



# Debt Collection Service

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**Bartels, Taylor & Associates Pty Ltd (BTA P/L) can provide a service to Council which offers an effective management in the collection of property rates and other sundry debts.**

Based on our very successful Fines Infringement Management Service, the BTA P/L Debt Collection Service is designed to ensure that Council achieves it's financial targets whilst maintaining a positive public profile.

The Debt Collection Service can be undertaken

as a **continuous program**

or **specifically targeted** to your financial requirements.

We can provide staff who are skilled in negotiation and customer service to:

- **door knock** the addresses provided by Council and negotiate for full or part payment of debts
- **manage the collection of monies** on your behalf using special payment arrangements such as part payment plans or extensions.
- attempt to **identify new addresses** of individuals no longer residing at the address provided by Council
- progress matters through the **Magistrates Court** using **experienced prosecutors and legal counsel**.

Our Debt Collection techniques are based on a **Code of Conduct** which is ethical and fair. We allow debtors to have their say and **negotiate a result** which takes into account the specific needs of both parties.

Comprehensive case management information is available to Council employee's via BTA P/L's **secure on-line portal**.

**Councils that employ BTA P/L to conduct the Debt Collection Service will reap the following benefits:**

- ensure that your Council's debt collection workload is efficiently managed and is an **accurate reflection of ratepayers' ability to pay**
- provide ratepayers with an **opportunity to be proactive** in the settlement of outstanding debts
- strict monitoring of **repayment arrangements and timely follow-up** on defaulters
- enjoy a **good public relations profile** through a reasonable and never heavy handed debt collection approach
- **increase Council revenue** through a process which is proven to be effective.