

MILDENHALL HIGH TOWN COUNCIL

The Pavilion. Recreation Way. Mildenhall. Bury St. Edmunds. Suffolk. IP28 7HG



ARREARS PROCEDURE AND POLICY

Mildenhall High Town Council recognises that an effective strategy for the management of its income.

This policy reflects the Council's need for clear lines of accountability in the management of income.

We will use preventative measures and act early, giving advice and support to our customers to help maintain a positive relationship with them.

We will, however, not tolerate the wilful non-payment and will use all legal remedies to recover the debt. As a last resort we will consider court action.

We will:

- Collect all charges due, reduce the level of arrears and report on this to the Full Town Council on a quarterly basis.
 - Protect and support vulnerable customers.
 - Provide an excellent service, being fair and equitable.
- Listen to and engage with all our customers who face difficulty paying.
- Be proactive and use measures which prevent and minimise arrears
- Take prompt and appropriate action to recover arrears and other debts.
 - Be committed to using legal action but only as a last resort.
 - Ensure that all arrears are cleared by the end of the current fiscal year.
- Stay aware of developments in arrears prevention and recovery and will develop new and effective initiatives.