



33 Goldie Street
PO Box 348
SMITHTON TAS 7330
DX 70706 SMITHTON
council@circularhead.tas.gov.au
(03) 6452 4800
www.circularhead.tas.gov.au

DEBT RECOVERY GUIDELINE

REFERENCES & RELATED DOCUMENTS

CP002 Debt Recovery Policy

RATIONALE / BACKGROUND

Raising of Accounts

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

Debtor Terms

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

Sundry Debtors: Due at the end of the month following the raising of the account. Council requires written authorisation and proof of identity from the client prior to the supply of goods and services. Credit application forms are required for regular users. Council reserves the right to withdraw credit facilities from any customer upon authorisation from the appropriate finance manager.

Special Arrangements: A ratepayer or debtor has the option to approach Council for special consideration of payments. Special arrangement plans will be considered in consultation with the client and, if needed, referred to the appropriate finance manager. A form is available from Council offices. If a special arrangement is not adhered to, the matter may be referred directly to Council's debt collection agency.

Debt Recovery

Rates: Any payment not made by the due date falls into arrears and attracts a penalty. If the debt is still outstanding after 21 days, a reminder notice (including penalty amount) will be issued with a payment period of 14 days. If a special arrangement has not been entered into and signed, or payment received, then the matter may be referred to Council's debt collection agency without further notice.

Sundry Debtors: Any payment not made by the due date falls into arrears. If the debt is still outstanding after 30 days, a marked up copy of the invoice will be issued as a reminder request for payment. If the debt remains outstanding after 60 days, a second marked up copy of the invoice will be issued as an urgent reminder request for payment. If the debt is still outstanding after 90 days and, if a special arrangement has not been entered into and agreed upon, or payment received, then the matter may be referred to Council's debt collection agency without further notice.

| | | |
|---|----------------------|--------------------------------|
| DOC NO: CG002 | VERSION NO: 1 | APPROVAL DATE: 18 January 2018 |
| RESPONSIBILITY: Director Corporate Services | APPROVED BY: Council | REVIEW DATE: |



33 Goldie Street
PO Box 348
SMITHTON TAS 7330
DX 70706 SMITHTON
council@circularhead.tas.gov.au
(03) 6452 4800
www.circularhead.tas.gov.au

DEBT RECOVERY GUIDELINE

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*.

| | | |
|---|----------------------|--------------------------------|
| DOC NO: CG002 | VERSION NO: 1 | APPROVAL DATE: 18 January 2018 |
| RESPONSIBILITY: Director Corporate Services | APPROVED BY: Council | REVIEW DATE: |