

# Rates Discount and/or Interest Reversal Request Form

Requests can only be considered under the criteria specified on this form after payment (including arrears) has been received in full.

Please tick the box to confirm the account been paid in full

We will aim to assess your request within 10 working days. During busy periods this may extend further, we thank you for your patience.

## Applicant details

Applicant name

Applicant postal address

Applicant email address

Applicant phone number

## Rates Account details

Property Address

Assessment Number

Please provide a brief overview of your request:

## Criteria

Requests can only be considered if the evidence requested is attached and payment of the outstanding amount has been received by Council.

Please select the criteria that applies:

Rate notice has been incorrectly addressed

- There is evidence that a rate notice was addressed incorrectly, due to
  - Council error where we failed to process a valid change of address, or
  - Council error in processing the postal address for a property transfer - this will be checked with the Department of Resources.

Please note: if Council has sent the rate notice correctly based on the information provided to us, this section cannot be applied.

Undue delays

- A payment is made by mail and the postmark on the envelope indicates the payment was mailed on or **before** the due date for discount and payment has been cleared by the customer's bank.
- Payment is made with a Council endorsed collection agency on or before the due date for the discount and payment has been cleared by the customer's bank (evidence of transaction required).
- A rate payment was missed by Council cashiers and payment has now been received.

Non receipt of notice

A ratepayer claims they did not receive a correctly addressed or electronically delivered rate notice. Select the section that applies:

The rate notice has been returned to Council and reissued to the same postal address or if receiving by email, Council has received an undeliverable/bounced notification

An incident ID has been lodged with Australia Post that records a problem existed with the mail delivery. Provide evidence - If your request was submitted online, attach confirmation your request was submitted or if you phoned and were given an Australia post Incident ID number, please enter this number:

You can lodge a request online at [www.austpost.com.au](http://www.austpost.com.au) or by phone on 13 76 78.

- A mail re-direction was current at the time of the rate notice issue. Provide evidence of the mail redirection.

Please note: if the incorrect mailing address was provided to Council, this section cannot be applied.

- Lost payment.

Please select the section that applies:

- A cheque was posted as payment before the discount date and the payment was not received. Provide evidence of a non-stop payment order (or other evidence).
- A payment was made by phone to a Council phone payment facility and the payment failed to be processed and the discount was missed due to technical issues.
- An electronic payment was made in error for the full rate amount (the net amount) to another biller code before the discount date (e.g. Energex, Ergon, BCC, or similar). Provide evidence of the incorrect payment.

- Short payment

The rate notice was short paid through a transcription error (written or electronic), and the discount was missed due to a genuine mistake on the ratepayer's part, or the ratepayer paid the amount to the wrong rates account. Any shortfall must be paid.

- Cheque or credit card payment not signed

A cheque or credit card payment was not signed, and the discount was missed due to a genuine mistake on the ratepayer's part. The cheque or credit card payment has been signed and returned to the Council and payment has been received.

- Special Circumstances on the discount date

Select the section that applies:

- An accident. Provide a police report or other appropriate information.
- A medical condition. Provide a medical certificate or advice from a hospital that the ratepayer was a patient.
- A death in the family. Provide a death certificate or other appropriate information.

- A ratepayer was overseas during the whole rating period (issue date to due date). Provide a copy of transport information or the ratepayer can supply a copy of his/her passport.
- Due to a natural disaster located in the postal address area of the rate notice (e.g. a cyclone and flooding caused a delay in receiving the rate notice or the payment of the rate notice).

- Consideration under payment record and length of ownership

This section can only be used if payment has been made AND the ratepayer has:

- (a) owned the subject property for at least two years, and
- (b) has received discount and not incurred interest for the eight rating quarters immediately before the request for discount, and
- (c) the circumstances resulting in the discount being missed or interest incurred do not fit any of the previous criteria outlined in this form, and
- (d) the ratepayer has not made a similar request over at least the last eight rating quarters.

If the discount and/or interest amount is granted it will be credited to the rates accounts. Credit balances will appear as the opening balance on the next quarter's Rates and Water Notice.

### **Please return your completed application and required evidence to Council by:**

- email to [council@logan.qld.gov.au](mailto:council@logan.qld.gov.au).
- mail to Logan City Council, PO Box 3226, Logan Central DC QLD 4114
- in person at the any Customer Service Centre.

**Privacy collection notice:** Council collects personal information in order to provide services and information. It may be used to update records, contact you about Council businesses and can only be accessed by Councillors, employees and authorised contractors. All information is handled in accordance with Council's Privacy Policy and Procedure. Visit [logan.qld.gov.au/privacy](http://logan.qld.gov.au/privacy)