

Policy

Rates – Refund and Adjustment

Responsible Manager (Title)	Manager Finance & Supply		
Adopted by Council	Date: 28/04/2020	Minute Number: 6c.20.037	
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Document(s) this policy Supersedes	V1.0 - 27/06/2017 – 15.119/17		
Community Plan Linkage	5 Leadership		
	5.2 We will have an effective and efficient organisation		
	5.2.1 Operates in a financially responsible and sustainable manner		

1. Purpose

To provide guidance to the General Manager and staff in refunding and adjusting of incorrect charges to rate accounts.

2. Definitions

Ratepayer – the person liable for payment of the rates of the property.

3. Background/legislative requirements

Local Government Act 1993 NSW - Section 574

4. Policy statement

This policy provides an adjustment to ratepayers who have been incorrectly charged for a service, availability or connection charges.

5. Implementation

Where adjustment or refunds to accounts are to be made based upon third party advice the charge will be removed for the current financial year plus one additional financial year.

Where adjustments or refunds to accounts are to be made based upon Council error a refund or adjustment will be made in retrospect for a period of up to 7 years. If a new owner has taken over the property within the 7 year period a refund or adjustment will not be awarded prior to the ownership date of transfer.

6. Appeal/objections process

NIL

7. Related Documents

Clarence Valley Council Annual Fees and Charges