1.0 Purpose

1.1 To introduce a set of standards that will apply to the collection of debts in respect of Rates, and Sundry Debtors.

2.0 Objective

2.1 The objective of this policy is to apply a transparent set of standards in relation to collection of debts due to the Council, the details of which are as follows:

(a) Raising of Accounts

The Council undertakes to issue invoices as soon as practicable following the debt being realised.

(b) Debtor Terms

(i) Rates:
Payment due dates are advised annually on the rates demand. Supplementary rates demands are due 30 days from date of invoice.

(ii) Sundry Debtors:
30 days credit from date of invoice. Council requires written authorisation and proof of identity from the client prior to the supply of goods and services. Credit application forms are required each year for regular users. Council reserves the right to withdraw credit facilities from any customer upon authorisation from the Executive Manager Financial Services.

(c) Special Arrangements

A rate payer or debtor has the option to approach Council for special consideration of payments. Special arrangement plans will normally only be considered if the request is received in writing prior to the due date of the account. A form is available from Council Offices. This request must be in writing addressed to the General Manager. The decision of the General Manager is final. The Rates Officer is empowered through delegation from the General Manager to enter into special arrangements for a period of 90 days. The Executive Manager Financial Services is empowered through delegation from the General Manager to enter into special arrangements for a period of 3 – 6 months. If a special arrangement is not adhered to, the matter will be referred directly to Council’s debt collection agency.
(d) **Debt Recovery (Rates and Sundry Debtors)**

Any payment not made by the due date falls into arrears and in the case of rate payment, attracts a penalty. If the debt is still outstanding after 21 days, and a special arrangement has not been entered into and signed, then the matter will be referred to Council’s debt collection agency.

(e) **Sale of Property for overdue rates**

The sale of property to recover outstanding rates will be processed in accordance with the Local Government Act (1993).

### 3.0 Policy

3.1 That:

- (a) rates and sundry debtors be afforded a period of 30 days credit from date of invoice; and
- (b) in cases of genuine hardship Council will consider special payment arrangements for the discharging of debt.

### 4.0 Legislation

N.A.

### 5.0 Responsibility

5.1 The Executive Manager Financial Services is responsible for the application of this policy.

5.2 The policy is to be reviewed as a need arises and, as a minimum, it is to be formally reviewed by Council after each municipal election.

### 6.0 Minute Reference

Minute No. 12.2

### 7.0 Council Meeting Date

15 November 2010