



Policy No. 1208

## Service Agreement Policy

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**REVISION RECORD**

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
March 30 <sup>th</sup> 2010	1	Original Service Agreement Policy
August 16 <sup>th</sup> 2011	2	Revised Service Agreement Policy
March 19 <sup>th</sup> 2013	3	Revised Service Agreement Policy



**POLICY # 1208**

**1. TITLE:**

**1.1 Service Agreement Policy**

**2. POLICY STATEMENT:**

- 2.1 In order to provide fair and equal service to all rate payers, a rate payer requesting aid to remove snow, cut grass or any other service provided by Public Works or Administration, must sign a SERVICE REQUEST FORM.**

**3. PURPOSE:**

- 3.1 To ensure that every rate payer is treated equally when the Village of Heisler staff or Councillors are asked about the possibility of performing services in the manner of grass cutting, snow removal, etc.; every rate payer requesting service must sign a SERVICE REQUEST FORM.**

**4. SCOPE:**

- 4.1 The scope of this policy includes all rate payers, the general public requesting services from the Village of Heisler, and the staff and Councillors within the Village of Heisler.**

**5. OBJECTIVES**

- 5.1 The Objective of this policy is to ensure that the ideas presented in the Purpose of this Policy will be upheld.**

**6. POLICY DETAILS:**

- 6.1 If a rate payer requests any services; snow removal, grass cutting or any other services provided by the Public Works or Administration Department of the Village of Heisler, the rate payer must fill out a SERVICE REQUEST FORM.**

- 6.1.1 The rate payer must include their name, civic and**



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mailing address as well as their phone number.

**6.2 The rate payer will advise which service they would like to obtain from the Village and sign the SERVICE REQUEST FORM with the effective date.**

**6.2.1 The rate they will be charged will be written on the aforementioned form before the service is done and will be in accordance with Bylaw 476-13.**

**6.3 Net bills will be payable at months end due date. Accounts not paid on or before this date shall have a penalty of 2.5%.**

**6.4 The Village will not be responsible for incidental damages incurred to a property during the course of providing a service.**

**6.5 No services requested by a rate payer will be provided electronically (email, facsimile) until the completed SERVICE REQUEST FORM is received by administration along with the fee payable for the requested service as per bylaw 476-13.**

**7. ROLES AND RESPONSIBILITIES**

**7.1 It is the role of the Administration Department of the Village of Heisler to uphold this policy.**

**7.2 It is the role of the Administration Department of the Village of Heisler to administer the SERVICE REQUEST FORM when a rate payer inquires about the Village of Heisler performing services for the rate payer.**

**7.3 It is the responsibility of the rate payer to return the signed SERVICE AGREEMENT FORM and pay the required amount for the agreed services.**

**7.4 It is the role of the Department of the Village of Heisler asked to do the service to do the service in a professional and courteous manner.**

**8. MONITORING, EVALUATION AND REVIEW**

**8.1 The monitoring, evaluation and review of this policy is the responsibility of the Administration Department of the Village of Heisler.**



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**9. DEFINITIONS AND ABBREVIATIONS**

- 9.1 All Definitions are subject to those found within the Municipal Government Act Revised Statutes of Alberta 2000 Chapter M-26**

**10. ASSOCIATED DOCUMENTS**

- 10.1 Attached to this document is the SERVICE AGREEMENT FORM which must be signed before any service is done on a rate payer's property.**
- 10.2 Attached to this document is the Village of Heisler Bylaw 476-13, the Fees and Charges Bylaw.**

**Council Approved:** \_\_\_\_\_

**Motion #** \_\_\_\_\_

**Responsibility:** Administration

**Next Review Date:** August 16<sup>th</sup> 2016