Event Venues (Conference and Convention Facility Management)	26.00 FTE's
Rotorua Travel Office	33.31 FTE's
The Redwoods Visitor Centre	2.30 FTE's
The Organiser (estimated component)	2.00 FTE's

The combined staffing of the above activities is 98.48 FTE's which represents more than 20% of the staff complement of 489 FTE's.

The Rotorua Chamber of Commerce is also concerned at the progressive increase in staffing levels as a result of local authority responsibility and the requirement to administer and monitor compliance of new, and in some cases ambiguous, legislation introduced by central government.

*'Many problems relating to regulation arise from poorly conceived regulatory policies of central government which Councils administer (for example parts of the Resource Management Act 1991). Councils have been required to administer new regulations relating for example, to buildings, brothels and dogs. While such developments, together with voluminous change in legislation affecting local government itself, have increased council spending, they are unlikely to explain much of the rapid growth in spending and rates over recent years and projected for the next ten years.'* (Local Government Forum February 2007)

The legislation addressing prostitution, dog control and the challenges presented by the Resource Management Act are examples of this additional work output expected from local authority. The Rotorua District Council experienced a considerable work load impact from the Rates Rebate Amendment Act 2006 which increased the affected rebate constituency from 26 beneficiaries to a potential group of 3,500 .

The Rotorua Chamber of Commerce while acknowledging that this is a contributing factor to cost increases, it does not account for a large component of expense increase. However, it should be recognized as a trend that should be addressed.

The overall increase in staff complement of the Rotorua District Council is described in the following grid

## Increase in FTEs Staffing of Rotorua District Council

	2000	2001	2002	2003	2004	2005	2006	2007
<b>CEOs Group and Support Services</b>	14	20	20	24	24	25	21	22
<b>Castlecorp</b>	103.5	101.5	104.5	105.5	103.43	105	107.5	111.5
<b>Community Services</b>	123	133.5	127.5	122.8	129.9	151	138.5	145.9
<b>Corporate Services</b>	63.5	65	63.25	64.8	66.57	73	72.175	75.975
<b>Environmental Services</b>	56	57.25	57.25	55.55	56.55	56	61.925	63.925
<b>Engineers</b>	69	58.5	57.5	68	63.88	66	70.244	70.244
	429	435.75	430	440.65	444.33	476	471.344	489.544
		1.57%	-1.32%	2.48%	0.84%	7.13%	-0.98%	3.86%
		<b>Increase in staffing over 7 years</b>						<b>14.11%</b>

The management structure (and hence remuneration) of the Rotorua local authority is determined by the span of control of the senior executives, the level of staffing and the financial activity generated. A similar relationship between remuneration and responsibility is evident in the private sector.

The Rotorua Chamber of Commerce suggests that the diversification of the activities outside of the core role of local government is a generator of additional staffing and turnover and hence, remuneration and employment related costs. There will also be a related increase in other expenses, for example, transport. The Rotorua local authority vehicle fleet now has 173 vehicles.

**The drivers for local authority expenditure including growth, age and state of infrastructure (e.g public transport, roading, water and waste water) requirements of 'higher standards' (e.g. water quality) and other infrastructural demands on both capital and operating expenditure needs.**

The Rotorua Chamber of Commerce is concerned that the drivers for local authority expenditure are moving beyond the scope of providing core services.

*'Most activities related to the maintenance of order are properly undertaken by Central government in New Zealand. It has responsibility for defence, police, the criminal and commercial laws and the courts. Local government, however has some responsibilities in respect of civil defence (emergency management) and law and order (for example certain public nuisances) and administers many regulations to the maintenance of order.'* (Local Government Forum 2007)

*'Beyond those activities, the core function of local government relates to the funding and where appropriate, the provision of local public goods. These comprise activities related to democratic, representative and governance processes, emergency management, roading (under current arrangements), stormwater and wastewater*

*systems (also under current arrangements), parks and reserves, certain library services, and public health and safety such as the control of contagious diseases and food safety.’ (Local Government Forum 2007)*

*‘Some councils hold investments in private good activities such as ports, airports, farming and commercial forestry There is overwhelming evidence that private ownership is, on average and over time, more efficient than public ownership. There is no compelling strategic or public policy reason for Councils to own such businesses. The sale of commercial businesses would initially strengthen the financial position of councils relative to continued ownership because the price received would tend to reflect efficiencies that bidders expect to make.’ (Local Government Forum 2007)*

*‘Many local government services relate to the provision of private goods and services. They include the following:*

- The provision of transport related services, such as ports, airports and off street parking facilities.*
- Commercial forestry and farming operations, commercial property investment and development, and portfolio investment*
- Recreational and entertainment facilities (where it is feasible to charge users and to exclude non-payers and where externalities are small) such as marinas, swimming pools and holiday accommodation.*
- Subsidies for passenger transport services, so called economic development and tourism’*

*(Local Government Forum 2007)*

*The provision of social services, the alleviation of hardship and income distribution are central government responsibilities in NZ. (Local Government Forum 2007)*

*‘Despite existing constraints, government grew beyond its proper role in the twentieth century to an extent that would have been unimaginable 100 or even 50 years ago. The greater role assumed by government does not appear to have been beneficial from an overall community perspective.’ (Local Government Forum 2007)*

The Rotorua Chamber of Commerce suggests that amongst the drivers of local authority expenditure in the Rotorua District are those that occur as a result of the local authority involvement in activities and services that are considered as non-core activities of a local authority (as defined by the above excerpts from the Local Government Forum publication).

The following private goods and services are currently operated or managed by Rotorua District Council:

- Rotorua Regional Airport Limited - 100% shareholding by Rotorua District Council
- The Rotorua Energy Events Centre. 100% managed by a department with the Rotorua District Council. (Event Venues)
- The Rotorua Aquatics Centre - 100% managed by Rotorua District Council

- The Tourist Information and Reservation Centre – 100% managed by Rotorua District Council.
- The Forestry Information Centre
- The Organiser – an event management company – 100% managed by Rotorua District Council.
- The Hinemoa Street Parking Building

### **The Rotorua Regional Airport:**

The Rotorua District Council holds 100% of the The Rotorua Regional Airport (RRA) Company. The RRA is governed by a Board comprising four directors: Neil Oppatt, (Chairman); Bob Martin; Bill Kingi; Ray Cook. The Rotorua District Council acknowledges that the involvement in the Rotorua District Airport is for the purpose of infrastructure provision and development. Current resource management processes are underway to secure extension to the capability of the airport particularly in respect of trans-Tasman carriage. The Environment Bay of Plenty announcement in 2006 to support the Rotorua Regional Airport as the major Bay of Plenty airport for the next 20 years provides confidence in a secure commercial future for the facility.

The Rotorua Chamber of Commerce suggests that, given the probable trans-Tasman capability and the period of commercial security, and that this activity relates to the provision primarily of private goods and services, this operation is an example of local authority involvement in non-core services where private interests should prevail.

### **The Rotorua Energy Events Centre:**

Similarly, the investment and development in the Rotorua Energy Events Centre has seen this facility established as the third largest events and convention centre in New Zealand. The success of this facility is beginning to be realized with initial bookings considerably ahead of budget.

Whilst the Rotorua Chamber of Commerce recognizes that there is still some work remaining to complete this development, it suggests, that once completed, this activity relates primarily to the provision of private goods and services and is an example of local authority involvement in non-core services where private interests should prevail.

### **The Rotorua Aquatic Centre**

This is an entertainment complex that offers a variety of water based activities, sports and health related activities. It is utilised by specific community groups and has a higher portion of private good than public good. There is exclusion of certain sectors of the community by imposition of charges for some of the services and facilities.

The Rotorua Chamber of Commerce suggests that, given the high private good value to certain sectors of the community from the majority of services offered by the Centre, this activity is an example of local authority involvement in non-core services where private interests should prevail.

### **The Tourist Information and Reservation Centre:**

This service is high in private good content in the service provided primarily to the domestic and international tourist. The business sector private good benefit of the commercial revenue generated by the reservation service is specific to the tourist accommodation and attraction operators. The operation has considerable revenue potential. In some other tourist destinations such a service is successfully operated by private interests.

The Rotorua Chamber of Commerce suggests that this activity relates to the provision of private goods and services and is an example of local authority involvement in non-core services where private interests should prevail.

### **The Forestry Information Centre**

This service is provided under an agreement with the forest owners. It is a service that has a high component of private good in the sector it services. It also operates a commercial retail outlet.

The Rotorua Chamber of Commerce suggests that this activity relates to the provision of private goods and services and is an example of local authority involvement in non-core services where private interests should prevail.

### **The Organiser – An events management organization:**

Events management is a service that is currently offered by a number of private interests in Rotorua. The Organiser, as a business entity, is operating in a competitively commercial environment. It is not appropriate for a local authority to operate directly in competition with local private interests.

Given the private interest involvement in the field of events management, the Rotorua Chamber of Commerce suggests that this activity relates to the provision of private goods and services and is an example of local authority involvement in non-core services where private interests should prevail.

### **The sustainability of rates as a major revenue raising tool, having regard to affordability issues for communities, groups within communities, and individuals, particularly those on fixed incomes.**

The Rotorua District Council collects its rating revenue through a three tier system of taxation. A uniform annual general charge, a general rating levy calculated on land value and a targeted tax for sewerage, water, and refuse.

The Council has established the UAGC at approximately 70% of the maximum permissible level.

For the calculation of the general rate a differential of 4.2 is applied to rateable units classified as business sector. This results in business owners holding 8% of rateable units, representing 11% of land value and contributing 30% of the combined UAGC/General rate revenue.

Business owners also pay goods and services tax, fringe benefit tax and company tax.

This combination of central government and local government tax makes the business sector the most highly taxed sector of the community.

Within Rotorua , the current application of the level of UAGC and the imposition of the business differential is based on the consideration of the deprivation index of a sector of the residential community, the consideration of the private good value of some of the services provided by the authority, and the perceived 'ability to pay' nature of the business sector.

The Rotorua Chamber of Commerce suggests that with the increased demand for rates revenue generated by the variety of additional legislative requirements and the local authority's involvement in non-core activities, this inequitable levy of rates revenue is becoming unsustainable for business.

Many of the business owners are dual rate payers, once as a residential property owner and then again as a business owner. Many of the services provided, and considered as public good provision such as the Public Library, the Aquatic Centre and the Museum of Art and History provide minimal good (either public or private) to many of the businesses in their normal day to day operation.

For example, the majority of businesses don't use the public library service – they tend to use their internal IT resources to access internet portals for research and information. As individuals rate-payers they may use the service but that use is subsumed within the residential rates they pay on a personal basis.

Similarly, with the services provided by the Rotorua Aquatic Centre, it is unlikely that businesses would use for any commercial or business use. However, but individually business owners may use the facility but again that is covered by the residential rates they pay on a personal basis.

There is an increasing expectation by the residential ratepayer of the quality of the wide range of services provided by the Rotorua District Council. An example of this is the large amount of work that goes into public grounds, reserves and beautification of the CBD. The local authority also operates its own nursery for the supply of shrubs and flowers for the many city gardens. There is a large commitment to this service and a general acknowledgement that the local authority does a very good job. The community has a continued high expectation of the local authority that this work at this quality should continue.

The high expectation of this services and its provision as a public good, along with community expectation of other services, should be reflected in a rating system that more fairly addresses the levying of such costs against all ratepayers. The current low UAGC and general rate differentiated to business is iniquitous in generation of revenue to meet these high public good expectations.

### **The cost of consultation and democracy.**

*'Few ratepayers participate in consultative exercises. Such exercises are sometimes perceived to be a sham or a waste of time, perhaps because citizens do not believe that their views are likely to influence council decisions. Some of the most complex*

*council plans ever prepared have incorporated unsustainable rate increases for the next ten years. The preferences of citizens are unlikely to be disclosed by consultation exercises and opinion surveys. It is only when a citizen freely gives up one good (often money) for another that real preferences are revealed.'*

Local Government Form 2007

The cost of this questionably ineffective consultation on an increasing number of planning documents is an additional burden on local authorities.

Recent examples (during 2006) in Rotorua have been the Annual Plan, the LTCCP, the CBD revitalization project, the Lakefront development project, the Built Heritage Study, and the review of rating mechanism (capital value v land value basis).

As an example two public meetings to discuss a substantial study on the CBD Built Heritage buildings attracted less than a total of 40 participants between the two meetings. The lack of response provided minimal guidance to the Rotorua District Council.

Similar public consideration of the CBD revitalization project resulted in considerable divergence of opinion as to the preferred direction for council.

Both of the documents have stalled in council consideration.

The Rotorua Chamber of Commerce was involved with submissions on each of the public consultations held last year. The investment in time and resources, by the Chamber, other organisations and the local authority, with minimal outcome suggests a more productive approach could be introduced.

The cost to the local authority through unproductive processes is considerable and will have a bearing on the financial cover of time and energy involved by rates revenue.

A further issue on the quality of governance and the environment created by the diversification of the local government away from its core activities. The elected arm of the Rotorua District Council comprises Mayor and 12 Councilors. As democracy determines, each of the 13 representatives are drawn from diverse backgrounds. Some have commercial business experience, whilst others are drawn from other social and cultural backgrounds.

The involvement of the Rotorua District Council in activities other than its core activities results in policy discussions at the council table of a broad range of business topics including council services, infrastructure development, tourist information provision and promotion, airport operations, event management operations, leisure activities and management and others.

The requirement for Councilors to comprehend and effectively contribute to the governance of such a diverse range of activities is unreasonable. The Rotorua Chamber of Commerce suggests that, in such a case, democracy does an injustice to the effective governance of the organization. Too much reliance is placed on the advice of the appointed executive of the Council.

The Rotorua District Council has a total turnover close to \$100 million dollars. It is big business and should be governed by an informed Board of Directors. In private

industry, the board of directors has a legal fiduciary responsibility to represent the interests of the shareholders. There is accountability for the governance and direction it provides. Elected Council has no such legal responsibility, although appointment (by election) is reviewed at the conclusion of each three year term.

The Rotorua Chamber of Commerce suggests that the diversification of local authority activity away from its core function inhibits the optimization of the governance achieved by an elected council.

### **Provision of Housing**

Social assistance and alleviation of hardship is a central rather than local government responsibility in NZ. Councils are usually poorly placed to undertake such activities on an informed basis because they do not have access to the necessary information on incomes or wealth. Local government engages in social activities such as the provision of housing (mainly for elderly persons but also for employees and other persons), pre-school and out of school childcare, employment initiatives and crime prevention. Central government has encouraged councils to engage in such activities. Most are private good activities that should be left to the private sector (crime prevention is an exception).

The Rotorua District Council is an authority that provides housing for a sector of the community. This function and its administration should be left to Central government

### **The impact of the Rates Rebate Scheme and local authority rates remission and postponement policies.**

The amended legislation extended the potential beneficiaries under this scheme from 26 to 3,500. The processing of this number of claims has committed the local authority to additional staffing and space within the administration building (already at full capacity).

The Rotorua Chamber of Commerce has been advised that the total costs of this staffing, office accommodation and advertising of the scheme borne by the local authority well exceeded the contribution they have been provided.

This is an appropriate example of devolution of responsibility and activity by Central Government without adequate resourcing. This seems inappropriate when the central government is announcing considerable surplus.

### **Exemptions from liability for rates, including crown exemptions from liability for rates.**

There are a number of Crown agencies that have offices in the local authority area.

They take advantage of the same level of services and facilities as any other business in the area.

Central Government is currently generating a substantial surplus from its operating account.

The Rotorua Chamber of Commerce suggests that there should be an assessment of local authority rates (both UAGC and general rates) that is calculated on the same basis as other 'business' sector rating units.

## **SUMMARY**

In summary the Rotorua Chamber of Commerce makes the following statements for consideration:

The core role of local authority should be spelled out in legislation

As a general rule councils should only be permitted to engage in those activities, including regulatory activities that fall within the core role of the local authority.

Local authority, once having developed an infrastructural asset should exit from its operational management while retaining an opportunity to generate a return of its investment.

The local authority should look to the sale of the commercial business entities while retaining the opportunity for generating an ongoing return on its assets.

The local authority should maintain a focus on the provision of infrastructural resources and primarily public good provision.

Local authority should cease to operate business units where there is an opportunity for private interests to operate. Local authority should not operate in a commercially competitive environment.

The current distribution of rates is unfair. There is a strong bias towards business with a general assumption of ability to pay. Current allocation reflects a welfare culture and deprivation dimension. This is a central government responsibility.

Local authority should exit the provision of social welfare good such as pensioner housing. This should be a Central Government responsibility.

The devolution of by Central Government of legislation such as the Rates Rebate Scheme, Dog registration and Prostitution control should be covered by a full reimbursal of costs by Central Government.

Local, Regional and Central government departments, agencies and organizations should be required to pay local authority rates as other 'business' sector rating units. There should be no exemptions from any UAGC, general rate, differential application or targeted rates.

# Appendix 1

## 2006 Census of Population and Dwellings Census Night Population Count for Area Units in the Rotorua District, 1996, 2001 and 2006

Area Unit	1996 Census Night Population Count	2001 Census Night Population Count	2006 Census Night Population Count (Provisional)	Total % increase / decrease	annual % increase / decrease	numbers growth 2001 - 2006
538601 Ngongotaha North	2,934	2,934	2,870	-2.2%	-0.4%	-64
538602 Ngongotaha South	1,095	1,140	1,140	0.0%	0.0%	-
538721 Poets Corner	273	255	270	5.9%	1.2%	15
538722 Ngapuna	672	588	540	-8.2%	-1.6%	-48
538731 Owkata South	480	504	580	15.1%	3.0%	76
538732 Lynmore	2,733	2,991	3,120	4.3%	0.9%	129
538741 Owkata West	3,249	3,207	3,750	16.9%	3.4%	543
538742 Owkata East	2,079	2,097	2,130	1.6%	0.3%	33
538811 Hamurana	2,004	2,289	2,530	10.5%	2.1%	241
538812 Inland Water-Lake Rotorua	-	-	-	-	-	-
538820 Tikitere	2,988	3,159	3,040	-3.8%	-0.8%	-119
538831 Kaingaroa Forest	570	549	470	-14.4%	-2.9%	-79
538832 Tarawera	1,752	1,737	1,600	-7.9%	-1.6%	-137
538841 Golden Springs	1,302	1,212	1,260	4.0%	0.8%	48
538842 Reporoa	588	537	440	-18.1%	-3.6%	-97
538850 Ngakuru	1,521	1,554	1,700	9.4%	1.9%	146
538861 Arahiwi	123	117	130	11.1%	2.2%	13
538863 Waiwhero	618	636	700	10.1%	2.0%	64
538864 Mamaku	597	681	710	4.3%	0.9%	29
539000 Selwyn Heights	1,170	1,176	1,100	-6.5%	-1.3%	-76
539100 Western Heights	3,759	3,576	3,730	4.3%	0.9%	154
539200 Fairy Springs	2,067	2,022	2,000	-1.1%	-0.2%	-22
539310 Pukehangi North	2,244	2,019	2,180	8.0%	1.6%	161
539320 Pukehangi South	1,911	2,457	2,770	12.7%	2.5%	313
539400 Mangakakahi	2,427	2,325	2,480	6.7%	1.3%	155
539500 Sunnybrook	1,905	1,824	1,910	4.7%	0.9%	86
539600 Fordlands	2,031	1,959	1,890	-3.5%	-0.7%	-69
539700 Utuhina	1,377	1,365	1,430	4.8%	1.0%	65
539800 Pomare	1,398	1,416	1,460	3.1%	0.6%	44
539900 Hillcrest	1,701	1,563	1,580	1.1%	0.2%	17
540000 Springfield	4,188	4,389	4,340	-1.1%	-0.2%	-49
540100 Kawana Point	1,440	1,617	1,630	0.8%	0.2%	13
540200 Koutu	2,370	2,118	2,110	-0.4%	-0.1%	-8
540300 Ohinemutu	306	291	310	6.5%	1.3%	19
540410 Kuirau	3,168	3,030	2,850	-5.9%	-1.2%	-180
540420 Victoria	2,427	2,112	2,010	-4.8%	-1.0%	-102
540510 Glenholme East	2,583	2,490	2,490	0.0%	0.0%	-
540520 Glenholme West	2,247	2,217	2,250	1.5%	0.3%	33
540600 Fenton	2,103	2,061	2,230	8.2%	1.6%	169
540700 Whaka	591	561	690	23.0%	4.6%	129
Total	68,991	68,775	70,400	2.4%	0.5%	1,625

All cells in this table containing 1996 and 2001 Census data have been randomly rounded to base 3.

Cells containing 2006 Census provisional data have been further rounded. Provisional counts for areas of less than 10,000 have been rounded to the nearest 10. Counts between 10,000 and 20,000 have been rounded to the nearest 50. Counts of 20,000 or more have been rounded to the nearest 100.

2.0423%