

Rent Payment/Arrears NHS Keyworker

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1	Mar 2006	First issue	Mar 2006	SAW	PS
2	Nov 2008	Second issue	Dec 2008	DJW	PS
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Introduction

As a registered Housing Association, Western Challenge Housing Association is required to be accountable in all areas of activity to the Housing Corporation, its committees and tenants by establishing and maintaining adequate financial controls.

Prompt early intervention will be maintained in order to maximise tenants' capability of maintaining rent payments. Staff on sites now also have access to hbnotes which is a website giving information and the tracking of any housing benefit.

All rent arrears will be monitored within the overall rent arrears procedure guide, recognising however, that each case will be dealt with on an individual basis as appropriate to the relevant circumstances.

1. Rent Payment

Rent is due on the first of the month and should be paid within the first 14 days of the month.

1.1 Payment Methods

Rent will be deducted from salary where appropriate. Other methods of payment available are by direct debit, standing order cash, cheque, giro card, credit or debit card and making payments over the web site.

1.2 Banking

For any rent payment received at the Accommodation Office a receipt will be issued.

The banking will be undertaken twice a the week, bearing in mind the cash limit set out in the Financial Regulations.

A banking sheet will be produced and sent to the Accounts Department, identifying the tenant and the appropriate tenancy number to enable the Accounts Department to post the payment to the appropriate rent account.

1.3 Credit card/debit card payments

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At the end of each day an end of shift balance must be produced from the card reader.

This reconciliation will be entered onto a banking sheet together with all payments taken during that day, clearly identifying the tenant and tenancy number to enable the Accounts Department to post the payment to the appropriate rent account.

2. Rent Account

The Accommodation Officer will monitor rent accounts on a regular basis and use the arrears procedure when/where appropriate.

2. Arrears

Following the automatic production of the monthly invoices at the beginning of the month the Accommodation Administrator/Accommodation Officer will check the outstanding balance figure.

Should there still be an amount outstanding from the previous month Arrears Letter 1 will be issued.

The Accommodation Officer will put details on Active H and check at regular intervals for payment. Attempts to make contact with the resident should be made, whether by phone or a personal visit to agree a mutually acceptable payment plan.

Should there still be an outstanding balance when the next monthly invoice is produced Arrears Letter 2 will be issued.

The Accommodation Officer will put details on Active H and check at regular intervals for payment. All attempts to make contact with the resident should be made, whether by phone or personal visit to agree a mutually acceptable payment plan.

The Accommodation Officer will also review the situation with the Accommodation Manager as part of the monthly Arrears Report dialogue.

Should there still be an outstanding balance when the third monthly invoice is produced arrears Letter 3 will be issued.

At this stage the Accommodation Officer will discuss with the Accommodation Manager the appropriate form of action. i.e. the issue of a Notice Seeking Possession or passing the debt to a debt recovery agency. Please refer to the Former Tenant Arrears Policy for full details of the economics to pursue a debt, debt collection agencies and legal action.

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4. Monthly Arrears Report

The Accommodation Officer will produce a monthly report as at the first of each month. This will collate both current and former arrears.

This report will breakdown the various debt criteria, i.e. is it guaranteed money form our partner Trust's or at risk money form an individual resident.

This report will be completed and passed to the Accommodation Manager by the 6th of each month.

5. Former Arrears

The Accommodation Officer will produce the report as details above. In consultation with the Accommodation Manager the debt will be pursued either directly or passed to a debt recovery agent or written off as appropriate. All actions will be recorded on Active H on the financial page of each tenancy.

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Appendix A. Arrears Letter 1

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A.1 Appendix heading 2

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