

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

Responsible Officer:	Director Growth and Liveability		
Date Adopted:	21/2/06, 20/3/18 21/02/23, 18/02/25	Resolution No:	34/06, 48/18 11/23, 13/25
Version:	4	Review Date:	July (annually)