

## **6.0 Sundry Debts**

### **6.1 Introduction**

The Accountancy Department collects miscellaneous income for a number of different Council departments. In the majority of cases the originating Department creates the invoice and it is the Sundry Debtor team that deals with the recovery process which is outlined below.

### **6.2 Instalments**

Customers who hold a Sundry Debt Account with the Council can pay by instalments on a weekly, fortnightly or monthly basis.

The following instalment dates are applicable:

- 15<sup>th</sup> or 25<sup>th</sup> of the month for Sundry Debtor accounts on Direct Debit;
- Any dates within the month for other Sundry Debtor arrangements

### **6.3 Methods of Payment**

Payments for Miscellaneous Income are currently accepted by:

- Direct Debit, (limited Debt types)
- Bank Giro or Standing Order
- Via Bank or Post Office Counter
- BACS and Bank Transfer
- Cash, cheque or Postal Order via the Cash Offices
- Deductions from staff's salaries
- Direct Credit
- Transcash
- Using a credit or debit card via the automated phone system or the Council's website
- Deductions from wages, salaries, pension
- Deduction from Income Support, (Job Seekers Allowance)
- Internal Transfer

### **6.4 Reminder Notices**

A first reminder notice is sent after 14 days. A more strongly worded second reminder with a copy of the invoice is sent after another 14 days. If no contact has been made by the debtor an attempt to contact them by phone is made 7 days after the second reminder.

Arrangements are accepted initially on the basis of what the debtor will agree to, but are re-visited after 6 months to seek increased payments. Accepting low instalments initially is an effective way of getting the debtor to acknowledge the existence of the debt and their responsibility for it.

### **6.5 Legal Action Letter**

After 42 days where no contact or payment has been made a notification for legal action letter is issued, requesting payment within 14 days. If the Debtor has still not contacted the Council 7 days after the issue of the Legal letter another attempt is made to contact them by phone.

### **6.6 Sundry Debt Court Action**

After 56 days where no contact has been made the debt is referred to Legal Services to issue County Court proceedings. A summons would not normally be issued for less than £100.