

## **RATES – HARDSHIP RELIEF**

### **Objective**

To address applications to Council for relief from paying interest on overdue rates and charges due to circumstance of hardship.

### **Scope**

Written applications from ratepayers who have been charged interest on overdue rates and charges.

### **Policy**

- 1) That Council adopt an application process as a matter of policy in dealing with rates hardship applications as follows:
  - (a) Application received in letter form for relief from extra charges under the hardship provision of the Local Government Act;
  - (b) Personal questionnaire forwarded to applicant or their representative along with a letter highlighting the procedure;
  - (c) Return of the completed questionnaire to be vetted for accuracy by the General Manager and, if necessary, clarification sought.
  - (d) Submission to a small committee of Council comprising the Mayor and General Manager and then Council for confirmation.
  - (e) Total confidentiality to be retained and all copies of the request for consideration be destroyed after decision made.
  - (f) That Council deal with each case on its merits.

### **Relevant Legislation**

Local Government Act Section 567

### **Associated Documents**

Hardship Application available on Council's intranet (C&BS Forms)

# POLICY

---

<b>Responsible Officer:</b>	Director Corporate & Business Services		
<b>Date Adopted:</b>	21/2/2006	<b>Resolution No:</b>	34/2006
<b>Version:</b>	1	<b>Review Date:</b>	February (annually)

## RATES – LATE PAYMENT – WAIVING OF INTEREST

### Objective

To determine circumstances under which waiving of interest on rates will be considered by Council.

### Scope

Rate payments made after due date which incur interest charges.

### Policy

1. That in cases where the reason for non payment of rates by the due date is either oversight or neglect on the part of the ratepayer, it be Council's policy not to accede to requests to waive interest accrued.
2. That where mitigating circumstances are put forward as the reason for non payment of rates by the due date, these cases be dealt with on their merits.

### Relevant Legislation

Local Government Act Section 567

### Associated Documents

Nil

<b>Responsible Officer:</b>	Director Corporate & Business Services		
<b>Date Adopted:</b>	21/2/2006	<b>Resolution No:</b>	34/2006
<b>Version:</b>	1	<b>Review Date:</b>	February (annually)

