

Community Accounts Receivable Write-Off	Policy	F5
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What is the policy?

This policy applies to all levels of communities and outlines the procedures to collect and write-off accounts other than property taxes. All possible avenues for collection shall be attempted before accounts can be written off.

Community responsibilities

- Institute formal agreements to provide services and, where necessary, back those agreements with appropriate bylaws.
- Review monthly the listing of outstanding accounts to identify:
 - persons who may qualify to receive support payment from another department, agency or First Nation
 - accounts to be referred for legal action or to a collection agency
 - accounts in which no further action is possible and write-off those accounts
- Ensure accounts have been billed monthly. At least three invoices should have been forwarded as well as a letter of demand.
- Where an account is owed to council by another community, and action to collect has not been responded to, communities can ask the department to:
 - act as a mediator between the communities
 - withhold the arrears from the community council who still has an account owing
- Where an account is owed to council by a resident of another community and action to collect has not been responded to, the council shall:
 - request the other council to assist
 - pursue the matter through small claims court or a collection agency
 - where appropriate, approach other departments/agencies for payment
- Where an account is owed to a council by a community resident and action to collect has not been responded to, the council shall pursue the matter through small claims court or a collection agency.
- When the procedure for collection and options have failed to collect the debt and the community wishes to write-off the account, the following process shall be followed:

1. The community passes a resolution and forwards it to the department requesting approval. A copy of Schedule A (see Appendix F5-A) must also be completed and forwarded with the resolution and Form 1.
2. Once approval has been received from the department the community administrative officer shall adjust the community records removing the uncollectible items from the list of accounts receivable.

Department responsibilities

- Acts as a mediator in resolving community disputes over amounts owed to another community.
- Withholds payment to an individual, community or other third party and pays it to the community with the outstanding account.
- Reviews community use of write-off procedures to ensure adequate community procedures exist and are being followed.
- Assists in legal support with collections.
- Recommends to councils to consider additional collection attempts.
- Approves councils' write-offs of outstanding non-collectible accounts.

Other information

- Appendix F5-A Schedule A, Statutory Declaration