

Treasury Department Policy	 Municipality of Dutton Dunwich	Content Updated: NEW
Section: Finance & Accounting		Supersedes Policy: Resolution:
Policy No: F&A 06-15		Approved by Council: May 13, 2015
Pages: 1 of 3		Resolution: 2015-08-13

BYLAW AND PROPERTY STANDARDS BILLING AND COLLECTION	
POLICY STATEMENT AND RATIONALE	The Corporation of the Municipality of Dutton Dunwich recognizes the importance of having a written billing and collection policy for Bylaw and property standards accounts, incorporating good and acceptable business practices and efficiencies and, which is consistent and fair to its customers and to the Municipality.
EFFECTIVE DATE	This policy comes into effect on May 13, 2015 and cancels and supersedes all previous Bylaw and property standards Billing and Collection policies.
SCOPE	The <i>Bylaw and Property Standards Billing and Collection</i> policy applies to all customer bylaw and property standards service accounts within the geographic boundaries of the Municipality. Municipality staff and Contractors assigned to the administration and collection of Bylaw and Property Standards accounts shall adhere to the policy and procedures detailed below.
DEFINITIONS	In reading and interpreting the <i>Bylaw and Property Standards Billing and Collection</i> policy, the following definitions apply: “Municipality” means The Corporation of the Municipality of Dutton Dunwich.
POLICY, PROCEDURE AND IMPLEMENTATION	<p>1.0 Billing for Site Visits/Investigation of Complaints</p> <p>1.01 When the Municipality receives a complaint regarding Bylaw violations and property standards, the Municipality will send a contractor or employee out to conduct the initial visit at the location to determine if the complaint is legitimate and a report is then provided to the Municipality. At this point an informal/formal Order for clean-up or correction is issued to the home owner with a due date. At the compliance due date another inspection would be completed to ensure the Order has been completed. If the work has not been completed and there is a need for additional visits, billing will commence for each visit.</p> <p>1.01 Bylaw and property standards files will be reviewed for billing purposes and billed quarterly.</p>

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2.0 Payment Due Date

2.01 Due dates will be the 30 days after the issuance of the bill.

3.0 Payment

3.01 Payments of the net amount will be accepted if received on or before the payment due date, or processed by the Bank on or before the due date. The amount payable after the due date incorporates a penalty charge as outlined in the Municipality's Fee By-Law.

3.02 Payments received after the due date should be for the amount identified on the invoices plus any penalty charges.

3.03 If a payment is received after the due date, and the payment only reflects the net amount due, the penalty charge will remain outstanding until the next bill is issued.

3.04 Invoices are payable at the Municipal Office (199 Currie Road) only. The receipt date will be the official date of payment. Payment will be in the form of cash, cheque, money order, debit card, or credit card.

3.05 Costs associated with the use of a collection agency, as approved from time to time by Council, are the responsibility of the customer.

3.06 Where the account is past due and collection efforts have been exhausted, the amount due shall be added to the tax roll.

3.07 Amounts added to the tax roll shall be collected in accordance with the provisions of section 1 (3) of the *Municipal Act, 2001*, which includes the provision to include the outstanding charges in the cancellation price for a tax sale.

4.0 Dishonoured Cheques

4.01 If during any calendar year the Municipality receives two (2) or more NSF ("not sufficient funds" or "non-sufficient funds") cheques from the same customer, the customer will be notified in writing that the Municipality will only accept

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payment on the subject account by cash, certified cheque, money order or debit, until the customer has established a good payment record for one year.

4.02 A charge, as determined from time to time by by-law, will be applied to the customer's account for each payment returned by their financial institution for the reasons set out in section 4.01.

5.0 Late Payment Charges

5.01 Late payment charges are adjusted only if it was charged as a result of the Municipality's error or omission. It shall be at the discretion of the Treasurer to determine if the error was a result of action taken by the municipality.