

**Council – 22<sup>nd</sup> September 2016**

**Agenda Item 13 - COUNCIL TAX, BUSINESS RATES AND HOUSING  
BENEFIT OVERPAYMENT DEBT COLLECTION POLICY**

**Addendum**

Please note the additional paragraph in **BOLD** to be inserted into the Introduction of the Council Tax, Business Rates and Housing Benefit Overpayment Debt Collection Policy (Appendix A):-

**1.0 Introduction**

- Shropshire Council has a legal duty to all residents, businesses and other organisations to ensure the prompt and effective billing and collection of all sums due to the Council. Delays in collection and non-payment of debt lead to less overall income, higher administrative costs, and reduced resources available for the provision of essential services.
- **We are aware that people fall into arrears for a number of different reasons. We are conscious that some people fall regularly into arrears, and other people are in arrears for the first time due to losing employment for example. We are committed that everyone will be treated sensitively, fairly, and realistically. We would stress that this is a two way process and that taxpayers need to be confident enough to approach us and are willing to take steps to sort out their problems themselves, if we are going to have any chance of helping them.**