



Debt Collection – Policy

SpringDale Neighbourhood Centre Inc provides services to the community and a charge is applied to users of these services. SpringDale Neighbourhood Centre, as a not for profit incorporated association and also not for loss, has a responsibility to its members and the community to expect that all outstanding debts be paid in a timely manner.

All services are priced to cover costs, be competitive and also be fair to all concerned.

Invoices are raised once the service is contracted to be performed. This maybe an advertising commitment, a room hire, a class or some other service.

Debtors have a legal responsibility to pay their debts to the Centre.

The Centre will make all reasonable efforts to assist debtors to meet their commitments by being fair and reasonable in their dealings with the debtor over the outstanding debt.

Debtors will be treated courteously and will not be embarrassed, harassed, intimidated, threatened or coerced.

Where debtors are experiencing hardship they may contact the Centre to discuss arrangements for the payment of their debt.

Where debtors require information about their account it should be provided promptly. Details should include the amount of the debt, all payments made and the dates of payment.

When an invoice / statement is generated it becomes due and payable.

If the debt remains unpaid for 30 days a statement and copy of the invoice/invoices are resent.

At 45 day outstanding mark a debt collection letter is issued along with Statement, invoices and proof of the reason for providing the service in the first place; after that if the debt remains outstanding – the SpringDale Committee is informed and a debt collected will be contracted to collect the debt.