



HUNTER'S HILL COUNCIL POLICY REGISTER

POLICY NO.	GOV-Pol.16
POLICY TITLE	RATES & CHARGES, HARDSHIP POLICY
STATUS	EXTERNAL
BUSINESS PROGRAM	ACCOUNTING OPERATIONS
FILE	200/12.

PURPOSE

The purpose of this policy is to establish how the Council may help resident ratepayers who experience genuine financial difficulties (financial hardship) to pay their rates and charges, and to ensure effective controls, policies and procedures are in place with respect to the collection of overdue rates and charges owed to Council.

APPLICABILITY

This Policy applies to Council officers who are administering rates and charges collections and resident ratepayers within the Hunters Hill Municipality who establish financial hardship in the payment of rates and charges.

SCOPE

This policy applies to situations where resident ratepayers have outstanding payment to the council.

BACKGROUND

Section 564 (1) of *The Local Government Act 1993* provides that a Council may accept payment of rates and charges due and payable by a person in accordance with an agreement made with the person, and that the council may write off or reduce interest accrued on rates or charges if the person complies with the agreement.

This policy establishes the principles and terms of any agreement entered into by the council.

POLICY GUIDELINES

1. **HEADING – AGREEMENT TO PAY OUSTANDING RATES AND CHARGES BY PERIODIC PAYMENT.**
 - 1.1.1 A resident ratepayer experiencing financial difficulties may make arrangements by completing the required form (**Attachment 1**) to pay off their outstanding rates and annual charges by regular payments.



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1.2 The General Manager is authorised to enter into arrangements with any ratepayer to have rates and charges paid by agreement as per Section 564 (1) of the Local Government Act 1993. Arrangements will be subject to the following;

- Interest must, by law, be charged on all overdue rates and charges
- Payments are not to be reduced or missed without Council's prior agreement.
- Other repayment agreements will be considered provided the particulars are submitted in writing to the Council
- All agreements are subject to periodic review by the Council
- All agreements are for the current financial year only. If an agreement is to continue over a new financial year a new agreement must be made.
- In the event that a ratepayer fails to make a payment in full under an arrangement and does not notify Council of any financial difficulties, the total amount outstanding becomes payable and is subject to Council's normal recovery procedures.

RELATED POLICIES

Hunters Hill Debt Recovery Policy (GOV-Pol.06)

Hunters Hill Rates and Charges, Pensioners Reduction Policy (GOV-Pol.07)

POLICY AUTHORITY

The policy authority is the General Manager

GETTING HELP

For interpretations, resolution of problems and special situations contact the Council's Rates/Revenue Accountant.

TO BE REVIEWED

This policy is to be reviewed in 2013 or with any changes to relevant legislation or council policy.

VERSION CONTROL

Date	Version	Min. No	Key Changes	Author
10.10.2011	1.0	360/11360/11 OM 4314	Adoption of Policy	D McFadyen



HUNTER'S HILL COUNCIL POLICY REGISTER

ATTACHMENT 1

NAME:

ADDRESS:.....

.....

PHONE NO:.....

The General Manager
Hunters Hill Council
PO Box 21
HUNTERS HILL NSW 2110

ATTENTION: **Rates Department**

AGREEMENT TO PAY OUTSTANDING RATES & CHARGES BY WEEKLY / FORTNIGHTLY / MONTHLY PAYMENTS 2011/2012

PROPERTY:

ASSESSMENT NO:

Council appreciates that some ratepayers, due to unforeseen circumstances, cannot pay the Rates and Charges by the due dates shown on their Rate Notice and will accept agreements to the payment of the account on a weekly/fortnightly/monthly basis.

TERMS OF AGREEMENT:

1. Interest must, by law, be charged on all overdue rates and charges.
2. Payments are not to be decreased or missed without Council's prior agreement.
3. Other repayment agreements will be considered provided the particulars are submitted in writing to Council.
4. All agreements are subject to periodical review by Council.
5. All agreements are for the current financial year only. If an arrangement is to continue over into a new financial year a new agreement must be made.
6. In the event that a ratepayer fails to make a payment in full, under an arrangement and does not notify Council of any financial difficulties, the total amount outstanding becomes payable and is subject to Council's normal recovery procedures.

I..... DO HEREBY

MAKE APPLICATION TO PAY THE AMOUNT OF \$

WEEKLY / FORTNIGHTLY / MONTHLY COMMENCING FROM.....

I understand that daily interest charges will apply to all overdue Rates and Charges until paid, and that provided I abide by the terms of the agreement, no legal action will be taken by Council.

Signature: Dated:.....