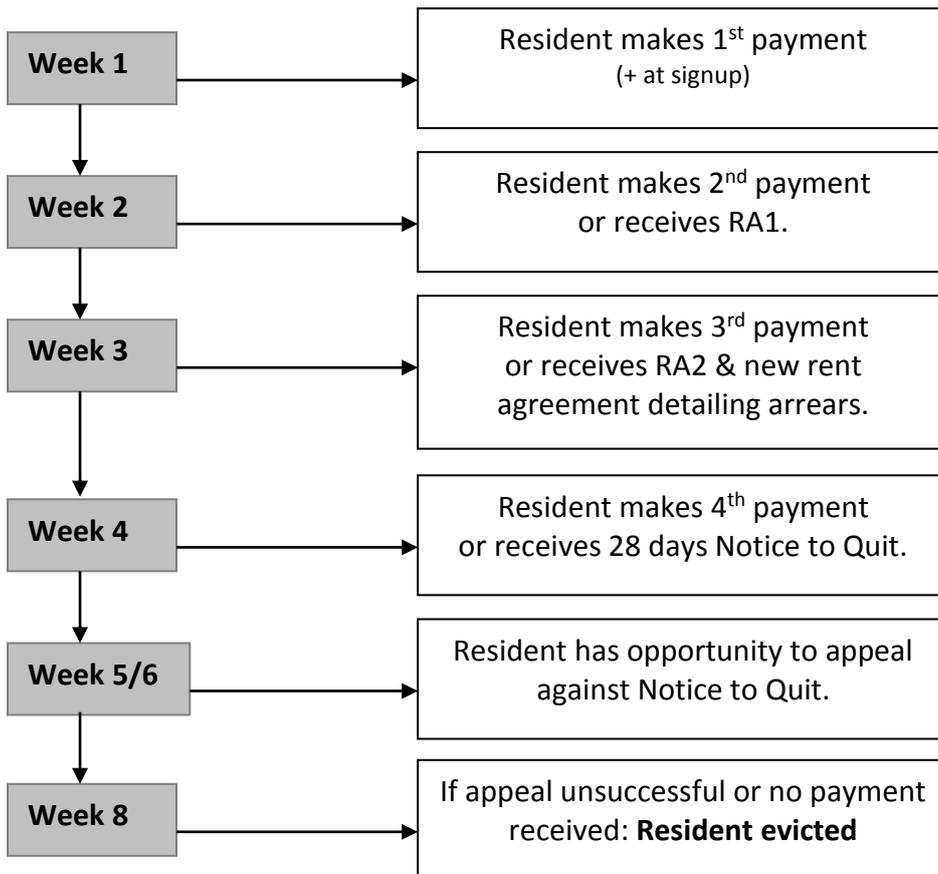


Rent arrears guidance



A rent agreement should be completed with each new resident at sign up and at any point during their licence when a change of circumstances that directly effect their payment occurs.

Below is a copy of the flowchart included on the rent agreement.



Notes:

A Team Leader is able to make exceptions to this time frame based on proven knowledge of the residents personal circumstances and any mitigating circumstances.

It is expected that there may be a delay in rent payments when a resident moves into a YPS scheme without an existing JSA/IS/etc claim. This will be taken into account before any arrears action is taken.

It's often helpful to measure ability vs. attitude – does the resident have the ability to pay the rent owing / is it an attitude or personal choice

Rent arrears often occur when a resident starts employment and has to wait several weeks for payment. During this time a new rent agreement should be signed with the resident in order for them to have a clear understanding of their new commitments. A pre-determination of housing benefit award is usually available from the local authority and provides accurate information to base the rent agreement on. If the resident then fails to pay the required amount on the agreed date they will receive **14 days** Notice to Quit.

Once a resident clears their account the rent arrears process returns to the start.