

Financial hardship relief application for water account

In accordance with the former MidCoast Water Services' *Financial Hardship Policy*, financial hardship will only be applied in exceptional one off circumstances.

Criteria for eligibility

In order to be eligible for financial hardship all of the following criteria must be met:

1. The property must be the applicant's primary place of residence. This may include commercial properties that are also utilised for residential purposes, but only to the extent that the water and sewerage charges in question relate to residential use and not the commercial use of the property.
2. The applicant must not have previously received financial hardship relief from MidCoast Council (Water Services).
3. The applicant must have exhausted all other options for financial relief available from MidCoast Council (Water Services).
4. The applicant must be able to demonstrate significant one-off financial hardship.
5. A Financial Hardship Application form must be completed and submitted to MidCoast Council (Water Services) along with supporting documentation.

Financial relief

Financial relief may consist of:

1. Extending the period of time to make payments
2. Waiving interest charges associated with the extended payment period

Details

Account number

Owner's name(s)

Address

Telephone number

Mobile number

Email address

Proposed arrangement details

Amount outstanding \$

Instalment amount \$

Payment start date

Total payment period (maximum 5 years)

Payment period

Weekly Fortnightly Monthly

Method of payment

Direct debit BPAY Australia Post Cash/cheque Centrepay

Office use only

Property ID Land ID Entered by Date

Notes

Information

1. How long have you been experiencing financial hardship?

2. What is the cause of financial hardship?

3. Is this property your primary place of residence?

Yes

No

How long has the property been your primary place of residence?

Are you solely responsible for rates and charges at this property?

Yes

No

4. Are there people living at the property other than those listed above?

Yes

No

5. Please indicate who and how many people there are?

Self

Spouse

Children (state ages)

Boarders

Relatives

Other (please specify)

6. Please state gross monthly amount received from the following sources of income (*please provide supporting documentation*)

a) Wage and salaries

\$

b) Pensions and benefits

\$

c) Compensation, superannuation insurance or retirement benefits

\$

d) Spouse's income

\$

e) Income of other residents of the property

\$

f) Casual/part-time employment

\$

g) Family allowance

\$

h) Interest from banks/credit unions/building societies

\$

i) Other (please specify)

\$

Are you a pension concession cardholder?

Yes

No

7. Please provide name and current balance of all bank, credit union or building society accounts held by you
(please provide supporting documentation)

Financial Institution	Account type (savings, term deposit, etc)	Balance

8. Please state details of monthly outgoings (please provide supporting documentation)

Outgoing	Owed to	Amount
Rent/Home loan		
Other mortgages		
Personal loans/hire purchase		
Health costs		
Council rates and charges		
Other costs		

9. Please state details of other assets (for example land, houses, care, boat, shares)

Asset	Description	Value

Declaration

I hereby declare that the information provided is true and correct.

Signature

Date

Signature

Date

How to lodge this form

Completed form can be:

- forwarded by post, including supporting documentation; or
- lodged at our Customer Service Counter - Monday to Friday (excluding Public Holidays).

Privacy: This information is required to process your request and will not be used for any other purpose without seeking your consent, or as required by law. Your application will be retained in Council's Records Management System and disposed of in accordance with current legislation. Your personal information can be accessed and corrected at any time by contacting Council.

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