

## City of Urbandale

### Process for Appeal of Obligor Debt



#### Your Rights\*

If an invoice or statement was sent to you regarding an unpaid debt payable to the City of Urbandale, and you believe either the debt has been paid or the debt is not owed by you, you have the right to appeal.

#### The Process

If you wish to dispute the debt owed, you must submit your request in writing to the City of Urbandale, Finance Department at 3600 86<sup>th</sup> Street, Urbandale, IA, 50322. *Please include any supporting documentation you have and explain why you believe you do not owe the debt.*

You may send an appeal at any time after receipt of an invoice or statement; however, the timeline and process differ based on the nature of the debt owed.

The deadline for submitting an appeal is as follows:

Mowing Violations – appeal must be received within 45 days of the original invoice date

Sidewalk Repair Fees – appeal must be received within 60 days of the original invoice date

All Other Debt – appeal must be received within 60 days of the original invoice date

After the noted deadlines, an appeal will no longer be accepted or reviewed.

#### Review

Your case will be reviewed and a response will be provided, in writing, within 15 days of receipt of your appeal. Once you receive this decision, it is final. If you lose the appeal and you choose not to pay the debt, your account will be turned over to the City's collection agent and a 25% fee will be added to your account.

This debt may also be placed into the Iowa Setoff Program and the amount owed will be withheld from any subsequent tax refund that you receive. For further information regarding the Iowa Setoff Program, please visit the website for the Iowa Department of Revenue at: <https://tax.iowa.gov/collections-information>.

*\*Note – This right to appeal does not supersede any appeal process already provided for within Iowa Code or City of Urbandale Municipal Code. Please refer to the City of Urbandale Fee Schedule at <https://www.urbandale.org/DocumentCenter/View/1493/City-of-Urbandale-Fee-and-Fine-Schedule?bidId=>.*