



# Yateley Town Council Late Payment Policy 2020

## 1.0 Introduction

1.1 The purpose of this policy is to quickly identify and deal with the late payment of invoices, fees and charges levied by the Council.

## 2.0 Late Payment Procedure

2.1 At the invoice due date - the Council will attempt to contact the customer by phone and email to discuss and remind them to pay the debt. A follow up letter will also be sent detailing that:

- Payment is due within 7 days or we will take action to recover the debt;
- That payment can be made by cheque or by card over the phone;
- The Council is willing to work with hirers on a payment plan if their circumstances have changed or they have short-term cash flow problems;
- If the debt is not settled within 7 days all future bookings will be cancelled until the amounts owed have been paid.

2.2 7 days from the invoice due date – the Council will send a letter (see appendix 1) to the customer by recorded delivery informing them that we may take action via the small claims court if payment or a reply is not received within 14 days. The letter will also confirm that all future bookings have been cancelled and that the building keys should be returned immediately.

2.3 21 days from the invoice due date – if payment has not been received, the Council will decide whether to pursue the debt in the small claims court should the debt be deemed significant.

2.4 Future bookings – should the customer wish to book the Council's facilities in the future, payment will be required in advance to secure the booking.

## Appendix 1 – Formal Small Claims Court Letter

The following points should be included in the letter:

- The wording 'Letter Before Claim' at the start of the letter to show that this is a formal letter prior to further action;
- A summary of what has happened;
- Details of the amounts owed and when they need to be paid;
- A deadline to reply within 14 days with either payment or an explanation as to why the customer does not agree with the requirement to pay;
- That proceedings within the small claims court may be pursued if a reply is not received within 14 days of the date of the letter.

## Amendment Record

Version 1: Agreed September 2016

Version 2: Agreed May 2020