

Cheltenham Township, believing that public input is appropriate on any items coming before the Commissioners, will recognize any citizen wishing to address a specific item prior to the vote on that issue. In order to be recognized, please raise your hand.

FINANCE COMMITTEE

Daniel Norris, Chairman
Morton J. Simon, Jr., Vice Chairman
Baron B. Holland, Member
Charles D. McKeown, Member
Ann L. Rappoport, Member
J. Andrew Sharkey, Member
Harvey Portner, Ex-Officio, Board President

AGENDA

**Wednesday, December 9, 2015
7:30 PM – Curtis Hall**

1. Review of the Executive Financial Summary Report for the period ended November 30, 2015 (Five-Year Analysis attached).
2. Discussion on the 2016 Preliminary Operating and Capital Budgets.
3. Consider recommending to the Board the adoption of the 2016 Operating and Capital Budgets.
4. Consider recommending to the Board the adoption of a Resolution adding certain fees, effective January 1, 2016 (see attached).
5. Discussion of a plan to engage Portnoff Law Associates for the collection of all Sewer and Refuse Delinquent Payment Claims, effective January 1, 2016.
 - a. Presentation by representatives of Portnoff Law Associates (see attached).
 - b. Recommendation to the Board to award a one-year contract to Portnoff Law Associates.
6. Discussion of a plan to engage MuniServices, LLC for Mercantile and Business Privilege License discovery services and collection of non-reported current and prior period Tax Revenue, effective January 1, 2016.
 - a. Presentation by Patrick Scott, Vice President of Operations, MuniServices, LLC (see attached).
 - b. Recommendation to the Board to award a one-year contract to MuniServices, LLC.

7. Old Business.
8. New Business.
9. Citizen's Forum.
10. Adjournment.



Bryan T. Havar
Township Manager

FIVE YEAR ANALYSIS - AS OF NOVEMBER 2015

	2015	2014	2013	2012	2011
Expenses	92%	92%	92%	90%	91%
Revenues	94%	93%	92%	93%	94%
EIT	96%	1.05%	1.05%	90%	89%
Group Health Ins.	93%	90%	99%	100%	92%
Real Estate	98%	97%	97%	97%	97%

Township of Cheltenham

Montgomery County, Pennsylvania

Board of Commissioners

Harvey Portner, *President*
Morton J. Simon, Jr., *Vice President*
Baron B. Holland
Charles D. McKeown
Daniel B. Norris
Ann L. Rappoport
J. Andrew Sharkey

Township Manager
Bryan T. Havir



Administration Building
8230 Old York Road
Elkins Park, PA 19027-1589

Phone: 215 887-1000
FAX: 215 887-1561
www.cheltenhamtownship.org

MEMORANDUM

TO: Finance Committee
FROM: Bryan T. Havir, Township Manager
CC: Bruce Rangnow, Director of Fiscal Affairs
RE: Recommendation to Establish Fees for Code Determination Letters
DATE: December 1, 2015

The Township often receives requests from real estate agencies, law offices and title companies to research potential code violations or liens on properties about to be sold in the Township. In addition, the requestors often want the Township to provide calculations of penalties for overdue sewer and/or refuse fees and formal letters or certification stating whether or not code violations or liens exist on the property.

The Tax Office currently provides tax certifications at a cost of \$30 and the Accounting Department adds a \$15 administrative fee per year for overdue sewer and/or refuse fees, along with penalties owed, which is paid when a lien is paid off. The Planning and Zoning Department also provides buyers/sellers of property with a Zoning Determination letter, which provides information about a property's zoning and any nonconformities that may exist. A \$50 fee is charged for residential properties and a \$100 fee is charged for nonresidential properties to cover the cost of staff time to research and draft a letter.

There is currently no fee to cover the cost of staff time to research and provide a letter stating whether any code violations exist for a property. This process involves the collaboration of the Planning and Zoning Department, Property Maintenance Office and the Fire Marshal's Office. The Accounting Department also does not charge a fee providing requestors with overdue sewer and/or refuse fees and penalties.

Staff recommends instituting a fee of \$25 for residential properties and \$50 for commercial properties to cover the cost of researching and drafting a letter for code violations associated with a property. Additionally, staff recommends instituting a \$25 fee to provide requestors with calculations of sewer and/or refuse payoffs (see attached resolution).

TOWNSHIP OF CHELTENHAM

RESOLUTION NO. ____-15

RESOLUTION ADDING NEW FEES

WHEREAS, the Board of Commissioners of the Township of Cheltenham has determined, upon the recommendation of the Township Administration, that fees should be received for residential and commercial property sewer and refuse sale related payoff calculations, and code enforcement property outstanding code violation report services to cover the reasonable and necessary expenses incurred by the Township; and

WHEREAS, certain Township departmental requests for such property sewer and refuse sale calculations and property outstanding code violation report services do not presently have a fee; and

WHEREAS, the Township of Cheltenham has the right to set fees pursuant to Chapter A300 of the Cheltenham Code; and

WHEREAS, the Board of Commissioners of the Township of Cheltenham must address a potential deficit in the Township budget for 2016 resulting from decreases in real estate tax revenue and the general economic climate; and

WHEREAS, the lack of fees for the outlined services are no longer economically viable for the Township.

NOW, THERFORE, BE IT RESOLVED, the Board of Commissioners of the Township of Cheltenham deems that it is in the best interest of the Township and its citizens to add the following fees effective January 1, 2016:

PROPOSED NEW FEES:

Planning and Zoning

- Residential Property Outstanding Code Violation Report \$ 25
- Commercial Property Outstanding Code Violation Report \$ 50

Accounting Department

- Commercial & Residential Sewer and Refuse Lien Payoff Calculations \$ 25

I HEREBY CERTIFY that the foregoing Resolution was adopted by the Board of Commissioners of the Township of Cheltenham, County of Montgomery, Commonwealth of Pennsylvania, at its meeting held at Curtis Hall, 1250 W, Church Road, Wyncote Pennsylvania 19095 on this the 16th day of December, 2015.

ATTEST:

TOWNSHIP OF CHELTENHAM
BOARD OF COMMISSIONERS

Bryan T. Havar
Township Manager and Secretary

By: _____
Harvey Portner, President



PORTNOFF LAW ASSOCIATES, LTD.

WHY DO TOWNSHIPS HIRE PORTNOFF LAW ASSOCIATES?

Townships across Pennsylvania are finding it harder and harder to balance their annual budgets. One source of frequently untapped revenue is the collection of delinquent real estate taxes and municipal obligations. At essentially no cost to your township, Portnoff Law Associates can help maximize the recovery of these obligations.

Portnoff Law Associates is a fully-staffed law firm, with twenty-five years of experience in the field. Our entire legal practice revolves around the collection of delinquent real estate taxes and municipal user fee accounts, ranging from trash, water and sewer fees, to fire marshal, streetlight, capital improvement and abatement of nuisance charges. We currently represent over 115 municipal clients in 22 Pennsylvania counties. Employing our services can help your township generate revenue faster, while at the same time relieving your staff of this time-consuming and often frustrating task; all at essentially no cost to your constituents.

The Portnoff Process offers our clients several substantial advantages over its alternatives. We proceed under the Municipal Claims and Tax Liens Act, which allows our clients to provide immediate financial incentive to the delinquent property owner to make payment quickly, by passing through all collection costs to the property owner. At the end of the day, no new money will come out of the township's pockets to pay for our collection services, allowing the township to receive 100% of the face, penalty and interest collected. The township will not be charged any commission for our services, and we will make weekly remittances of our collections to enable the township to have immediate use of its money.

The Portnoff Process allows the township to retain local control over the entire collection process. Your township can establish its own parameters for collection, pursuing delinquencies as aggressively or leniently as deemed appropriate. In order to enable the township to bring in more money faster, our firm will accept payment plans on larger balance files, and will administer a hardship program for owner-occupants who are experiencing a legitimate financial hardship, at no expense to the township or the property owner. Portnoff Law Associates is known throughout Pennsylvania for its exemplary customer service. Because we only represent public entities, we understand the delicate sensitivities of public debt collection and work very hard to ensure that our actions and the manner in which we treat constituents reflect well on our clients.

Please do not hesitate to contact me with any questions.

Michelle R. Portnoff, Esquire
(866) 776-1308
mportnoff@portnoffonline.com

Township of Cheltenham

Montgomery County, Pennsylvania

Board of Commissioners

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MEMORANDUM

DATE: December 4, 2015

TO: Finance Committee

FROM: Bryan T. Havir, Township Manager

SUBJECT: Proposal for Local Tax Compliance Discovery Services

Attached please find a Proposal for Local Tax Compliance Discovery Services prepared by MuniServices. MuniServices provides supplemental and collaborative partnerships with municipalities for their current operations and procedures for tax discovery and collection.

Mr. Patrick Scott, Vice President of Operations, will be attending the Finance Committee meeting on December 9, 2015 to discuss this proposal in detail. It is listed on the meeting agenda as Item 6 (a).

BTH:amf 

cc: Bruce Rangnow, Director of Fiscal Affairs, w/o attach.
Stephen Burns, Finance Officer, w/o attach



Proposal Summary

Highlights, Key Features of Proposal

Local Tax Compliance Discovery and Audit Service

The LTC service to be contracted for will not replace or duplicate the current tax discovery and collections efforts undertaken by the Township's employees. Our LTC Services are intended to complement the current efforts by bringing to the Township more sophisticated technology, data and focused investigations that may not presently be available to the Township.

Local Tax Discovery Services are designed to provide a full service solution to Township's business privilege tax enforcement procedures. It provides a focused and full-time solution to the identification of entities subject to taxation by the Township, which are not properly registered, or otherwise not reporting taxes to the Township.

Our LTC service is designed to assist the Township in locating tax revenue that the Township may not be receiving from its local tax registry. MuniServices provides detection, documentation and correction of errors and omissions causing deficiencies thereby producing new revenue that would not otherwise have been realized by the Township. Moreover, our team of full-time local tax compliance specialist, work in full and collaborative partnership with Township revenue staff to supplement the operations and procedures currently in place.

The LTC service also aims to reduce future errors by informing the businesses that are identified as having errors or omissions about the proper methods of compliance informing business owners of the requirements of the ordinance helps to prevent future mistakes by businesses making future enforcement efforts by the Township less burdensome for the Township.

Optional Local Tax Compliance Administration Services

MuniServices now serves over 500 local jurisdictions for their tax administration service, processing close to \$800 million in taxes annually, over 2.4 million in complex tax transactions (one million performed online) and over 400,000 in unique tax forms. Our vast experience from working with many complex clients translates into better service, understanding, best practices and advanced planning for our work with the Township.

Listed below are some highlights and key features of what the Township can expect from MuniServices in providing the service.

Turnkey Administration Program

- New and Renewal application processing
- Processing special short-term licenses

Collections

- Collection of business privilege taxes and fees
- Monthly detail reporting
- Follow-up with taxpayers

Taxpayer Communication

- MuniServices will handle all taxpayer communications
- Set up a toll-free call center
- Respond to taxpayer correspondence



Communications and Reporting

- Maintain regular communications with Township staff
- While we administer the tax revenue you are never far from the information.
 - New Account Listing
 - Transfer and Distribution Report
 - Monthly Reports
 - Detailed Payment History Reports
 - Delinquency Reports

Minimal Township Assistance

- Provide electronic copy of BPT registration file and BPT payment history file

Distinguishing Features

Information Security

To control sensitive and confidential data MuniServices deploys a multi-layered approach to application security. Applications validate user authentication and access via an encrypted SID (System Identification) that is maintained and monitored by network security personnel. Two-factor authentication is also utilized to further enhance network security and user identification. Additionally, access to authorized work areas is also controlled by the use of security devices and monitored by internal building security personnel. CCTV (Closed Circuit Television) provides 24-hour recorded surveillance of the building and surrounding grounds. Any attempts to breach perimeter security results in notification of security personnel and local law enforcement.

Confidentiality

MuniServices continuing partnership with local, state and federal taxing agencies requires the secure storage, maintenance and retention of all confidential and sensitive data for a period of six years. The storage of offsite disaster recovery data is facilitated through Data Vault™. This bonded and insured computer data storage facility provides secure transport and storage of disaster recovery data, and maintains a secure climate controlled facility.

Access Controls

Network operation center security engineers control access to all MuniServices systems and central data storage. Access is based on a need-to-know basis, and further restricted to hours of operation. Users are required to login, utilizing a unique access code.

Destruction and Proliferation of Data

All confidential and highly sensitive data is maintained exclusively on MuniServices owned and operated systems, with the exclusion of MuniServices disaster recovery data maintained at Data Vault™. The destruction and disposal of all confidential and highly sensitive data is accomplished through Shred-it®, a certified secure document and data disposal company.



Work Plan

Local Tax Compliance Discovery and Audit

In addition to the comprehensive Tax Administration Services described above, MuniServices' LTC service also provides the Township with a Local Tax Compliance Discovery and Audit service. The objective is to assist the Township in identifying businesses that are conducting business in the Township and are not registered with the Township. MuniServices LTC Services include identifying any person engaged in or carrying on any profession, trade, calling, occupation or business within the Township that are not registered with the Township to ensure that the business is properly registered and has made all appropriate payments to the Township.

The LTC service to be contracted for will not replace or duplicate the current tax discovery and collections efforts undertaken by the Township's employees. Our LTC Services are intended to complement the current efforts by bringing to the Township more sophisticated technology, data and dedicated investigations that may not presently be available to the Township.

Program Objectives and Methods

Our LTC service is designed to assist the Township in locating tax revenue that the Township may not be receiving from its local tax registry. MuniServices provides detection, documentation and correction of errors and omissions causing deficiencies thereby producing new revenue that would not otherwise have been realized by the Township. Moreover, our team of full-time local tax compliance employees, work in full and collaborative partnership with Township revenue staff to supplement the operations and procedures currently in place.

The LTC service also aims to reduce future errors by informing the businesses that are identified as having errors or omissions about the proper methods of compliance. Informing business owners of the requirements of the ordinance helps to prevent future mistakes by businesses making future enforcement efforts by the Township less burdensome for the Township.

Local Tax Discovery Services

Local Tax Discovery Services are designed to provide a full service solution to Township's business privilege tax enforcement procedures. It does not replace current functions, but provides a focused and full-time solution to the identification of entities subject to taxation by the Township, which are not properly registered, or otherwise not reporting taxes to the Township. In performing the Discovery Services, MuniServices will:

1. Establish a comprehensive inventory of the entities subject to taxation by the Township and the database elements needed to facilitate a comprehensive comparative analysis with the Township's records of those entities that are properly registered;
2. Compare MuniServices' database of business records with the Township's records to identify potential non-reporting and non-registered entities subject to taxation;
3. For each unregistered or non-reporting entities identified and confirmed, assist the entities, as necessary, to complete the Township's applicable registration form(s) and determine the amount of tax due for current and prior periods (plus applicable interest and penalties, where appropriate);



4. Invoice entities (including supporting documentation) on behalf of the Township for the amount of identified deficiencies, with payment to be remitted to MuniServices;
5. Ensure that all submitted registration forms are completed correctly and in their entirety;
6. Collect the amount of identified deficiencies, together with supporting documentation, and remit payment received (net our fees) to the Township monthly ;
7. Establish a call center open during normal business hours to assist entities with questions concerning application of the Township's taxes, and reporting and remittance requirements;
8. Educate entities regarding the Township's reporting requirements to prevent recurring deficiencies in future years;
9. Monitor and analyze the business license registration files of the Township each quarter in order to determine non-reporting businesses.

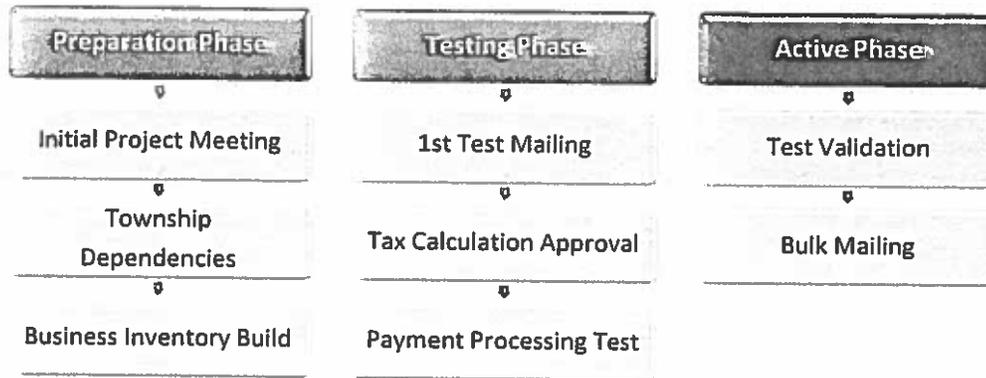
Deficiency Audit Services

Local Tax Deficiency Audit Services are designed to identify entities subject to taxation by the Township that are not properly reporting the full amount of tax to which they are subject to under the Township's ordinances. These Audit Services identify entities that are potentially underreporting, or not reporting all applicable taxes, and MuniServices reviews the entity's records to ensure compliance with the Township's taxes. In performing the Audit Services, MuniServices will:

1. Establish a comprehensive inventory of the registered entities subject to taxation by the Township and the database elements needed to facilitate an analysis of records of those entity's current and prior year's tax remittance;
2. Compare MuniServices' records with the Township's records to identify potential under-reporting entities subject to taxation;
3. Invoice entity for the amount of identified deficiencies, together with supporting documentation, and remit payment received to the Township;
4. Educate entity regarding the Township's reporting requirements to prevent recurring deficiencies in future years.

Timeline for Discovery and Audit Project Implementation

MuniServices implements its new projects in phases. The phased approach ensures the highest quality of service to both our client and their constituents. The Project will be executed in three phases. Each phase will be discussed briefly below, along with the projected timing of these phases.



Phase 1: Preparation Phase

The Preparation Phase will allow MuniServices to make certain that all necessary steps are accomplished to lay the foundation for a successful project. These steps include meeting with the Township to obtain a thorough understanding of the client’s processes and requirements, obtaining data from both the client and external sources, standardizing this data for use in MuniServices proprietary database integration software, generating correspondence and forms, and modifications to our Compliance Administration System to calculate delinquent taxes.

The standard timing of this phase is approximately 30 to 60 days. This timeframe is dependent on items such as timely receipt of data and client requirements. Because of this, the timeframe may be shortened or lengthened as necessary.

Initial Project Meeting/Draft Work Plan Review

The first draft version of the work plan will be completed and submitted to the Township for their review on this date. Revisions to the work plan will be implemented in conjunction with the Township after the initial meeting and throughout the duration of the project.

Township Dependencies

Prior to execution of the discovery program, MuniServices needs certain items from the Township in order to ensure the highest level of performance.

1. Registration Database – MuniServices will need a copy of the business license tax registry in electronic format along with the payment history of all registered businesses in the Township. A Business Tax File Layout form will be included with the project plan for additional information on the data transfer process.
2. Supporting Township Data Files – MuniServices would also like to receive additional Township database files to include in the master business inventory build for the Township. Examples include a copy of the commercial utility billing records and a copy of Township preferred vendors.
3. Registration Forms – MuniServices will need a copy of the business tax application currently used by the Township (in Microsoft Word if available).
4. Accompanying Documents to the Business Registration Forms - MuniServices will also need any other documentation required as a prerequisite to the issuing of a certificate.



Business Inventory Build

The tax registration file(s) provided by the Township will be integrated with multiple public and private database files. The end result will be an inventory of the compliant and non-compliant entities operating in the Township. At this stage our staff of tax specialists can review the potential non-compliant accounts or "leads" for accuracy.

Phase 2: Testing Phase

During this phase we will begin to test the processes and procedures developed during the preparation phase. Prior to bulk mailing, a smaller test batch of notifications will be mailed to ensure that the processes outlined are functioning correctly. During this phase any modifications to process can be initiated in a timely manner. The standard timing of this phase is 60 days.

1st Test Mailing

MuniServices will prepare a mailing designed to assess the procedures outlined in the work plan. The test batch usually consists of 100 - 150 notices and will be tracked closely to determine impact on MuniServices as well as Township staff. During the testing phase, MuniServices and the Township can make immediate modifications to the processes to ensure the highest level of effectiveness prior to bulk notifications starting.

Invoice & Tax Calculation Approval

Once the first round of respondents has been processed, MuniServices will submit sample account statements for the Township's review. This allows the Township to validate tax calculations and classifications prior to invoicing of the non-compliant entities.

Payment Process Test

This procedure will validate MuniServices payment posting and application processing procedures. MuniServices and the Township will ensure funds are transmitted timely and that documentation for each payment batch meets the Township's guidelines.

Application & Batch Forwarding

MuniServices will submit to the Township the first batch of applications where payment has been received by the taxpayer.

Phase 3: Active Phase

Stated simply, this phase will be the execution of the work plan developed by MuniServices for the notification and registration of non-compliant entities. During the testing phase, MuniServices will work with the Township to refine the processes and ensure accuracy prior to the volumes associated with the active phase. MuniServices will continue to modify the timing related to new milestones of the active phase as the project continues.

Testing Validation

Upon completion of the testing phase, MuniServices will review the processes with the Township and review any additions or modifications to the procedures outlined in the work plan. MuniServices will then prepare a final operation version of the work plan and submit to the Township for approval.

Bulk Mailing - Active Phase

The active phase begins with MuniServices first bulk mailing. Each mailing will continue the processes refined during the testing phase and continue on a weekly basis throughout the duration of the project.



Timing and Deliverables

MuniServices will provide the Township with audit progress reports to include the following:

1. Status of work in progress, including copies of reports provided to taxpayers/intermediaries addressing each reporting error/omission individually, including where applicable the business name, address, telephone number, account identification number, individuals contacted, date(s) of contact, nature of business, reason(s) for error/omission and recommended corrective procedure;
2. Actual revenue produced for the Township by MuniServices' service on a quarterly and cumulative basis;
3. Projected revenue forthcoming to the Township as a result of MuniServices' audit service, specified according to source, timing, and one-time versus ongoing; and
4. Alphabetical listing of all errors/omissions detected for the Township by MuniServices, including the account number, correction status, payment amount received by the Township, period to which payment is related and payment type (e.g., reallocation, deficiency assessment) for each one.

MuniServices will commence project planning within 10 working days following authorization.

Township Assistance

The Township will be expected and obligated to:

1. Provide an electronic copy of the Township's License Registration File and License Payment History file to MuniServices, together with any other information necessary for MuniServices to compute MuniServices' billing for services, in electronic format, to MuniServices on no less than a quarterly basis during the term of the Agreement and thereafter for so long as MuniServices' right to invoice for services rendered continues;
2. Use reasonable and diligent efforts to collect, or to assist MuniServices in the collection of, deficiencies identified by MuniServices pursuant to the Agreement; and
3. Notify MuniServices within 10 days following receipt by the Township of payments, if there is any, resulting from deficiencies identified by MuniServices.

Completion of Services

Because MuniServices' LTC Service may result in collection of deficiencies after termination of the Agreement, the Township's obligation to collect fees and notify MuniServices, and MuniServices' right to continue to receive contingency fees, shall survive termination of the Agreement for any reason.

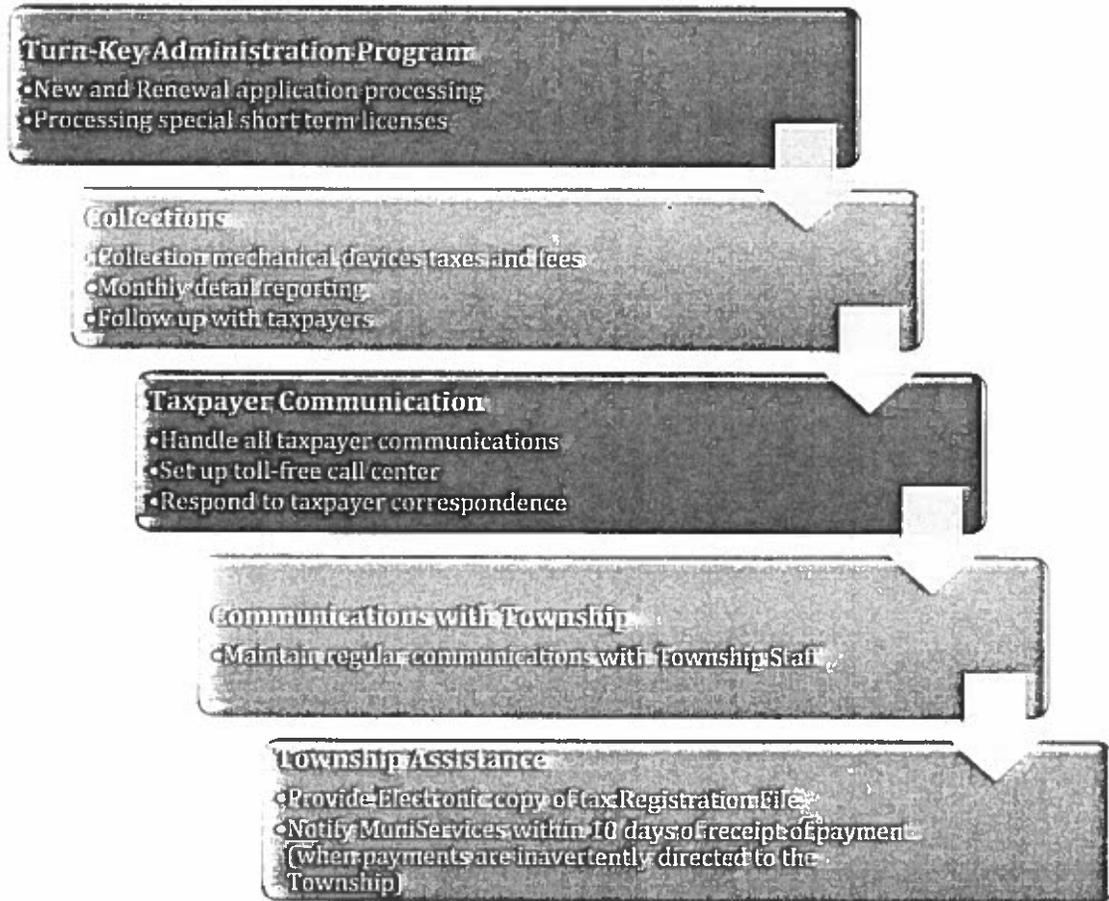
The Township will have the right, at the Township's option, to elect not to proceed with recovery of any identified deficiencies. Deficiencies which are uncollectible due to insolvency or dissolution of the entity liable, or for deficiencies which are otherwise incapable of collection (e.g. statute of limitations expiration or other legal defense) will not be considered an "election" by the Township for the purposes of the Agreement. For deficiencies otherwise collectable but for which the Township elects not to collect, the Township will notify MuniServices of its election not to pursue ("waive") collection of said deficiencies. MuniServices will be entitled to one-half (1/2) of the fee MuniServices would have been entitled to for the waived portion of the deficiency.



Optional Turnkey Tax Administration Service

MuniServices now serves over 500 local jurisdictions for their tax administration service, processing close to \$800 million in taxes annually, over 2.4 million in complex tax transactions (one million performed online) and over 400,000 in unique tax forms.

MuniServices complete Turnkey Tax Administration program related to the Township's business tax processing, renewals, collections, and on-going monitoring and administration of the business privilege tax. The service will be performed utilizing MuniServices' internal programs and processes.



The following are processes and procedures that MuniServices performs for the Township on a Turnkey Tax Administration program:

1. New application processing including review and verification of applications and application data, establishing processes for established departmental prerequisites to licensure;
2. Annual renewal application processing including mailing of renewal applications and processing of completed renewal applications.



3. Processing of special short term licenses
4. For taxpayers that do not return their annual renewal application, MuniServices will send two additional notices and make one follow up phone call. To the extent these efforts do not result in taxpayer compliance, the account will be handled under MuniServices' non filer process

Collections

1. Collection of Business Privilege taxes and fees for both new licenses, renewals, and special short term licenses with timely remittance or deposit on behalf of the Township;
2. Monthly detail reporting of payments received, including monthly reconciliation of payments received to payments remitted or deposited on behalf of the Township;
3. For taxpayers who do not remit payment with their application or whose check is not honored by the bank (NSF check), MuniServices will send two additional notices and make one follow up phone call. To the extent these efforts do not result in taxpayer compliance, the account will be handled under MuniServices' delinquent collections process

Taxpayer Communications

1. MuniServices will handle all taxpayer communications including general questions, account inquiries, business license application questions and issue resolution.
2. MuniServices' National Taxpayer Call Center will be available through a toll free telephone line Monday through Friday, 9:00AM to 5:00PM Eastern Time.
3. MuniServices will respond to taxpayer correspondence via return phone call or written correspondence. All standard correspondence templates will be subject to Township approval.

Communications with Township

MuniServices will maintain regular and close communications with Township staff to communicate project activity and any issues. MuniServices will provide prompt responses to Township staff regarding any questions or issues.

Township Assistance

In order for MuniServices to provide the Administration service the Township will need to:

1. Provide an electronic copy of the Township's BPT Registration File and BPT Payment History file to MuniServices, together with any other necessary information.
2. Use reasonable and diligent efforts to collect, or to assist MuniServices in the collection of, deficiencies identified by MuniServices pursuant to the Agreement.
3. Notify MuniServices within 10 days following receipt by the Township of payments, if there is any, resulting from deficiencies identified by MuniServices. Because MuniServices' Discovery and Audit Services may result in collection of deficiencies after termination of the Agreement, the Township's obligation to collect fees and notify MuniServices, and MuniServices' right to continue to receive contingency fees, will survive termination of the Agreement for any reason.



The Township will have the right, at the Township's option, to elect not to proceed with recovery of any identified deficiencies. Deficiencies which are uncollectible due to insolvency or dissolution of the entity liable, or for deficiencies which are otherwise incapable of collection (e.g. statute of limitations expiration or other legal defense and relocation out of the jurisdiction) will not be considered an "election" by the Township for the purposes of the Agreement. For deficiencies otherwise collectable but for which the Township elects not to collect, the Township will notify MuniServices of its election not to pursue ("waive") collection of said deficiencies. MuniServices will be entitled to one-half (½) of the fee MuniServices would have been entitled to for the waived portion of the deficiency except when cost of recovery exceeds the deficiency in the sole discretion of the Township.

Reporting

While we administer the tax revenue you are never far from the information. Our online reporting system allows you to access reports and business information whenever you need it.

Here is a list of the reports available online:

- New Account Listing
- Monthly Reconciliation Reports
- Detailed Payment History Reports
- Delinquency Reports