



Credit Control Policy

CUSTOMER PAYMENTS

Customer payments are expected by the due date specified on the invoice issued by Biggleswade Town Council, under the agreed terms of the contract. This Policy sets out Biggleswade Town Council's procedures for managing late payments and bad debts, in line with current Financial Regulations.

It is also stated on our invoices that "We understand and will exercise our statutory rights to claim interest (up to 8% above base rate) and compensation for debt recovery costs under the late payment legislation if we are not paid in accordance with our credit terms. Payment terms are shown above."

Payment terms are generally 14 days, but with exceptions for some larger customers where terms can be 30 days and very exceptionally, 60 days.

OVERDUE DEBT

First stage chasing

When customers have failed to pay their debt within four weeks after the due date, an email will be sent by our Finance team as a reminder. A copy invoice will be attached. If the customer highlights any issues, we will telephone them to discuss.

Second stage chasing

If payment has still not been received within a further fortnight, a second email and copy invoice will be issued stating that we reserve the right to claim interest of 8% over base rate and administration charges if payment is not received within a further ten days. This date will be specified very clearly. A telephone conversation may also be made to discuss the debt and check that we are using the correct communication details.

Third stage chasing

If payment has still not been received within another fortnight, a third credit control email will be issued. This will confirm that we have exercised our rights under the Late Payment Legislation to add interest and charges. An invoice for the interest and charges will also be issued along with a copy of the original invoice.

Fourth stage chasing

If the debt has not been cleared after 60 days overdue, a final email is issued confirming the debt will be passed to a Debt Recovery Service or that further action will be taken, which will be determined by the Responsible Finance Officer.

Year-end write offs

The Responsible Financial Officer (RFO) shall ensure that all bad debts and doubtful debts are appropriately recognised and accounted for at the end of each financial year. An aged debt report must be reviewed annually to identify outstanding balances and evaluate their recoverability. Appropriate provisions for doubtful debts and write-offs for irrecoverable amounts should be made in accordance with the Council's Financial Regulations and good practice.

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January 2026

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