Causeway Coast & Glens Borough Council

Title of Report:	**Coleraine BID Invoice Administration**
Committee Report Submitted To:	**Finance Committee**
Date of Meeting:	**13 March 2025**
For Decision or For Information	**For decision**
To be discussed In Committee YES/NO	**No**

Linkage to Council Strategy (2021-25)	
Strategic Theme	Cohesive Leadership
Outcome	Council has agreed policies and procedures and decision making is consistent with them.
Lead Officer	Chief Finance Officer

Estimated Timescale for Completion	
Date to be Completed	1 April 2025

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	**YES/~~NO~~**
Capital/Revenue	Revenue
Code	
Staffing Costs	

Legal Considerations	
Input of Legal Services Required	**~~YES~~/NO**
Legal Opinion Obtained	**~~YES~~/NO**

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	~~Yes~~/No	Date:
	EQIA Required and Completed:	~~Yes~~/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	~~Yes~~/No	Date:
	RNA Required and Completed:	~~Yes~~/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	~~Yes~~/No	Date:
	DPIA Required and Completed:	~~Yes~~/No	Date:

1.0 Purpose of Report

1.1 The purpose of this report is to inform members of the implications of the renewed Coleraine Business Improvement District (BID) for another 5-year cycle.

2.0 Background

2.1 In 2018 the Coleraine BID was formed following a successful ballot of business with the BID area.

2.2 In September 2025 a ballot of the relevant businesses was taken with a view to extending the work of the BID Company for a further 5 years, that ballot was successful.

2.3 Under the enabling legislation regarding BIDS the local Council is designated as the billing and collection authority for the BID levy which will fund the programme. This involves raising an invoice to each business and the collection of the levy as set out in the invoice including, if necessary, any debt collection actions against defaulters. The collection process will be handled in line with Council's current Debt Management Policy.

2.4 A service level agreement (SLA) between Council and the BID Company sets out the administration, roles and responsibilities for each party within this process.

2.5 A copy of the SLA for the new BID period is attached as an appendix to this report, the SLA has been reviewed by Council and any amendments have been agreed with the BID company.

2.6 Under the new BID the number of invoices requiring processing by Council has reduced and therefore the fee being charged by Council is reduced to £3,000 per annum.

3.0 Recommendation

It recommended that Council approves the Service Level Agreement as attached in the appendix to this report.

BID LEVY OPERATING AGREEMENT

CAUSEWAY COAST & GLENS BOROUGH COUNCIL

- and -

COLERAINE BID

Agreement

THIS DEED is made the day of 2025

BETWEEN

(1) **CAUSEWAY COAST & GLENS BOROUGH COUNCIL, of Cloonavin, 66 Portstewart, Coleraine, BT52 1EY** ("the Council")

(2) **COLERAINE BID** whose registered office is situated at 23/25 Queen Street, Coleraine, BT52 1BG

Each being a party and together being the Parties

Recitals

A The Council is the billing authority for the purposes of the BID Statutory Provisions and is responsible for collecting the BID Levy (as hereinafter defined) and administering the BID Revenue Account which shall be used towards the operation of the BID within the area of the Local Authority and the funding of the BID Arrangements.

B The BID Company is responsible for the operation of the BID and for using the BID Levy lawfully for the purposes of achieving the BID Arrangements.

C Both parties wish to confirm the arrangements by which the BID Levy shall be collected together with general arrangements as to the relationship to be established between the Council and the BID Company for the duration of the BID.

D The purpose of this Agreement is to:

(1) establish the procedure for setting the BID Levy;

(2) confirm the basis upon which the Council or its appointed agent will be responsible for collecting the BID Levy;

(3) set out the enforcement mechanisms for collection of the BID Levy;

(4) set out the procedures for accounting and transference of the BID Levy;

(5) provide for the monitoring and review of the collection of the BID Levy;

(6) confirm the manner in which the Council expenses incurred in collecting the BID Levy shall be paid.

1. Definitions

Interpretation

In this Agreement the following words and expressions have the following meanings:

Alteration BID Proposals means the proposals for the BID Arrangements in an alteration ballot

Annual Report means a report prepared by the Council which details the following:

- The cash collection outturn statement which includes the total amount of BID Levy collected during the relevant Financial Year and the amount paid to the BID with a statement of the Council deductions;
- Details of the percentage collection rate of the BID Levy;
- Details of those BID Levy Payers who have paid the BID Levy and those who have not paid the BID Levy;

Bad or Doubtful Debts shall have the same meaning as further described in Part 2 of Schedule 3 of the Regulations

Balancing Payment means the difference between the Advance Payment and the total quarterly or monthly Levy Payments for the BID year and the actual total sum of the BID Levy collected by the Council for the relevant BID year.

Ballot Result Date means 20 September 2024; the date upon which a successful ballot result has been declared in accordance with relevant BID Regulations in favour of putting in place the BID Arrangements.

BID means the Business Improvement District which operates within Coleraine Town Centre and which is managed and operated by the BID Company.

BID Area means the area of specified in the BID Arrangements, the streets of which are listed in Schedule 2.

BID Arrangements means those arrangements to be put in place pursuant to the Regulations for the operation of the BID set out in the following documents:-

- BID Proposals set out in the BID Business Plan 2024 to 2029 which forms the basis of the BID arrangements referred to in the BID Statutory Provisions;

BID Ballot means a ballot of the non-domestic ratepayers in the BID who are to be liable for the proposed BID Levy

BID Board means the board of directors of the BID Company

BID Company's Report means a report for each Financial Year to be prepared by the company which details the following:

- The total income and expenditure of the BID Levy;
- Other income and expenditure not being the BID Levy;
- The various initiatives and schemes upon which the BID Levy has been expended;
- Recommendations for the operation of the BID for the following financial year.

BID Levy means the charge to be levied and collected from BID Levy Payers within the BID Area pursuant to the Regulations but not including costs awards relating to the issuing of court summons, liability orders other proceedings or further enforcement action.

BID Levy Payer(s) means the non-domestic rate payers responsible for paying the BID Levy.

BID Levy Rules means the rules set out in Schedule 1 which sets out how the BID Levy will be calculated, details of Exempt or Discounted Properties and other requirements related to the BID Levy (as may be amended by a successful alteration ballot)

BID Proposals means the proposals for the BID Arrangements.

BID Revenue Account means the account to be set up in accordance with the Regulations

BID Statutory Provisions means The Business Improvement Districts Act (Northern Ireland) 2013 & The Business Improvement Districts (General) Regulations (Northern Ireland) 2014 & The Business Improvement Districts (Miscellaneous) Regulations (Northern Ireland) 2014

BID Term means the period of five years commencing 1st October 2024.

Chargeable Period means a single financial year between 1 October 2024 and 30 September 2029.

Commencement Date means 1st October 2024.

Confidential Information means information whether written, electronic or oral:-

- Any information provided by one party to the other party under or in connection with this agreement or the BID Arrangements which is notified in writing to the receiving party as either being a trade secret or sufficiently commercially sensitive to justify such information being kept confident

Contributors means the BID Levy Payers or other contributors making voluntary contributions to the BID Company

Demand Notice means the demand notice required to be served by the Regulations.

Electronic Communications means a communication transmitted (whether from one person to another, from one device to another or from a person to a device or vice versa:

Exceptions means the circumstances in which the Council shall not be required to seek to enforce payment of the BID Levy where a BID Levy payer has failed to make payment pursuant to a Demand Notice

Exempt or Discounted Properties means those class or classes of properties as identified in the BID Levy Rules which shall be exempt either from any requirement to pay the BID Levy or are permitted a discount on the BID Levy

Financial Year means the financial year in respect of the BID which runs from 1 October to 30 September.

Force Majeure means any circumstances beyond the reasonable control of any Party (including, without limitation, any strike, lock-out or other form of industrial action)

Hereditament shall have the same meaning as defined in the Regulations referred to in BID Statutory Provisions

Liability Order means an order obtained from the Magistrates Court.

Monitoring Group means a group will be established to monitor the performance of the BID Levy collection.

Monthly Levy Payment means the sum of the BID Levy collected in the previous calendar month.

Renewal BID Proposals means the proposals for the BID Arrangements in a renewal ballot

Reminder Notice means the notice to be served in respect of an unpaid BID Levy .

2. Statutory Authorities

2.1 This Agreement is entered into pursuant to the BID Statutory Provisions: The Business Improvement Districts Act (Northern Ireland) 2013 & The Business Improvement Districts (General) Regulations (Northern Ireland) 2014 & The Business Improvement Districts (Miscellaneous) Regulations (Northern Ireland) 2014

3. Commencement

3.1 This Agreement shall not take effect until the Ballot Result Date and in any event shall determine and cease to be of any further effect in the event that:

3.1.1 the BID Company fails to secure approval of the Proposals, Renewal proposals or Alteration Proposals in a ballot, renewal ballot, alteration ballot or reballot;

3.1.2 the Secretary of State declares void a BID ballot renewal ballot alteration ballot or re-ballot;

3.1.3 the Council exercises its veto and there is no successful appeal against the veto;

3.1.4 the BID Term expires save where the (BID Company) secures approval of Renewal Proposals in a renewal ballot or Alteration Proposals in an alteration ballot or Proposals in a reballot in which event this Agreement

shall continue until the expiry of the BID Term set out in the Renewal Proposals, Alteration Proposals or the Proposals set out in the reballot provided, in relation to Renewal Proposals and Alteration Proposals the Council consents to such continuation;

3.1.5 the Council exercises its discretion to terminate the BID Levy Operating Arrangements in accordance with the Regulations.

4. Setting the BID Levy

4.1 As soon as possible upon the Ballot Result Date the BID Company shall:

4.1.1 calculate the BID Levy for each BID Levy Payer in accordance with the BID Levy Rules; and

4.1.2 confirm in writing to the Council (or its agent) the BID Levy payable by each BID Levy payer for the forthcoming year.

5. The BID Revenue Account

5.1 As soon as is reasonably practicable following the Ballot Result Date the Council shall keep a BID Revenue Account in accordance with regulations and accounting codes of practice in force at the time and provide written confirmation to the BID Company of the same.

5.2 As soon as reasonably practicable following the Ballot Result Date the BID Company shall provide the Council (or its agent) with details of its bank account into which the BID Levy shall be transferred from the BID Revenue Account and any other details which the Council may reasonably require.

5.3 The Council will pay to the BID Company on account for services provided in administering the BID arrangements on behalf of the Council,80% BID levy invoice 1st week December with a review in March.

5.4 Annually the Council will pay to the BID Company or receive from it the Balancing Payment having taken account of the on account payments and balance on the BID Revenue Account at the year end. The final payment to be made by 30 September following the year end.

5.5 All sums will be subject to Value Added Tax (VAT) where applicable under

VAT legislation and regulations in force at the time.

5.6 The BID Company and the Council as appropriate will issue VAT receipts, where applicable under VAT legislation and regulations in force at the time, for monies received within 7 working days of receipt of the monies.

6. Collecting the BID Levy

6.1 As soon as reasonably practicable following the Ballot Result Date the Council (or its agent) shall confirm in writing to the BID Company the anticipated date of the despatch of Demand Notices for the initial Chargeable Period and the anticipated Single Instalment Due Date.

6.2 The Council (or its agent) shall serve a Demand Notice on each BID Levy Payer and thereafter shall continue to calculate the BID Levy and serve an annual Demand Notice throughout the BID Term.

6.3 The Council (or its agent) shall maintain a list of those BID Levy Payers who have paid the BID Levy and those BID Levy Payers who have not paid the BID Levy and shall make the list available to the BID Company upon its reasonable request.

6.4 The Council (or its agent) shall serve a Demand Notice or amended Demand Notice on a BID Levy Payer as soon as reasonably practicable after the Council (or its agent) receives notice of a change that affects liability for the BID Levy.

6.5 The Council (or its agent) shall use reasonable endeavours to collect the BID Levy throughout the BID Term in accordance with clauses 6, 7 and 8 of this Agreement and the BID rules.

6.6 If any payment received from the BID Levy Payer is not specifically stated to be in respect of the BID Levy and the intended allocation cannot be determined the Council reserves the right to allocate the payment to NAV payments in respect of the BID Levy Payer’s Hereditament in line with its standard procedures.

6.7 If the BID Levy Payer subsequently confirms that the payment was intended for the BID levy account, the appropriate reallocation will be made

7. Procedures available to the Council (or its agent) for enforcing payment of the BID Levy

7.1 Procedures for the enforcement and recovery of the BID Levy will be in line with the Council's Debt Management Policy [as detailed in Schedule 3] and the Council (or its agent) shall

comply with these enforcement procedures (where appropriate) in enforcing payment of the BID Levy against BID Levy Payers.

7.2 The above process will be subject to review throughout the life of the BID to ensure effective and efficient management of collection processes are used, taking into consideration best practice. A separate operational recovery document detailing exact processes and permitted variations will be agreed by all parties, and subjected to external scrutiny.

7.3 The Council shall write off debts deemed to be uncollectable and report to the BID company in line with regular reporting arrangements after agreement from the BID Company Board of Directors.

7.4 The Council (or its agent) shall only write back credits after it can be demonstrated that all opportunities to refund the money to the BID Levy Payer have been exhausted. All credits arising through overpayment shall be offset against future charges unless a refund is specifically requested by the BID payer

8. Enforcement Mechanisms In The Event That The Council (or its agent) Fails to Enforce Collection of the BID Levy

8.1 In the event that the Council (or its agent) fails to enforce payment of the BID Levy pursuant to Clause 7 the BID Company shall be entitled to serve an Enforcement Notice on the Council requesting that:

8.1.1 the Council serve a Reminder Notice or

8.1.2 In the event that the Council has already served a Reminder Notice that the Council applies for a Liability Order and the Council shall thereafter provide written confirmation of the action it shall take to comply with the Enforcement Notice.

8.1.3 If the Council fails to provide written confirmation of the action it is taking in relation to the Enforcement Notice within 21 days of the issue of the Enforcement Notice the BID Company shall be entitled to serve an Appeal

Notice on the Chief Finance Officer of the Council and such notice shall:

8.1.4 detail the Sum Unpaid;

8.1.4.1 confirm that the Council (or its agent) has failed to use the enforcement mechanisms available to it under this Agreement to recover the Sum Unpaid; and

8.1.4.2 include written notice requesting that a meeting of the Monitoring Group take place in order to achieve a solution and/or agree a strategy to recover the Sum Unpaid such meeting to take place no later than 28 (twenty-eight) days from the date of the Appeal Notice.

9. Accounting Procedures and Monitoring

9.1 Within 21 working days of the end of the quarter (or such lesser period as shall be agreed between the Parties) and every quarter thereafter (for the duration of BID Term) the Council (or its agent) shall provide the BID Company with:

(i) the amount of the BID Levy for each BID Levy Payer;

(ii) the amount of the BID Levy collected for each BID Levy Payer;

(ii) details of BID Levy Payers who have not paid the BID Levy;

(iii) details of Reminder Notices issued;

(iv) details of Liability Orders made or applied for;

(v) details of agreement made, if any, between the Council and BID Levy Payers where it has been agreed that payment of a Demand Notice can be made over a period of 3 (three) months or more from the date of such Demand Notice.

9.2 The Council (or its agent) shall be entitled to recover its reasonable and proper costs from the BID Levy Payer in respect of issuing summons and/or demand notices, obtaining Liability Orders and other legal costs and shall be entitled to retain any sums and/or costs it receives.

9.3 Within one month from the Ballot Result Date the parties shall agree the dates when there will be meetings of the Monitoring Group and there will be at least two such meetings in each Financial Year (throughout the duration of the BID Term) and on all other occasions further meetings of the

Monitoring Group shall be arranged by the service of written notice by either party.

9.4 At each meeting the Monitoring Group shall only:

9.4.1 review the effectiveness of the collection and enforcement of the BID Levy; and

9.4.2 if required by either party review and assess information provided by the parties.

9.5 Within 3 (three) months after the end of the financial year (for the duration of the Bid Term) the BID Company shall provide the Council (or its agent) with its pre-audited annual accounts.

9.5.1 The BID Company will arrange the annual audit of the draft annual accounts.

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9.5.2 Within 1 (one) month from the date of receipt of the Annual Report in each financial year (for the duration of the BID Term) the BID Company shall provide a BID Company Report to the Council

9.6 Within 3 (three) months after the end of each Financial Year (for the duration of the Bid Term) the Council (or its agent) shall provide an Annual Report to the BID Company

9.7 The BID Revenue Account will be subject to the normal internal & external audit arrangements of the Council. The Council will make available to the BID Company and its appointed auditors such information as requested by the BID Company and its appointed auditors and that it is able to do so under legislation and regulation

10 Confidentiality

10.1 Subject to the following provisions, neither party shall disclose any Confidential Information (whether verbal, in writing or in electronic form).

10.2 Such Confidential Information or any part thereof may only be disclosed to or used by persons such as employees, sub-contractors and agents of a party who need to know the same for the purposes of performing its obligations under the BID Arrangements. Each party shall keep the Confidential Information secret and confidential and shall procure that such persons shall comply with substantially similar obligations of confidentiality as set out in this agreement.

10.3 The restriction on disclosure shall not apply to Confidential Information to the extent that it:-

• Is required to be disclosed by law (including under the Freedom of Information Act 2000) or by any governmental or other regulatory authority acting within the scope of its powers;

• Is or becomes part of the public domain through no fault of the receiving party;

• Is known to the receiving party prior to the disclosure by the disclosing party without an obligation to keep such Confidential Information confidential;

▪ Is subsequently furnished by the disclosing party to a third party without restriction on disclosure or use; or

▪ Is subsequently obtained by the receiving party from a third party without breach of any obligation of confidentiality owed to any third party or the disclosing party.

10.4 Each party shall use a reasonable standard of care in dealing with the Confidential Information so as to maintain confidentiality and security of the Confidential information.

10.5 Each party agrees that, in the performance of its respective obligations under this Agreement, it shall comply with the provisions of the Data Protection Act 2018.

10.6 This obligation shall survive the termination or lapse of the BID Arrangements

11 Notices

11.1 Any notice or other written communication to be served or given to or upon any party to this Agreement to the other shall be in writing and shall be sent to the address provided for above or such substitute address as may from time to time have been notified by that party upon 7 days written notice

11.2 A notice may be served by;

- delivery to the responsible officer at the address of the Council specified above; or
- delivery to the Company Secretary at the address of the BID Company specified above;
- registered or recorded delivery post to such addresses;
- electronic Communication (provided that it is in legible form and is capable of being used for subsequent reference) to such addresses.

11.3 Any notice served shall be deemed to have been validly served or given at the time when in the ordinary course of business it would have been received.

12 Contracts (Rights Of Third Parties)

12.1 The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

13 Disputes

13.1 If any dispute arises between the Parties arising out of the provisions of this Agreement the Parties shall endeavour to resolve the dispute by agreement as quickly as possible but if the dispute has not been resolved within ten (10) working days then any Party may request the others to participate in a meeting of their respective senior managers, in order to discuss the dispute and to agree a strategy to resolve it. The Parties shall then liaise in good faith to arrange and implement the meeting within ten (10) working days and shall exchange statements at least three (3) clear working days prior to the date of the meeting, setting out their respective views of the disputed issues.

13.2 If notwithstanding any steps taken by the Parties pursuant to clause 13.1, the dispute between them remains unresolved then at the request of any Party it shall be referred (in the absence of any express provision to the contrary) to an independent person (the “Independent Person”) appointed jointly by the Parties.

13.3 The Independent Person is to have at least 10 years relevant post qualification experience and his/her identity shall be agreed between the Parties.

13.4 If the Parties cannot agree on the Independent Person’s identity the Independent Person is to be appointed at the request of any of the Parties by the president or chairman for the time being of whichever of the following bodies is most appropriate having regard to the nature of the dispute:

13.5 The Royal Institution of Chartered Surveyors;

13.6 The Institute of Chartered Accountants in Ireland; or

13.7 The Law Society of Northern Ireland.

13.8 The Independent Person is to act as arbitrator in accordance with the Arbitration Act 1996 and the costs of the arbitration shall be payable by the Parties in the proportions determined by the Independent Person.

13.9 Where costs of the Independent Person remain unpaid by the Party liable to pay them pursuant to this clause, the other Parties or any of them may discharge those costs and recover the sum so paid from the defaulting Party as a debt on written demand.

14 Force Majeure

14.1 If any Party is affected by Force Majeure it shall forthwith notify the other Parties of the nature and extent thereof.

14.2 No Party shall be deemed to be in breach of this Agreement, or otherwise be liable to the others, by reason of any delay in performance, or the nonperformance, of any of its obligations hereunder, to the extent that such delay or non-performance is due to any Force Majeure of which it has notified the other Parties, and the time for performance of that obligation shall be extended accordingly.

14.3 If the Force Majeure in question prevails for a continuous period in excess of three months, the Parties shall enter into bona fide discussions with a view to alleviating its effects, or to agreeing upon such alternative arrangements as may be fair and reasonable.

15. Charges to the BID Company for the Council's services

15.1 The BID Company shall reimburse the Council's reasonable charges and expenses in performing the Council's duties and obligations under this agreement set out in Schedule 3 for the agreed amount of £3000 per annum for the BID term.

15.2 Costs to be charged by the Council will be invoiced to the BID company on an annual basis. The BID Company will pay invoices within a period of 30 days from the date of issue.

16. Miscellaneous

16.1 For the avoidance of doubt, in the event of any conflict between any provision in the above documents and the BID Statutory Provisions the latter shall prevail.

16.2 If any provision of this Agreement shall become or shall be declared by any court or tribunal of competent jurisdiction to be invalid or unenforceable in any way whatsoever, such invalidity or unenforceability shall in no way impair or affect any other provision of the Agreement, which shall remain in full force and effect.

16.3 The headings appearing in this Agreement are for ease of reference only and shall not affect the construction of this Agreement.

16.4 References to the Council include any lawful successors to its function as the billing authority for the purposes of the BID.

16.5 References to any enactment, order, regulation, code of practice or other

similar provision shall be construed as a reference to any amendment, reenactment, consolidation, variation, replacement or extension of the same from time to time and for the time being in force.

Signed on behalf of
The Council

Name……Date……

Position Held……

Coleraine BID

Name…… Date……

Position Held……

SCHEDULE 1 – BID LEVY RULES

1. Coleraine BID will be financed through an annual levy of 2% on the rateable value (NAV) of each individual property.

2. The BID levy rate will be fixed for the full term of the BID (five years) and will not be subject to inflation or alterations.

3. The BID levy will be applied to all businesses within the defined area with a rateable value of, or exceeding, £9,000, provided they are listed on the NonDomestic rates list as provided by Land and Property Services.

4. The Minimum amount to be paid by any one business or organisation is £450.

5. The following will be exempt from paying the levy:
   a) Organisations with a Rateable Value of below £9,000
   b) Religious organisations and non-retail charities, with no trading income.
   c) Non-Profits with an entirely subscription and volunteer-based set-up.
   d) Primary and post-primary schools

6. New businesses will be charged from the point of occupation based upon the rateable value at the time they enter the rating list.

7. If a business ratepayer occupies the premises for less than one year, the levy paid will be calculated pro-rata.

8. Vacant properties, or those undergoing refurbishment or being demolished will be liable to pay the BID levy by the property owner or registered business ratepayer.

9. The BID levy will not be affected by the small business rate relief scheme, exemptions, reliefs or discount periods provided for in the Rates (Northern Ireland) Order 1977 and subsequent secondary legislation thereunder.

10. The BID levy will not be affected by service charges paid to landlords.

11. VAT will not be charged on the BID levy.

SCHEDULE 2 – BID AREA

List of Streets in COLERAINE

BID AREA

Abbey Street
Adelaide Avenue
Artillery Road
Ballycastle Road (PT)
Bannfield Road
Bannside wharf
Bellhouse Lane
Beresford Avenue (PT)
Beresford Court
Beresford Place
Beresford Road
Blindgate Street
Bridge Street
Brook Street
Bushmills Road (PT)
Captain Street Lower (PT)
Castle Lane
Castlerock Road (PT)
Church Lane
Church Street
Circular Road
Dunmore Street
Hanover Place
Hawthorn Terrace
Hezlet Court
Killowen Court
Killowen Street (PT)
Kingsgate Street
Lime Market Street
Lodge Manor
Lodge Park
Lodge Road
Long Commons
Martins Brae
Mill Street
Millburn Road (PT)
Mountsandel Road (PT)
New Row
New Row West
Newmarket Street
North Rampart
Nursery Avenue
Old Court Market
Old Distillery Court, (Long Commons)
Park Street
Pates Lane (PT)
Queen Street
Railway Place
Railway Road
Railway yard
Rathain Fold
Ring Road (PT)
Riverdale Road
Rothesay Court
Society Street
Stable Lane
Stone Row
Strand Road (PT)
Terrace Row
The Crescent (PT)
The Diamond
The Mall
Union Street
Union Street Mews
Upper Abbey Street
Waterside Street
(* PT – Part of a street.)

SCHEDULE 3 – RECOVERY OF BID ACCOUNTS

Recovery of Debt will follow the Debt Management procedures adopted by Causeway Coast & Glens Borough Council.

Before instigating these procedures, care must be taken to ensure that the Council has not received payment.

A written record of all actions taken including any communications must be made by the Finance Department.

The procedure for recovery of debt is as follows:

(a) The Finance Department will contact debtors by telephone where the amount owed justifies the time involved.

(b) 1 month after issue of invoice:

Statement issued to the Debtor detailing the outstanding debt.

(c) 1 month after statement:

Final Notice Issued to the Debtor requesting payment and giving notice that legal action will be taken to recover debt, unless the debt is settled within 7 days, without further notification.

(d) Legal action commenced.

(e) In exceptional circumstances, as determined by the Chief Finance Officer, the Credit Controller may enter into arrangements with customers to facilitate repayment over a fixed period of not more than 12 months. Any agreement made shall be authorised by the Chief Finance Officer as agreed by Coleraine BID Board of Directors.

(f) In the event of a dispute additional time may be allowed between stages of collection at the request of Coleraine BID.