

**RENT COLLECTION AND
ARREARS RECOVERY POLICY**

**FOR RENT RECOVERY OFFICERS
& ON CALL RENT RECOVERY OFFICERS
IN THE
TASK-BASED WORKING STRUCTURE**

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INTRODUCTION

This guide replaces the previous Good Practice Guide for Rent Collection and Arrears Recovery and is intended for use by Rent Recovery Officers, (RROs) and On Call Rent Recovery Officers.

It is the responsibility of tenants to pay their rent on time. However, if Northwards Housing staff do not collect rent effectively, then there will be less funds available to spend on staffing and services.

It is the intention of this guide to assist RROs and On Call RRO's in effective cash collection and benefits work.

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ANTI-POVERTY STRATEGY

Northwards Housing adopts an anti-poverty strategy to help minimize the effects of rent and arrears collection for those on a low income. This means agreeing affordable repayment plans and where appropriate, offering budgeting advice. Where tenants are found to have multiple debt problems, they should be offered the Rent Arrears Debt Advice service as early as possible. It is also essential to offer sound benefits advice in order to maximize income.

CORPORATE DEBT POLICY

Northwards Housing is aiming to adopt a Corporate Debt Policy (CDP). The CDP's main objective would be to resolve cases where more than one Council Department is recovering a debt from an individual. The CDP would aim to reduce conflict and apportion available income equally between the priority creditors, i.e. rent and council tax.

There is a pilot scheme in operation throughout the city that will help tenants in multiple debt to the Council. Cases considered for CDP referral are those where a tenant is in rent arrears of £500 or more and has other council debts. Other debts could include council tax and or Housing Benefit overpayments. To make a referral or request further information, please contact the Rent Arrears Debt Advice Service.

TASK-BASED WORKING

Task based working for rent collection and arrears recovery is now in operation within Northwards Housing Rents Team.

This involves the team dealing with a list of cases of a similar kind, rather than a range of cases from one geographical patch. The work lists are split into the following categories: Housing Benefit cases, legal action cases, potential legal action cases, management report, validation, nil amount due weekly cases and DWP third party deduction cases.

Business Objects produces the necessary lists, which are refreshed and updated on a weekly basis.

YOU MUST USE THE TELEPHONE WHEREVER POSSIBLE

For task based working to be effective, telephone work is strongly recommended. This should be the first consideration in attempting to contact the tenant.

Office and home appointments should only be used in circumstances such as pre-court and pre- eviction cases and those where information is needed for Housing Benefit claims.

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It is important to remember:

If a case appears on your work list, you must consider the **WHOLE case and follow it through from beginning to end, including legal action, benefits issues and searches for missing payments.**

EXPLANATION OF WORK-LISTS IN TASK BASED WORKING

The lists are split into the following categories:

1. True HB cases - Cases where housing benefit has been outstanding for 13 weeks or more.
2. Drop Off List - this action list consists of all new dropped-off cases less than 13 weeks old.
- 3(a) Legal Action - No HB - All cases where legal action has been taken and there is no HB in payment.
- 3(b) Legal Action – On HB - All cases where legal action has been taken and the tenant receives partial housing benefit.
- 3(c) Potential Legal Action – no HB - All cases where HB is not in payment and the tenant has not paid enough regularly. We should be considering legal action.
- 3(d) Potential Legal Action – on HB – All cases where the tenant gets partial HB and has not paid enough regularly. We should be considering legal action.
4. Validation - This list consists of all new tenancies where validation is required. Cases need to be checked weekly because they do not appear twice on this list.
5. Management Report - shows legal action warning cases such as court requests not authorised. RRM will monitor and request progress as needed
6. On Call Lists
 - 6(a) Nil ADW list – Full HB in payment, tenant in arrears not paying enough regularly. Legal action should be considered or progressed. Cases should be looked at every two weeks.
 - 6(b) DWP 3rd party payment list – Cases where applications can be made for 3rd party payments for arrears and/or amenity charges. Cases should be looked at on a monthly basis. Follow up is required to previous requests where no response has been received from the Department for Work and Pensions (DWP).

WORKING THROUGH THE LISTS

If the case appears on your list, even if the tenant's circumstances have changed, it is your responsibility.

For task-based working to be effective, telephone work is strongly recommended wherever possible. However, there are some actions that can resolve cases without contacting the tenant. These are:

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- Consider why Housing Benefit (HB) has ended? Is it because the tenant has moved or passed away? This information will be available on either/or both of the two Housing Benefit systems Academy or Anite.
- Is the tenant paying regularly? If yes, these cases should not appear on an action list but will do if the supplement has not been updated correctly. Ensure the correct supplement is recorded on page 30.
- Check that the correct payment method and frequency are recorded on Page. 1.
- Check whether they are eligible for a third party direct payment and if so send a request to the Department for Work and Pensions (DWP)

For all other cases you will also need to:

- Check rent payments are being made regularly and are for the correct amount. Is the tenant keeping to an agreement to pay? If not, take appropriate action.
- Check [Anite](#) or Academy - is there a new claim/claim outstanding - if HB has ended - why? What outstanding information is required to make the claim assessable?

Remember there are fewer tenants on full housing benefit than ever before. Don't assume because there may be benefits issues to resolve, that the tenant doesn't have an amount to pay. Always ask for the rent due at every contact. You should progress legal action promptly if the tenant doesn't pay as agreed.

- Check that there is a telephone number recorded on Pg 10? If not, check the DLO, On-Call History Viewer and any Rehousing Application or HB Claim on Anite. If a number is found record this on page 10.
- Suspend any rehousing applications where rent arrears are more than £100. Suspension code for rent arrears is 98. Update page 53 of the rehousing application with the review date and review reason. Review dates are 3 months from date of updating for cases where arrears are £100 - £1000 and six months for arrears £1000 and over. The review reason is code 14. If the case has already been suspended, simply update page 39 of the rehousing application with a note to the CSO to advise that there are rent arrears and to check the rent account before lifting any suspension.
- Action must be taken on each case or the case will reappear on a different list if it is not resolved.

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Remember to consider the WHOLE case and follow it through from beginning to end, including legal action, benefits issues and search for missing payments.

INTERVIEW CHECKLIST

Each case is your responsibility so remember that you must consider the WHOLE case. Check all of the issues raised here not just those that you think might apply.

- The reason for the arrears. It is the tenant's responsibility to pay the rent. Always inform the tenant of this.
- Housing benefit. Do a BENCAL for people not already on housing benefit or if there is a change in circumstances that is likely to affect HB entitlement, e.g. changes in income, benefits or household. Complete an HB / change of circumstances form. Check the accuracy of the assessment for tenants already getting housing benefit. Look for good cause for backdating benefit if there are dates in the previous year when they did not claim.
- Other welfare benefits. BENCAL can indicate whether someone may be entitled to Tax credits, Pension Credits, Council Tax Benefit and Income Support. Always advise the tenant that they are entitled to make a claim for these benefits.

If a BENCAL shows that a tenant is eligible for Tax Credits, remember that the increase in their income will mean that they have more or full rent to pay. Advise the tenant that their HB entitlement will go down and that they will need a new BENCAL when they get their Tax credit award letter.

- Missing rent payments/different payment methods. Check for missing payments where applicable. Consider different payment methods. Does the tenant have a bank account? If so, recommend payment by bank standing order. It is the most cost-effective and efficient means of payment. Tenants with bank accounts can also pay by credit/debit card over the 'phone and over the Internet. If the tenant does not have a bank account, payments can be made using the "Paypoint facility" at shops displaying a Purple P sign. Payment direct from wages should also be discussed. Remember, the tenant does not need to be employed by Manchester City Council to have deductions taken from their wages. Use the EMPV1 form. Supplies of this form will be in your office.
- Eligibility for Department for Work and Pensions (DWP) third party direct payments for rent arrears and/or heating charges.

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- Give basic budgeting advice and consider referring to a Rent Arrears Debt Adviser if there are multiple debts or if the tenant is eligible for help as part of the Corporate Debt Policy. The earlier this is done, the better.
- Agree an amount due weekly including an affordable supplement based on income and outgoings. The supplement should not be less than the current DWP rate, i.e. £2.90 per week for Income Support/JobSeekers Allowance cases. If the tenant is working and there is no HB in payment then the minimum supplement is £10.00 per week. For all other cases the minimum supplement should be between these two amounts. Remember, the supplement must be affordable. Agree the day / date for the tenant's first payment and check that the first payment goes onto the account as agreed. If it doesn't, ring them as soon after as possible. This will stop the problem escalating and will make the tenant fully aware that you are closely monitoring their account. If they are going to set up a bank standing order, make sure they pay weekly until the BSO is in place.
 - Advise tenant of likely sanctions if they break an agreement. This is important at every stage, but especially once legal action has been started.
 - Update page 10 and 30. Following the interview, it is important that Pg 10 and 30 accurately reflect the outcome of the interview, any agreements made, information required and dates of any specific actions.

Always make sure that by the end of the interview, the tenant knows how much, how often and how to pay. Always recommend payment by bank standing order.

TELEPHONE INTERVIEWS

The majority of contact with tenants will be via the telephone. This should always be the first way of attempting contact with the tenant.

Rent arrears interviews which take place over the telephone will need to be handled differently from face-to-face interviews, and will need extra preparation.

Some studies suggest that by not being able to see the other person and read their body language and facial expressions we lose 55% of the way we communicate with each other.

Remember to consider the WHOLE case and follow it through from beginning to end including legal action, benefits issues and search for missing payments.

You will need to be clear what the purpose of the call is and what you want the outcome to be. Speak slowly and clearly and do not talk for too long as people can only take in a

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limited amount of information over the 'phone. Be aware of your tone of voice, which needs to be positive and direct.

Be prepared to use language line for tenant's whose first language is not English. Details of this service should be available at your office.

At the end of the call, repeat any agreement that has been made and summarise what action the tenant needs to take and the consequences of not keeping to the agreement, e.g. the start or progression of legal action. Send a standard supplement letter in appropriate cases.

Record your actions on Pages 10 and 30.

Consider varying the times of telephone contact for maximum effect, eg, early morning or weekend contact may be appropriate in some cases.

Always ensure that by the end of the call, the tenant knows how much, how often and how to pay. Always recommend payment by bank standing order.

THE FACE-TO-FACE INTERVIEW

There will be occasions when a face-to-face interview is required. This can be done either as a home visit or an office appointment.

Home visits

These do not always require a pre-arranged date and time. It may be that a "cold call" visit is preferred. If visiting a tenant at home you should prepare in advance by taking print-outs of rent pages 4, 5, 10, 30 and if there is current legal action page 31. Check Anite / Academy for a Housing Benefit claim and take details of any outstanding information required to assess the claim. Always have with you a change of circumstances form, a new Housing Benefit application form, a temporary rent book, a bank standing order form, Employer's Voluntary Payment form and calling cards in case the tenant is not in for the visit. You may also want to provide a pre-paid envelope.

For office interviews

You must give at least a weeks notice of any appointment so that the tenant has time to make any necessary arrangements.

Consider whether the tenant has language difficulties. Does the letter need to be written in a language other than English? Will a signer be needed at the interview? The translation and interpretation service can provide help with translation of letters. Language line should be used during the interview. Details of both should be available at your office.

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When interviewing

- Make sure you cover all the issues recommended when interviewing a tenant.
- Be clear about the reasons for the interview and what you want the outcome to be.
- Send a standard supplement letter if applicable
- Record your actions on page 10 and page 30

Always ensure that by the end of the interview, the tenant knows how much, how often and how to pay. Always recommend payment by bank standing order.

REQUESTING A NOTICE OF INTENTION TO SEEK POSSESSION (NISP)

If a tenant has not responded positively to two varied attempts to contact within two weeks of the case appearing on the action list, and the arrears are increasing, you should request a NISP.

This is the beginning of legal action and should not be used unless it is necessary.

Before requesting a notice, check the following:

- That two recent and varied attempts at contact have been made and the tenant has either not responded at all or they have made an agreement and broken it.
- Full housing benefit is not pending and has not ended pending an intervention. However, if only part benefit is due and the tenant is not paying the residual rent or if they have not co-operated with providing the information in order to have their benefit processed, proceed with the NISP.
- A DWP supplement has been applied for if they are eligible.
- The names and tenancy details are recorded correctly on House 90.
- Arrears should have reached five times amount due weekly.

If any of these apply, review the situation before requesting the notice. Remember circumstances change so always check for a Housing Benefit claim.

If you are satisfied that a NISP should be served, you can request the NISP on page 32. You do not need to have RRM/DRRM approval for this action. Notify the tenant by sending the appropriate letter.

The Rent Support Officer ensures that the NISP is served on the tenant and that a copy is kept on file for future reference.

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As soon as a NISP is ordered, page 31 will show the various stages of the NISP as follows:

REQ - NISP has been requested. This is the start of the process.

SER - NISP has been served on the tenant. Status stays like this for 28 days. Cannot progress further legal action at this stage but you should continue to attempt regular contact with the tenant.

EXP – Progress further legal action if appropriate

A NISP is only valid for 12 months from the time it has expired. If there has been no further legal action during this period a new NISP will need to be requested. Check with the Rent Support Officer(RSO) if you are not sure.

Remember, serving a NISP does not resolve an arrears case. After you have requested a NISP continue to try and contact the tenant. Use the interview checklist section for guidance.

If a tenant keeps to an agreement for six months then defaults, you will need to attempt contact twice before progressing with further legal action.

It is the responsibility of all RROs to progress legal action. Therefore, the above rules apply to every action list, not just the potential legal action list.

REQUESTING A NOTICE TO TERMINATE FOR INTRODUCTORY TENANTS (NTT)

It is very important that the procedure for requesting a Notice for Introductory Tenants is followed carefully. Notices may be overturned at Review stage for technical reasons. These can include:

- Insufficient contacts
- No completed case report
- Case report completed but not authorised/signed by the DRRM
- The arrears figure on the Notice is wrong (usually because a RECALC hasn't been done at the Let or because a write-off of rent at the tenancy start has been agreed but not actioned)
- The tenant's name is showing incorrectly on the Notice
- Rechargeable repairs are showing on the rent account prior to the NTT request
- Heating charge has not been included on the tenancy agreement

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A NTT should only be requested on screen when

- The arrears have reached 5 x the amount due weekly
- There have been three recent and varied attempts at contact
- The rent figure and tenant's name are recorded correctly
- A case report has been completed and authorised by DRRM/RRM
- Benefits issues have been investigated and the tenant either hasn't paid the residual rent and/ or hasn't co-operated in providing information in support of their claim

Once the Case Report has been authorised, you can request the NTT on page 32. You are not required to send a letter to the tenant. The Rent Support Officer will do this and ensure that the tenant receives the NTT. They will also send the tenant details of their right to have a review of the decision to serve the NTT.

If the tenant requests a Review the Rent Support Officer will record this on page 32 with the date the review will be heard. The case will then be investigated by the RSO to determine if the NTT was correctly requested. The RADO will produce a report based on their findings.

The Review will be heard by a Principal Local Services Manager not previously involved with the case. At the Review, the decision will be either to uphold or overturn the original decision. The result is updated on page 32 by the Legal Services Team who also withdraw the NTT in the event of any overturned decisions.

Page 31 will show the progress of the NTT as follows:

REQ – A Notice to Terminate has been requested

RVW – The tenant has requested a review of the NTT – further legal action cannot be progressed.

SER – The NTT has been served on the tenant – further legal action cannot be progressed yet.

EXP – This means the NTT has expired and further legal action can now be considered.

Once at this stage Page 31 will also automatically show the following message:

COURT ACTION REQ – This status can be confusing - it does not mean that a court date has been requested. It means that this action should be considered. The DRRM will receive a list of NTT cases at Court Action REQ stage. The DRRM may wish to discuss the case with you before making a recommendation to the RRM. It is the RRM's decision whether a court date is requested. Remember, at court, possession is mandatory so a request for a court date must only be made when we definitely want possession of the property.

COURT ACTION DAT – The date for the court hearing has now been allocated. At the court hearing the judge will award immediate possession usually on a date 14 days later. This is to allow the tenant time to make other rehousing arrangements.

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The RSO will update House90 to status **IMM** and input the effective date. They will also request the eviction date.

REQUESTING COURT ACTION

If you have served a NISP and tried to contact the tenant whilst it was served and since it expired, and they have either not responded to contact or have made an agreement and not kept to it, you should consider court action.

Taking a tenant to court to get possession of their home is a serious step. The court will want to know that a reasonable attempt has been made to secure payment and that Northwards Housing has been managing the tenancy properly. Ensure that court action is appropriate and that quality arrears work has been done. This will avoid cases being adjourned unnecessarily.

If you request court action you should continue to try and contact the tenant and aim to secure an agreement to pay without the case having to go to court.

BEFORE REQUESTING A COURT DATE CHECK:

- There is a valid NISP i.e. it was served less than a year before the court request and has not been cancelled.
- That at least three varied attempts at contact have been made in the last 6 weeks and since the NISP was served and the tenant has not responded positively or they have broken their agreement.
- Academy and Anite – Ensure full housing benefit is not pending and has not ended pending a reclaim. Are the arrears due to an HB overpayment? Is it due to end?
- Are there any Former Tenants Arrears (FTA'S)? These will need to be confirmed on page 25 so that a Money Judgement Order can be requested at court. If FTA's are more than 6 years old they cannot be confirmed.
- Are there any rechargeable repairs showing on the account? If so, these will need to be removed prior to any court request.
- Is the tenant eligible for a DWP third party deduction for arrears and/or amenity charge? Has this been applied for?
- The names and tenancy details are recorded correctly on House 90.
- Are there any disrepair issues? If yes, seek advice from your DRRM or RRM
- Check if there is a Right to Buy (RTB) application (page 3 of the property file).

If you are satisfied that court action is still required after completing the checks

- Update page 27 with family details and amount of order sought.
- Ensure page 25 has been updated if FTA's are applicable.

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- Inform Right To Buy Section and/or City Solicitors of court request if appropriate
- Request court on page 33 – this will show status as **REQ** on page 31
- Complete court request and recommendations form for approval by DRRM/RRM. If Manager authorises the court request, status will change to **PEN**. Appropriate letter must be sent to tenant.
- Case will remain as status **PEN** until court date has been allocated. Status will then change to **DAT** and will remain as this until after the court date. Maintain regular weekly contact.

A court request can be withdrawn, with approval from DRRM or RRM, prior to allocation of the court date with no costs incurred. However, once a court date has been allocated, £150 court costs will be added to the rent account even if the tenant has cleared the arrears.

THE PRE-COURT INTERVIEW

The RSO notify the RRM of all cases where a court date is due at least 4 weeks in advance of the court hearing. All cases will need to be checked.

Remember, cases should not be withdrawn at this stage except in exceptional circumstances. Seek advice from your DRRM/RRM if you think this applies. RRM approval is required to withdraw a court request.

You must:

- Arrange a pre-court contact with the tenant. This can be either as a visit, office appointment or telephone call.
- In conjunction with the DRRM, Decide what type of court order is required and discuss with tenant if possible. The type of orders are as follows:
 - Immediate possession** – to be used in cases of abandonment or refusal to make any payments or contacts.
 - Suspended possession** – to be used when tenant has started making payments or has agreed a repayment plan

Adjournment – set to another date

This is usually used where there are HB issues outstanding and these can be addressed before the next court date. Or, where tenant claims disrepair and needs to seek legal advice before the next court date. Adjournment can be decided by Housing Staff or determined by the judge. Costs of £150 will be added to the rent account when an order has been secured at the next court hearing date.

Adjournment with costs – on terms

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This is usually used where an agreement is made, or arrears have considerably reduced, and a court order is not required at this stage. The adjournment lasts for 12 months. If the tenant defaults during this period another court date can be requested to obtain an order for possession. If there are two months or less left on the adjournment discuss with the RSO if there is enough time for a court date to be allocated before the adjournment expires. Follow the same procedures as previously for requesting a court date. Adjournment can be decided by Housing Staff or determined by the judge. Costs are added to the account in these cases.

- Inform the RSO of court orders required.
- If there is a Right to Buy (RTB) application, inform RTB/City Solicitors of the court date
- Continue attempting regular contact with the tenant whilst you are waiting for a court date, and when one has been received, if the tenant is continuing to default on payments and/or failing to provide information in support of their Housing Benefit claim

PARTICULARS OF CLAIM

Page 30 forms the Particulars of Claim for the Court hearing. It is therefore vital that all contacts, agreements and outcomes are recorded accurately as this will demonstrate our efforts to get the tenant to pay.

The tenant receives a form from the Court to complete. This asks about their income and household details and how the arrears accrued. If the tenant’s replies differ from the particulars of claim the judge will question the details in Court.

Please ensure that information provided on page 30 and page 27 is accurate and up to date.

AFTER THE HEARING

The RSO will update the court result straight away on House90.

When a court order is granted the judge will determine if further legal action can proceed immediately or if there is to be a period of time, usually 14 or 28 days, before further legal action can be progressed. This information will also be updated by the RSO and will appear on page 33.

You cannot progress legal action until after the date shown. You must continue to contact the tenant on a weekly basis if the tenant is failing to keep to the agreement made at court.

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REQUESTING EVICTION

This is the final step in the possession process. The aim is to avoid this ultimate sanction. If good practice in arrears work is followed, then eviction will only be necessary in the rare cases when tenants flatly refuse to pay. Even when someone is evicted, the arrears remain and staff in Former Tenants Group will have the task of recovering the debt.

If the tenant breaks a court order they should be contacted within 2 weeks. All the areas in the arrears interview should be covered. The seriousness of their situation should be explained.

If they continue to break the agreement, then eviction should be considered. Evictions should not be requested unless there is a serious intention to carry them out and there is clearly no alternative course of action.

BEFORE REQUESTING AN EVICTION CHECK:

- There is a clear history of attempts to contact the tenant and that either they have not made contact or have repeatedly broken agreements. It is advisable that there is a minimum of three recent contacts, one of which should be a home visit.
- There are no problems with outstanding housing benefits.
- Entitlement to other benefits has been checked.
- Tenant has been referred to a money advisor if there are multiple debts.
- All payment options have been explored – DWP third party deductions, deductions from wages, BSO, etc.

If you are satisfied that an eviction request should be made:

- Complete the pre eviction report and recommendations form.
- Pass the completed form to your RRM for approval
- First Eviction requests to DRRM and further ones to RRM

The RRM/DRRM will check each case to be clear that every aspect of the tenancy has been managed professionally. The arrears casework and benefit work should have been done carefully and an eviction should not be approved unless there is clearly no alternative.

If the RRM/DRRM are satisfied that eviction is the correct course of action then he/she will authorise the eviction on House90. You must then:

- Send the appropriate letter to inform the tenant of the eviction request.

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- Contact Homeless Families and/or Social Services to inform them of the eviction request if there are children involved. Continue to liaise with them about the case.
- Continue attempting weekly contacts with the tenant.
- Payment plans offered by the tenant must be discussed and agreed with the DRRM/RRM.

Once an eviction date has been received the RSO will send a schedule of cases to the RRM.

The RRM will make arrangements for a lock change to be requested and for a pre-eviction letter to be sent to the tenant with an appointment date.

The RRM/DRRM will interview the tenant.

The RRM will review the case and determine whether the eviction is to go ahead based on the interview with the tenant. If the tenant does not respond to the contacts then the RRM will review the case anyway to determine if an eviction is still the correct course of action.

Eviction costs of £95 will be added to the account by RSO.

Postponing an eviction

Postponing an eviction can only be done by a manager, either the DRRM or RRM depending on the circumstances. Usually, if this is a first eviction request or prior to eviction costs going onto the account for a second eviction request, then the DRRM will postpone the case.

For second or any subsequent evictions, then the RRM will make the decision to postpone the eviction.

If you feel that an eviction should be postponed discuss the case with your manager.

Once a decision has been made to postpone the eviction the DRRM/RRM will write to the tenant advising them of their decision and the conditions of the postponement.

Remember, the case remains your responsibility throughout this process. Maintain regular weekly contact with the tenant.

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ARREARS RECOVERY FLOW CHART

| | | | | |
|---|---|--|--|--|
| | Case appears on Work List CHECK | | | |
| | | | | |
| | Pay method/frequency and supplement recorded correctly Eligibility for BA supplement HB pending / ended - check DIP and LoGoS | | | |
| | | | | |
| | CONTACT TENANT - if telephone number, ring them. - if not, send HBEN | | | |
| | | | | |
| Contact Made Discuss case - make agreement Request Information - record on Pg 10 & 30 Use Good Practice Guidance Notes | | | No contact | |
| | | | | |
| Send Supp | | | Send URG or telephone again. | |
| | | | | |
| | If no contact made or agreement broken | | | |
| | | | | |
| | Send NIS | | | |
| | | | | |
| Contact. Interview per guidelines Send Supp | | | No contact (or breaks agreement) Request NISP Send N2S | |
| | | | | |
| | Try to interview tenant before NISP expires by phone/face to face Send NY2EXP (nsl) | | | |

| | | |
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LEGAL ACTION FLOW CHART

| | | |
|--|--|------------------------------|
| | Before progressing any legal action CHECK | |
| | | |
| | 2 RECENT ATTEMPTS AT CONTACT - varied, ie phone/letter/interview - Tenants Details recorded correctly | |
| | | |
| | REQ Notice Try to contact tenant. Interview and check HB. | |
| | | |
| | If no contact made, or agreement broken, send N3 or C1 REQ Court Date Send C2S | |
| | | |
| | Ensure Pg 25 and 27 are updated and authorised Check HB/BASupp/Recent Payments/DIP/LOGOS | |
| | | |
| | Try to interview again if the Court Hearing is going ahead send PRECourt NSL | |
| | | |
| | Decide what order to ask for Ensure all information is up to date and accurate | |
| | | |
| | Contact tenant as soon as one payment is missed. Check Housing Benefit | |
| | | |
| | If another payment is missed, consider requesting eviction. Send E1S,E1O , Do HV Complete pre-evict report and submit to RRM/PRRM | Notify tenant of decision |
| | | |
| | | |
| | If there are children | |

| | | |
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| | | | | |
|--|---|--|--|--|
| | | involved, notify Homeless Families/ Social Services as soon as an eviction is requested. Continue to liaise with the HFU | | |
| | | | | |
| | TRY TO CONTACT EVERY WEEK AFTER EVICTION REQUEST TLEV1 and TLEV2 | | | |

EVICTON SHOULD ONLY GO AHEAD WHERE THERE IS CLEARLY NO ALTERNATIVE

| | | |
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