

SCHEDULE 12

All applicants: matters that must be included in an authority's scheme — procedural matters

PART 1

Procedure for an application for a reduction under an authority's scheme

Procedure by which a person may apply for a reduction under an authority's scheme

7.—(1) If an application made by telephone is defective the authority must provide the person making the application with an opportunity to correct the defect.

(2) An application made by telephone is defective if the applicant does not provide all the information the authority requests during the telephone call.