



## Receipting of Payments Policy

### Village of Vibank

#2019-001

#### **PURPOSE:**

To provide guidance to front line staff in the collection of fees on payments for Utilities, Taxes, Licenses, Permits, Recreation, and Other fees. Good collection techniques protect the residents from unwanted financing and interest penalties. The Village of Vibank is committed to having clear and responsible procedures to avoid the appearance of biased or preferred treatment.

#### **PROCEDURE:**

**Making a Payment** to the Village for animal licenses, water/wastewater bills, recreation fees, hall rentals, permits, licensing, and property taxes may all be made in person at the Vibank Village Office, 101-2<sup>nd</sup> Ave, Vibank Sask. Accepted forms of in person payments are cash, cheque, master card, visa, or debit. Hours of operation: Tuesday through Friday from 8:00 a.m. to 5:00 p.m. (closed on statutory holidays).

**Office Closure** due to holidays: - All possible means of communicating to the residents will be used to inform residents of an office closure coinciding with payment due dates. In the event that the Village Office will be closed over the due date, the Village will accept post-dated cheques given to the Office up to and including the last business day open before the holiday closure. All post-dated cheques will be deposited on or after the cheque date. When mailing in payments or using the telephone banking or on-line options it is the resident's responsibility to have their payments into the Office prior to the holiday closure. The Village Office may be closed extended days over Christmas – New Years, Easter, or long weekends.

**Water/wastewater or Property Tax Payments:** can also be made online through your financial institution's electronic banking facility, or through their telephone banking facility. Payments may take longer to reach the Village than expected; it is the resident's responsibility to make sure the payment reaches the Village Office prior to the cut-off date. If it is close to month-end, we recommend dropping your payment off at the Village Office, or calling in with your credit card information.

**Financing charges** are automatically applied the first of the Month, regardless of when your payment was mailed or sent electronically. Unpaid taxes will be charged interest at a rate of 15% added the 1<sup>st</sup> day of January each year. Water/wastewater utilities are charged 1.5% on the 1<sup>st</sup> of each calendar month in which default occurs.

**Dishonoured/Erred Payments**, either by cheque or online banking which are dishonored by your bank will be reversed by the Village, with an additional NSF (Non-Sufficient Funds) processing fee applied. This fee will be in addition to any fee charged to you by your financial institution, and reflects the Village's costs (including bank charges assessed on us) of processing your payment for a reversal and a resubmitted payment, as per the Fees Bylaw. Cheques with no date, errors in amounts, either written or numerical will not be processed and may incur interest charges if not corrected by the turn around date.