

Arrears Management Procedure – Flowchart

- Monthly rental charge raised
- Receipts allocated:
- Housing Benefit
- Universal Credit
- Direct payment from tenant

Tenant Rent Account

Arrears Prevention

- Account management
- Debt review to identify defaulted payments
- Make contact with tenant:
- Telephone calls
- Text messages
- Sending letters or emails
- Interview arranged at office or home visit
- Propose/Agree repayment arrangement

- When tenants falls into one month arrears and no payment or arrangement is made, then a series of formal letters are sent out.
- 1st letter (after 1 month)
- 2nd letter (after 2 months)
- Final letter (after 3 months)
- In addition to the above, regular attempts will be made to contact tenant as outlined in Arrears Prevention section

Arrears Actions

Legal Remedies

- Where arrears actions are unsuccessful, legal action will be actioned in the following order:
- Notice of Proceedings
- Court proceedings
- Advise local authority of NOP
- Where decree is granted by court then assessment is made before enforcement
- •Tenant is formally evicted and tenancy ended.

NB Please note that arrears actions are implemented in a sensitive and supportive manner aiming to promote tenancy sustainment and prevent homelessness where possible.