

## **PART 2: REMISSION OF PENALTIES ADDED TO UNPAID RATES**

### **OBJECTIVES**

To encourage ratepayers to enter into formal agreements to repay rates arrears.

### **CONDITIONS AND CRITERIA**

- The Council will remit a penalty when it is demonstrated that a penalty has been levied because of an error made by the Council;
- The Council may remit a penalty where it considers that it is fair and equitable to do so. Matters that will be taken into consideration include the following:
  - The ratepayer's payment history;
  - Full payment made of rates due (excluding a penalty amount);
  - The ratepayer entering into an agreement with Council for the payment of rates; and,
  - Under compassionate grounds where payment of rates has been late due to significant family disruption. Remission will be considered in the case of death, illness or accident of a family member, within 60 days of the due date.