

REMINDER

If a customer does not adhere to their payment plan and falls an instalment or even part of an instalment behind in their payments, they are issued with a Reminder Notice.

We are legally obliged to send every person in the household a reminder for the overdue amount. Providing a customer adheres to the legislative requirement on the "REMINDER" to bring their Council Tax account up to date within 14 days (historically this was 21) and then continues to keep it up to date for the rest of that financial year, no further recovery action will be taken against them.

If they ignore the "REMINDER" and fail to bring their account up to date, they will then move directly to the "SUMMARY WARRANT" stage of recovery. If, however, they bring their account up to date by paying in accordance with the REMINDER but then fall behind on their instalments a second time they will receive a:-

2nd REMINDER

As with the reminder, we are legally obliged to send every person in the household a reminder for the overdue amount, providing their "instalment profile" is brought up to date within 14 days (historically this was 21) and remains that way for the rest of the financial year, no further recovery action will be taken against them.

In accordance with Council Tax legislation however, a customer can only be issued 2 reminders in a financial year. If they fall into arrears a third time, the recovery procedure takes them straight to the "SUMMARY WARRANT" stage.