

**RENT COLLECTION POLICY**



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JUNE 2007

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### **1. INTRODUCTION**

The Association will collect rents promptly, efficiently and by methods which are convenient to tenants to allow them numerous opportunities to pay.

### **2. POLICY STATEMENT**

2.1 Rent and services are payable by tenants weekly; in advance or over 52-weeks in the year. Current arrangement for payments is:

- Bankers Standing Order
- At Post Office using Association Rent Cards
- Via Credit Cards
- Via Cash or cheque at the Association's Offices
- Via Payzone Outlets using Associations Rent Cards
- Direct Debit

2.2 Rent statements will be issued to tenants quarterly and on request.

2.3 The Association will promote all payment methods to new tenants and encourage and advise on welfare benefits available.

2.4 Assistance will be given to all tenants claiming Housing Benefit both at the first application and when a change of circumstances occurs (renewal stage).

2.5 The Rent Income Team will encourage where appropriate payment through Standing Order/Direct Debit.

### **3. IMPLEMENTATION**

3.1 The Association has procedures for Rent Arrears Prevention and a Benefits Policy in pursuance of this policy.

### **4. RESPONSIBILITY**

4.1 Overall responsibility for implementation lies with the Director of Housing Services.

4.2 The Rent Income Coordinator is responsible for application of policy and procedure, monitoring performance, identifying shortfall and recommending action to rectify.

4.3 Day to day operation of the policy is the responsibility of the Rent Income Team Leader.

### 5. CONSULTATION

- 5.1 The Association will consult on an annual basis with the Local Authority, outside agencies and benchmarking groups to promote continuous improvement and develop good practice in this policy.
- 5.2 Prior to making any changes to this policy the Association will consent and consider the view of:
- All relevant staff
  - Senior Management Team
  - Tenants Forum
  - Board of Management
  - Residents, Associations, Tenants Groups, individual interested tenants
  - All relevant outside agencies

### 6. REVIEW

- 6.1 The Association will formally review its Rent Collection Policy annually. The review will follow the Association's formal "Best Value Review Framework". Findings and recommendations will be presented to the Association's Board of Management after the views of the Forum have been considered. Each review will be carried out by a review team.
- 6.2 Progress reports will be made to the Board of Management and Forum, to Enable monitoring against strategic aims and objectives and agreed performance indicators. Performance data will be included in the annual report to tenants.

The Association aims to include in the Team representation from tenants, staff, outside agencies/RSL's and Board Members

### 7. TRAINING

- 7.1 The Association will provide all staff responsible for implementing this policy with comprehensive training.
- 7.2 Training will be given:
- To new Rent Income staff
  - To existing Rent Income staff on an annual basis as a refresher/update
  - To all relevant staff after change to policy/legislation
  - To relevant outside agencies
  - Any other times as identified by the Housing Manager or Rent Income Team Leader

## RENT COLLECTION POLICY



### 8. ASSOCIATED DOCUMENTS

8.1 The Association has related relevant policies in the following areas:

- Fast Track Arrears Policy
- Rent Collection Policy
- Eviction Policy
- Benefits Policy
- Write-Off Policy
- Vulnerable Tenants Policy
- Equal Opportunities Policy
- Abandoned Tenancies Policy

8.2 The Association has the following procedure to assist staff implementing the policy:

Rent Collection Policy

### 9. POLICY REVIEW DOCUMENT

Policy Title	Rent Collection Policy
Dated Created	16 March 2004
Review Period	Every 3 years
Previous Review	
Review Committee	Board of Management
Version	2
Date last amended	26 June 2007
Authorised by	Board of Management
Date of last review	26 June 2007
Date of next review	June 2010