

## Warrumbungle Shire Council

### Unpaid Rates Notices Process - Proposed Process

|                                                    |                                                  |                | Week 1                                                      | Week 2                                                         | Week 3                                                   | Week 4                                                                              | Week 5                                                                                                                         | Week 6                                                                   | Week 7                                                       | Week 8                                                                              | Week 9                                                                                                  | Week 10                                                           | Week 11                                                                                      |
|----------------------------------------------------|--------------------------------------------------|----------------|-------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Days                                               | -30                                              | 0              | 7                                                           | 14                                                             | 21                                                       | 28                                                                                  | 35                                                                                                                             | 42                                                                       | 49                                                           | 56                                                                                  | 63                                                                                                      | 70                                                                | 77                                                                                           |
| Action                                             | Instalment notice sent                           | Instalment due | Nil                                                         | List Provided                                                  | Reminder Letter Sent                                     | Letter of Demand Sent                                                               | Attempt to contact by Phone                                                                                                    | GM Sign off on list to proceed to next stage                             | Statement of Claim                                           |                                                                                     | Application to Court                                                                                    | Court Action                                                      | Court Action                                                                                 |
| Process Comments                                   | Quarterly Instalment notices sent to rate payers | Rates Due Date | Council allows 7 days grace prior to any action being taken | Council provides SR Law with a listing of overdue assessments. | SR Law sends out a reminder notice on Council letterhead | Council Provides SR Law with a list to mail a letter of demand on SR Law Letterhead | WSC staff will make two attempts to contact rate payer by phone. This will also involve investigation to find a number to call | Listing of outstanding notices to be signed off by the GM (or delegate). | SR Law supply Council to proceed with a "Statement of Claim" | Council vett list and provide authority as required to action a Statement of Claim. | SR Law supply Council with a list of assessments seeking authority to proceed with Application to Court | WSC vett and authorise list of assessments to seek "Court Action" | SR Law take over communication and correspondence with rate payer and proceed through Courts |
| Days grace given to pay                            | 30                                               |                | 7                                                           | 14                                                             |                                                          |                                                                                     | 7                                                                                                                              |                                                                          | 14                                                           | n/a                                                                                 | n/a                                                                                                     | n/a                                                               | n/a                                                                                          |
| #f outstanding rate notices (On average)           | 7,000                                            |                | 1,000                                                       | 1,000                                                          | 600                                                      |                                                                                     | 20                                                                                                                             |                                                                          |                                                              |                                                                                     |                                                                                                         |                                                                   |                                                                                              |
| Status - Legal Action                              | No                                               | No             | No                                                          | No                                                             | No                                                       | No                                                                                  |                                                                                                                                | Yes                                                                      | Yes                                                          | Yes                                                                                 | Yes                                                                                                     | Yes                                                               | Yes                                                                                          |
| Costs incurred are billed to the rate payer        | No                                               | No             | No                                                          | No                                                             | No                                                       | No                                                                                  |                                                                                                                                | Yes                                                                      | Yes                                                          | Yes                                                                                 | Yes                                                                                                     | Yes                                                               | Yes                                                                                          |
| Legal Costs to Ratepayer                           | 0                                                | 0              | 0                                                           | 0                                                              | 0                                                        | 0                                                                                   | 0                                                                                                                              | 0                                                                        | app. \$550                                                   | 0                                                                                   | \$180-\$340                                                                                             | 0                                                                 | Highly Variable Min. \$200. Can be \$,000's                                                  |
| Interest on outstanding rates billed to rate payer | No                                               | No             | No                                                          | No                                                             | No                                                       | No                                                                                  |                                                                                                                                | Yes                                                                      | Yes                                                          | Yes                                                                                 | Yes                                                                                                     | Yes                                                               | Yes                                                                                          |