

Councillor Question Time

Question from Councillor Clark:

I received my rates notice a couple of days ago which only allows two weeks' notice to make payment of the first instalment. Can a Council officer please advise if this is the usual timeframe to receive notices or if there was a delay with the process?

Response:

Instalment reminder notices are normally sent 4 weeks prior to the instalment date, however for the third instalment this year it was only 2 weeks.

The rates team are still getting used to working in the new system as well as dealing with a larger than normal volume of land information certificates and property transactions associated with a very active market. They are now back within service levels for most items but had to push back the instalment date to make sure data was as up to date as possible.

The team will review how they organise and prioritise work to get back to the 4-week notice period. Next financial year we will also be seeking to enable text reminders.

In the interim we will monitor complaints closely and will continue to provide support for those experiencing payment difficulties.

**Please note: answers to any questions in Public Question Time and Councillor Question Time which were answered at the meeting are included in the minutes of that meeting.*