

Former Tenant Arrears, Sundry Debts and Credits Policy

This document is a summary of the Former tenants arrears, sundry debts and credit policy adopted by the Board of Amber Valley Housing Limited on 19 December 2006. The full policy is available on request.

Introduction

The purpose of this document is to provide a policy framework within which procedures for recovery and repayment of rental income and sundry debts can take place. Current Tenant Arrears are addressed within a separate policy.

This document contributes to AVHL's corporate aims of being Financially Strong and Progressive, creating More Than Satisfied Customers and Making a Positive Impact on Communities.

The document also provides the policy framework for actions designed to meet the strategic aim of recovering a minimum of 20% of former tenant rent arrears by March 2008.

Amber Valley publishes 'rent service standards' which have been agreed in consultation with residents. These will be available on the website and in leaflet / tape format.

Policy statement

Amber Valley will pursue debts owed by former tenants (FT), with recovery action starting immediately at the end of the tenancy. These debts may include arrears from one or more tenancies, sundry debts such as rechargeable repairs, legal costs from arrears recovery action and any housing benefit overpayments.

Its aims and objectives for Former Tenants arrears, sundry debts and credits are:

1. To establish during the application stage and tenancy stage as much information as possible about the tenant and their circumstances to enable any FT debts to be successfully pursued
2. To effectively terminate the tenancy, and establish the whereabouts of former tenants within 2 months of the end of the tenancy
3. To collect debts, or have in place effective arrangements for repayment, within 12 months of the end of the tenancy
4. To take appropriate action to trace tenants and to recover the debt via an appropriate agency where this has not been possible direct

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5. Repay monies due to tenants with credit balances within 2 months of the end of the tenancy
6. To write-off debts that are not economic to pursue
7. To monitor performance standards and FT debt recovery, providing appropriate training to staff
8. To act fairly in matters relating to FT debt, not treating anyone unfairly because of their race, colour, ethnic and national origin, nationality, gender, disability, religion, sexual orientation, marital status, HIV/Aids status, responsibility for dependants or age