

POLICY NUMBER	-	3.2
POLICY SUBJECT	-	3.2 Rates Recovery - Agreement for Payment of Rates and Service Charges
ADOPTED	-	5 September 2000 (CMRef27632)
REVIEWED	-	15 January 2008 (CMRef29330)
REVIEWED	-	20 July 2010 (CMRef 30377)
REVIEWED	-	19 February 2013 (CMRef 31058)

To assist ratepayers who are experiencing difficulty in meeting their rate payments and to alleviate the need to bring individual applications to Council's attention, when a ratepayer has demonstrated that they are experiencing financial hardship, the Chief Executive Officer shall have delegated authority to exercise discretion in making alternative financial arrangements to the options provided on the rate notice with interest to be charged in accordance with the Local Government Act 1995 Section 6.51.

No agreement will be entered into if such an agreement will not result in current rates owing being paid within that financial year.

Guidelines:

1. Letters confirming a payment arrangement details must accompany each application.
2. Staff to ensure that ratepayers meet their commitments to payment arrangements.
3. Defaulting on payment arrangements will result in commencement of legal proceedings.

Standard Rate Recovery Procedures:

1. Rates Issued – minimum of 35 days given to make the following payments:
 - a. Payment in full – No further action to be taken
 - b. Payment of 1st Instalment – Instalment option to be taken and if all future Instalments paid on time no further action to be taken.
(Note: Instalment fee and interest is applied to this option).
 - c. Payment arrangement is entered into between the ratepayer and Council as per this policy. Whilst the payment arrangement is being met no further action is to be taken.
(Note: Instalment fee and interest is applied to this option).
 - d. No payment is made – ratepayer has defaulted.

2. Outstanding ratepayers are reviewed and final notices are sent. Ratepayers have a minimum of 14 days to make payment in full or enter into a payment arrangement.
3. Once the 14 day period has expired, outstanding ratepayers are sent to Debt Collection. A letter is sent by the debt collection agency giving the ratepayer a further 7 days to make payment in full or enter into a satisfactory payment arrangement. No debt collection fees are charged at this point.
4. Expiry of the 7 day period – Legal Action commences and charges are incurred by the ratepayer.
5. Rates debt is either recovered in full (including debt collection charges) via payment by the ratepayer or property seizure is pursued.