



# Prevention of Rent Arrears and Debt Collection Policy

<b>Written by:</b>	<b>Head of Housing &amp; Customer Services</b>	<b>Version:</b>	<b>1</b>
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## 1. Introduction

- 1.1 The Association provides a range of services for which charges are payable. Rental income and payment of these charges is the main source of revenue for the Association and therefore it is important that we adopt rigorous policies and procedures around their collection.
- 1.2 We recognise that effective prevention and management of arrears is essential for maximising rental and service income. Our aim is to promote early intervention to prevent debt from accruing and to sustain tenancies.
- 1.3 This policy relates to all properties owned by the Association and to the people for whom we provide a service. The scope encompasses:
- Rent
  - Service charges
  - Occupancy charges
  - Rechargeable Repairs
  - Former tenant debts
  - Recovery of legal or administrative costs incurred in the recovery of the above
- 1.4 This policy complies with the following Social Housing Charter (2017) outcomes:
- Outcome 1 – Equalities
  - Outcome 2 – Communication
  - Outcome 11 – Tenancy Sustainment
  - Outcome 13 – Value for money
  - Outcome 14 & 15 – Rents & Service Charges
- 1.5 The policy and its implementation will reflect the Association’s statutory and contractual obligations. These include but are not limited to:
- The **Scottish Secure Tenancy** used by the Association describes the obligation that tenants have to pay rent and the required frequency of payment.
  - The **Exclusive Occupancy Agreement** used by the Association describes the obligation that sharing owners have to pay their occupancy charge and the required frequency of payment.

- **Housing (Scotland) Act 2001** sets out the legal framework for any action by the Association to recover tenancies on the grounds of rent arrears.
- **Housing (Scotland) Act 2010** sets the standards and outcomes of the Scottish Social Housing Charter that all social landlords should aim to achieve when performing their housing activities and defines the legal obligations of the pre-action requirements.
- **The Data Protection Act 2018** requires us to observe certain conditions regarding the gathering and sharing of information about residents.
- **The Homelessness etc (Scotland) Act 2003** requires us to notify Orkney Islands Council if we are raising proceedings to recover a tenancy.
- **The Debtors Scotland Act 1987** enables us to seek wages arrestment from tenants owing rent arrears.
- **The Equality Act 2010**

## 2. Objectives

2.1 The objectives of this policy are to ensure that:

- We have effective controls in place and a range of payment options available to maximise rental income and minimise debt.
- All residents know how much they are due to pay, when they are due to pay and how often they are expected to pay.
- All residents who need advice services will be referred or signposted to external agencies that can provide independent advice on welfare benefits, budgeting assistance or debt advice.
- We have a culture of tenancy sustainment where prevention and management of arrears and debt are a high priority.
- We monitor our performance in debt management and income collection by means of regular reports, target setting and benchmarking against other Registered Social Landlords (RSL's).

The prevention and effective management of arrears and debt is essential for the following reasons:

- To enable the Association to maintain and improve its housing stock
- To provide the resources needed for service delivery
- To ensure the Association's overall financial viability
- Tenancy sustainment

## 3. Debt Prevention

3.1 The Association recognises that the key to debt management is prevention. To help customers manage their accounts, a rent/occupancy charge/recharges statement is sent to all customers in arrears. Statements can also be sent to customer at any time upon request.

### **New Tenants/Residents**

- On allocation visits staff will advise all applicants the rental and service charge of the property.
- At an accompanied viewing staff will discuss the rental charge of the property and entitlement to Universal Credit/Housing Benefit and any other relevant tenancy support.
- All correspondence offering accommodation will clearly state the respective charges for the property.
- New tenants/residents will be advised of their responsibility to pay rent/occupancy charge and will be given a copy of this policy on request.
- If a new tenant/resident is entitled to Housing Benefit or Universal Credit, Association staff will offer assistance in completing the initial claim. If required, a referral will be considered for specialist advice from an outside agency. Tenants/residents will also be advised of the importance of notifying any changes in household circumstances to either the DWP or Housing Benefit Department.
- Within 6 weeks of the tenancy starting, Housing Services staff will carry out a settling in visit. This is a useful and important opportunity to pick up on any potential or actual rent payment problems.
- Availability of advice and support services in Orkney

### **Existing Tenants/Residents**

- All tenants/residents will be encouraged to approach the Association in the event of any change in household circumstances.
- Association staff will seek to develop a sympathetic and non-judgemental approach, which encourages early and sustained contact with tenants.
- The Association will use newsletter articles, our website, Facebook page and routine contact on tenancy matters to make all of its tenants/residents aware periodically of:
  - The importance of paying rent/occupancy charge
  - The importance of contacting the Association at the earliest possible stage if difficulties in paying rent/occupancy charge are being experienced.
  - Availability of advice and support services in Orkney
  - Fundamental changes to welfare benefits
  - Contacting the tenant/resident as soon as an account goes into arrears
  - Utilising a variety of contact methods such as phone call, text, email, evening visit to advise when arrears accrue.

### **Former Tenants**

- All tenants terminating their tenancy are required to pay any outstanding debt to the Association prior to vacating their tenancy. When they are unable to pay the amount in full they will be required to enter into a repayment plan. Failure to pay this debt and the implications of not maintaining the payment plan are detailed as follows:
  - The Association may employ the services of an external debt collector or raise a claim through the small claims court where we have been unsuccessful in securing payment from the former

- tenant/resident.
- Through legal action for the recovery of the debt including the arrestment of wages or bank account funds where appropriate.
- Suspending an applicant from receiving an offer of housing if the level of debt owed to the Association or another landlord exceeds rent equivalent to one calendar months' rent.

### 3.2 **Collection of Rent/Occupancy Charge/Debt**

In order to assist with maximising the Association's income we provide tenants/residents with a wide range of payment methods as noted below:

- **Direct Debit** (preferred option)
- **Cash/Cheque**
- **Debit/Credit Card** (In person, over the phone, or via the Association's website)
- **Standing Order**
- **Bank Transfer**
- **Housing Benefit** – Information and advice on Housing Benefit is given to tenants/residents before they sign a tenancy/occupancy agreement. Those in receipt of Housing Benefit are encouraged to have their rent paid directly to the Association.
- **Universal Credit** – Information and advice on claiming Universal Credit is given to tenants/residents before they sign a tenancy/occupancy agreement. Those in receipt of Universal Credit are encouraged to sign up to a direct debit to pay their housing element promptly. Where there is pre-existing debt to the Association, or an identified support need, the Association will seek to put in place an Alternative Payment Arrangement (APA).
- **Post Office/Paypoint** – From Summer 2019, the Association will offer Post Office and Paypoint payment facilities via Allpay.

- 3.3 Credit card payments will be accepted as one-off payments but, only after discussion with Association staff. The use of this payment method may suggest the tenant/resident is struggling financially and staff will discuss whether the customer wishes for a referral to be made to a relevant external agency to provide advice about budgeting and income maximisation.
- 3.4 The Association recognises that many of its tenants/residents are dependent upon benefits to pay their charges. Where appropriate, and in keeping with the pre-action requirements set out in the Housing (Scotland) Act 2010, we will contact the relevant agency handling the claim prior to taking any enforcement action. When required we will provide supporting evidence to the applicant or agency in respect of any benefit claims.
- 3.5 For tenants/residents who claim Universal Credit and have an entitlement to housing costs, they will be required to submit any change of circumstances through their Universal Credit online journal.
- 3.6 At either the commencement of a tenancy, or during a tenancy, if a customer

meets the qualifying criteria eg is considered vulnerable and or has pre-existing arrears in excess of two months, the Association may seek to put in place an Alternative Payment Arrangement (APA). This would see the payment of housing costs being made directly to the Association.

3.7 The Department for Work and Pensions (DWP) states that all cases must be assessed non-judgementally on an individual basis, taking into account all relevant details provided by claimants, their representatives and landlords. Their guidance provides Tier 1 and Tier 2 factors which should be used to help decide whether alternative arrangements are appropriate in an individual case.

3.8 Tier 1 factors are described as “highly likely/probable” needs for alternative payment arrangements. These are:

- **Drug, alcohol and other addiction problems**
- **Learning difficulties, including problems with literacy or numeracy.** This may be linked to a medical condition and evidenced by low educational achievement.
- **Severe/multiple debt problems.** This could apply to claimants unable to meet credit commitments after necessary expenditure. Severe problems could be evidenced by multiple debts, at least two months’ arrears and heavy use of local welfare assistance schemes
- **Domestic violence and abuse.** This could include current or past financial, psychological, physical, sexual or emotional abuse, and threatening or coercive behaviour, between partners, family members and in ‘forced marriages’
- **Mental health condition.** This could include any condition which impairs the ability to manage affairs effectively – eg, phobias, bipolar disorder, severe depression
- **Rent arrears/threat of eviction or repossession.** The guidance refers to those with two or more months’ rent arrears, those evicted for rent arrears in the previous 12 months and those threatened with repossession or eviction.
- **16/17-year-olds and care leavers.** Many will have limited or no financial capability and be in hardship
- **Families with multiple and complex needs.** They could be part of the government’s Troubled Families Programme, or have a history of persistent offending, antisocial behaviour, mental health issues, and domestic violence or drug and alcohol issues

3.9 Tier 2 factors are described as ‘less likely/possible’ needs for alternative payment arrangements. They will only be relevant where they impair a claimant’s ability to effectively manage her/his financial affairs. They are:

- no bank or usable account;
- third-party deductions in place (eg, to repay utility arrears), or eligible for rent arrears because of more than two months’ arrears;
- refugees or asylum seekers eligible for UC;
- history of rent arrears (in past 12 months) but not currently in arrears;

- previously homeless or in supported accommodation (in past 12 months);
- disability other than mental illness;
- recently left prison or hospital or bereaved (in last three months);
- English not first language;
- ex-service personnel (discharged in last 18 months);
- aged under 24 and not in education, employment or training.

#### **4. Debt Recovery Action**

- 4.1 Tenant and resident accounts will be monitored on a weekly basis to identify arrears at an early stage and take prompt action to contact tenants. Housing Services staff will at all times be aware of the need for early action and intervention.
- 4.2 The monthly rent/occupancy charge is due on the 1<sup>st</sup> of each month and payments are due in advance. Accordingly, payments are due on or before the 1<sup>st</sup> of the month for that proceeding month. Housing Services staff will however apply discretion in pursuing arrears whereby payments are received later than the 1<sup>st</sup> but, on a regular basis.
- 4.3 Tenants/residents who fall into arrears will be offered the option to clear the debt in one payment or set up a repayment arrangement at a rate acceptable to the Association. Examples of acceptable arrangements would be where the debt is due to be cleared within 24 months.

Where payments are predicted to take more than 24 months they must be supported by a written financial assessment from an agency or individual qualified to assess personal debt and or provide personal budgeting advice. If the proposed repayment arrangement is unacceptable to the Association, we will consider applying directly for third party deductions with or without the consent of the tenant/resident.

- 4.4 The Association will commence legal action for recovery of possession and/or arrestment of wages as a last resort where the resident's debt exceeds the value of two months rent and/or the resident is failing to engage with our support to help them reduce their debt.
- 4.5 Authorisation must be sought from the:
- Head of Housing and Customer Services to -
    - Escalate recovery action;
    - Enrol the case in court;
    - Suspend recovery action of the debt;
    - Suspend an Eviction (this will only be considered where there has been a significant reduction in the arrear); and
  - Management Committee to enforce the Decree of Eviction.
- 4.6 When taking court action, the Association will seek to obtain, where applicable, Decree for Recovery of the outstanding housing debt, heritable property and

legal costs including court fees.

- 4.7 Any decision not to pursue housing debt through the Courts must be authorised by the Head of Housing & Customer Services and will take account of the cost of recovering the debt and the likelihood of the debt being paid.
- 4.8 Where the housing debt is paid in full prior to Decree for Recovery being granted the Association may decide to waive the legal costs. Any decision to waive these charges will be made on a case by case basis and will be at the discretion of the Head of Housing & Customer Services.

## **5. Credit Balances**

- 5.1 Credit balances can occur on the rent accounts of both existing and former tenants. These balances will be managed through regular monitoring with refunds being made to current tenants where requested and former tenants where possible. However, where there are outstanding arrears or recharges any credit balance will be off-set against this before a refund is made. Where there is no prospect of returning the credit balances these will be dealt with a credit balance write off at year end.

## **6. Equality & Diversity**

- 6.1 This Policy will be delivered in a way which recognises and respects diversity and in accordance with the Association's Equality & Diversity Policy.

## **7. Complaints and Appeals**

- 7.1 Anyone who feels that the Association has not complied with this Policy can use the Association's Complaints Handling Procedure which is available by either contacting the office or on our web page at [www.ohal.org.uk](http://www.ohal.org.uk).

## **8. Monitoring & Reporting**

- 8.1 The Association will report quarterly to the Performance & Monitoring Sub Committee on performance against targets relative to the appropriate peer group for comparison purposes. Key Performance Indicators will be set annually by Management Committee.
- 8.2 This policy will be reviewed when required by change in legislation, but at least every 5 years.