

## **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*

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)

<b>Responsible Officer:</b>	Director Growth and Liveability		
<b>Date Adopted:</b>	21/2/06 20/3/18 21/02/23	<b>Resolution No:</b>	34/06 48/18 11/23
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