



Terms of Business

Introduction

This policy outlines the Council's terms of business surrounding its hire and rental agreements. This includes processes for dealing with late payments and outstanding accounts (bad debts) in accordance with Financial Regulation No.13.3.

1.0 Policy

1.1 Hall Hire Charges

- Will be invoiced monthly, within the first week of the calendar month.
- Hirers will have 28 days to make payment via bank transfer which is the preferred method of payment. Cash payments will be considered with prior agreement of the Parish Clerk.

1.2 Shop Rents

- Will be invoiced quarterly, within the first week of the calendar month.
- Tenants will have 21 days to make payment via bank transfer which is the preferred method of payment.

1.3 Allotment Rents

- Will be invoiced annually in October. This will cover the previous April up until the following March.
- Tenants will have 28 days to make payment via bank transfer which is the preferred method of payment.

1.4 Sub Station Lease

- Will be invoiced annually, within the first week of the calendar month.
- Tenants will have 21 days to make payment via bank transfer which is the preferred method of payment.

2.0 Late Payments

If payment is not received after twenty eight days, a reminder will be issued. This will be followed by reminder emails / letters at sixty and ninety day intervals as required.

After sixty days, a referral will be made to the Finance Committee for authority to consider debt recovery and a 5% surcharge will be added to any outstanding monies owed. For Hall Hirer agreements, any future bookings will be withdrawn at this stage and no further bookings taken until the debt is paid and at the discretion of the Parish Council.

After ninety days and with Finance and General Purpose Committee approval, a letter will be sent by recorded delivery to the debtor advising that if no payment is made within seven days, the debt will be passed to a debt collector for recovery.

Where the debt collector is unable to secure payment, the debt will be subsequently referred to the Finance and General Purposes Committee for consideration to write off the debt.

In all cases, no further credit will be allowed until all current debts have been cleared and lease agreements will be terminated with immediate effect.

3.0 Write Offs

The Council recognises that where a debt is irrecoverable, prompt and regular write off of such debts is good practice.

The Council will seek to minimise the cost of write offs by taking all necessary action to recover what is due. Debts will be subject to the full recovery, collection and legal procedures as outlined in this policy.

Any debts to be written off will be reported to the Finance and General Purposes Committee and must fall into at least one of the following categories:

- Small balances/overpayments.
- Deceased or untraceable liable parties.
- Balances are uneconomical to pursue.
- Balances have been unsuccessfully pursued.
- Recovery procedures exhausted.
- Customer formally insolvent / bankrupt / in liquidation / in administrative receivership.
- Not in the Council's or public interest to pursue further.
- Insufficient evidence to justify legal action.

The write off schedule will contain the following specific information for each case:

- Customer name.
- Invoice number or reference.
- Date of invoice.
- Amount of debt.
- Reason for write off.
- Recovery history.
- Date of write off.

- Authorisation of write off.

Review

Annually, or as appropriate, the Council will review and update this policy.

Date of Policy	March 2025
Approving Committee	Full Council
Date of Committee Meeting	31 March 2025
Date of Adoption by Full Council	31 March 2025
Policy Version Number	1

Reviewed on	2 March 2026
Reviewed by	Full Council
Updates	Removal of authorisation to pay by cheque at points 1.1, 1.2, 1.3 and 1.4
Policy Version Number	2
Date of Next Review	March 2027

Signed: _____ Chair, Caister-On-Sea Parish Council

Date: _____