

	<b>Agenda Title:</b>	<b>Agenda Date:</b>
	Update on delinquent BPOL accounts and collection efforts	September 18, 2025
	<b>Subject/Proposal/Request:</b>	
	For informational purposes. No action required. Further input welcomed.	
<b>Town of Cape Charles</b>	<b>Attachments:</b>	<b>For Council:</b>
	None	Action: Information: X
	<b>Staff Contact(s):</b>	<b>Reviewed by:</b>
	Marion C. Sofield, Treasurer	Rick Keuroglan, Town Manager

**Background:** Town Council requested an update on collection of delinquent BPOL accounts.

**Item Specifics:**

Following a thorough review of active, 2025 business licenses, the Finance Department prepared several lists of businesses that have not renewed or that have not requested deactivation of their business licenses. After several communications (letters, extended evening and weekend hours and special appointment offers, notices in the Gazette, phone calls, and /or personal visits to the places of business - if a brick-and-mortar location – the Treasurer prepared notices for posting on the front doors of twelve (12) delinquent businesses located on Mason Avenue. These notices state that the business is operating illegally due to not having paid 2025 Cape Charles license taxes and fees, and that it is unlawful to remove the notice until after all applications and payments have been received by the finance department.

The Treasurer carried the notices, discreetly, to each of the businesses on the initial Mason Avenue delinquent list. No notices were placed on the doors of these businesses, but meaningful discourse occurred with the understanding that the notices would be placed in the near future if the business did not comply with BPOL requirements on that day, or on a near future date that was mutually agreed upon. The results are as follows:

- 1 business showed documentation of having filed the 2025 application and submitting a check to the Town. The check was not received and had not cleared the business' bank; therefore, the business re-issued a new check and is fully renewed and in good standing.
- 2 businesses immediately came to the Town offices and complied with business license application requirements, although there is a partial payment needed for 1 business to be fully compliant
- 2 business were no longer in business and failed to notify the Town to deactivate their accounts. These businesses did not “true up,” at the time of their closure and may owe additional license taxes.

- 1 business owner is travelling out of state and requested time to provide proof that the application and payment had been made. Granted extension until September 14<sup>th</sup> and the finance department will double-check records to look for any mis-applied payment.
- 3 business had consolidated under two umbrella business names. The 2 remaining businesses complied with filing 2025 applications and paid required taxes and fees. These 2 businesses are now in good standing.
- 2 business were unable to comply with requests to furnish gross receipts; but the finance department will assist 1 of these businesses in preparing the application and calculating taxes due. The other business submitted its 2024 application and is pulling together financials record to submit 2025. There is a commitment to complete the 2025 BPOL process by September 19<sup>th</sup>.
- The final (12<sup>th</sup>) business on the initial list was not contacted due to time constraints. This business will be at the top of the list for contact during the week of September 15<sup>th</sup>.

The goal of these efforts is to bring all Cape Charles businesses into compliance and to update finance department records accordingly.

**Recommendation:** Treasurer will follow-up with all businesses that remain out of compliance and will continue collection efforts to meet the above-stated goal, in a strategic manner.