



Title: Collections Policy

Resolution Number:

Policy Number: 23-033

Date Approved: February 13, 2023

Purpose:

To outline the responsibilities of the Town and/or property owners for collection of Property & Water/Sewer tax.

Authority:

- Council Discretion
- *Municipalities Act, Chapter M-24, SNL1999*

Collection Procedures

Tax Collection of Property, Water/Sewer – Residential, Commercial & Business

Step 1: **Make Telephone Calls**

Step 2: **Send Statements in Mail (February, June, October)**

Step 3: **1st Collection Letter**

Send Reminder Letter – 10 days to pay and/or make arrangements.

Step 4: **2nd Collection Letter**

Send Demand Letter – 10 days to pay and/or make arrangements.

Step 5: **3rd Collection Letter**

Send Final Letter – 7 days to pay and/or make arrangements.

Step 6: **Further Action**

Water shut off/rental seizure.

Procedure for Making Arrangements:

Meet with taxpayer to discuss situation and agree on a payment plan (weekly, biweekly, monthly). Present payment plan to Council for approval. Upon approval, collect cash, postdated cheques, etc.

Procedure for NSF Cheques:

Contact customer to make arrangements for cash payment. A \$6.50 banking fee will be added to the amount owing. If cash payment is not received within 24 hours, charge customer a \$20 Administration Fee. If balance is still unpaid, send collection letters, and if necessary, take further action as required.

REVISION HISTORY:

Revision:	Author:	Change Made:	Date:



1st COLLECTION NOTICE

DATE

NAME
ADDRESS

Outstanding Amount: \$AMOUNT

Our records show that your account is outstanding in the amount of \$(AMOUNT) with interest accruing monthly. Please be advised that it is imperative that you contact me at 709-893-2248 and make arrangements to avoid further action being taken.

Please disregard this notice if you have previously spoken with the Town CAO and made arrangements to pay your balance in full, such as pre-authorized bank payments, postdated cheques or other method.

Yours truly,

Leanne Hann
CAO, Town of Twillingate

Enclosure – Tax Account Summary

cc: Kathy Roberts
Director of Finance



2nd COLLECTION NOTICE

DATE

NAME
ADDRESS

Outstanding Amount: \$AMOUNT

As noted above, your account is in arrears. I ask that you please remit payment in full within ten (10) days so that we may settle this matter amicably. Failure to do so will leave me no alternative but to recommend to Council that further action is taken to collect your outstanding amount. This will cost you further expense. I look forward to receiving your payment so that this does not become necessary. To make payment arrangements, please call me at 709-893-2248. If payment has been sent, please disregard this notice.

Yours truly,

Leanne Hann
CAO, Town of Twillingate

Enclosure – Tax Account Summary

cc: Kathy Roberts
Director of Finance



3rd COLLECTION NOTICE

DATE

NAME
ADDRESS

Outstanding Amount: \$AMOUNT

Our office has previously sent you several letters concerning your unpaid account in the above amount that is seriously past due. This is now our final request for payment within seven (7) days from the date of this letter.

Failure to respond will result in further action such as placement of the account with a collection agency and/or disconnection of water and/or sewage system, or seizure of tenant rental, if applicable.

If you require further information concerning this, please do not hesitate to call me at 709-893-2248.

Yours truly,

Leanne Hann
CAO, Town of Twillingate

Enclosure – Tax Account Summary

cc: Kathy Roberts
Director of Finance



DATE

NAME

PRIVATE AND CONFIDENTIAL

ADDRESS

Twillingate, NL

POASTAL CODE

To Whom It May Concern:

Re: Rental Seizure

Our records indicate the property located at _____ has an outstanding amount of \$ _____ for property, water and sewer taxes and interest.

Please be advised that notice is now being served that if payment is not received within ten (10) days from the date of this letter, the Town of Twillingate will initiate seizure of your tenant's rental.

A copy of Section 148 of the *Municipalities Act, 1999* has been enclosed for your information.

We trust payment in full will be received within the specified time frame so that rental seizure will not become necessary.

Yours truly,

Leanne Hann
CAO, Town of Twillingate

cc: Kathy Roberts
Director of Finance