

# **Sundry Debt Workshop**

**Lancashire & Cheshire IRRV Association**





**Bolton**  
**Council**



# Services



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# Services:

- Making and maintaining contact
- Building up relationships and trust
- Provide relevant information on Bad Debt
- Agree processes and introduce Service Level Agreements
- Gentle persistence

# Invoicing:

- Getting it right the first time
- Purchase Order Numbers
- Including relevant information

# E-Billing:

- Efficient and saves money
- Encourages online payments
- Including relevant information

# Paperless Direct Debit:

- Saves printing, postage and storage costs
- Speeds up and simplifies the sign up process for customers
- Staff must verify the customer and validate their details.
- Be mindful of the risk of fraud

# Customers and vulnerability:

- What is vulnerability
- Signposting residents in financial difficulty to free debt advice, then advising the service who raised the debt.
- Provide training for staff

# Chasing payment:

- Clear and transparent process
- Set Payments Terms Expectations Early
- Warn customers about Interest Charges
- Answering customer questions, providing further information.



# Any questions

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