

**Ark**<sup>®</sup>  
People  
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## Rent Collection Policy

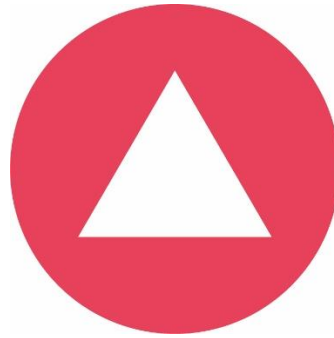
|                               |               |   |                          |
|-------------------------------|---------------|---|--------------------------|
| <b>Policy Reference:</b>      |               | HM04 Rent Collection Policy             |                          |
| <b>Effective date:</b>        | Dec 2022      | <b>Review date:</b>                     | Dec 2025                 |
| <b>Approved by P&amp;PRG:</b> | Nov 2022      | <b>Approved by Finance Sub:</b>         | Nov 2022                 |
| <b>Owner:</b>                 | Rachel Cooper | <b>Job Title:</b>                       | Housing Business Partner |
| <b>To be issued to:</b>       |               | ARK Management<br>All Housing Staff     |                          |
| <b>Method of Delivery:</b>    |               | Email Policy with sign off<br>Learn-Pro |                          |

### Version Control

| Date    | Owner      | Version | Reason for Change |
|---------|------------|---------|-------------------|
| 11/2022 | Fiona Ross | V5.0    | Cyclical review   |
|         |            |         |                   |
|         |            |         |                   |

### Summary of Changes

| Section          | Change  |
|------------------|---|
| All              | Transferred into new format                     |
| S4.0,5.0,6.0,7.0 | Transferred into the procedure where applicable |
| S9.0             | EIQA completed                                  |



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## 1.0 Arks Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

### Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

### Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others, as they would wish to be treated.

### Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

### Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

### Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

## 2.0 Purpose

Rents and service charges are one of our major sources of income for Housing and, therefore, it is essential to ensure that payments are collected on time and arrears are kept to a minimum. This Policy outlines the main principles that will be applied in order to achieve this.

## 3.0 Policy Statement

This policy deals with our arrangements for maximising our income from rent and service Charges and minimising the level of arrears.

## 4.0 Scope

This policy, and the procedures which support it, apply to members of Ark's Board of Management (including subsidiaries), Senior Leadership Team, and all other Ark employees with rent management responsibilities.

## 5.0 Legal/Regulatory Framework

This policy ensures we comply with the following:

- Legislation:
  - Housing (Scotland) Act 1987 as amended by Part 2 of Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014.
  - Housing (Scotland) Act 2010 which sets out the role of the Scottish Housing Regulator
  - Equality Act 2010
- Regulatory Framework:
  - Key references – Scottish Social Housing Charter 2017 -Standard 13, Value for Money
- Best practice guidelines by the Scottish Government
  - The Housing (Scotland) Act 2001 and 2010: repossession guidance for social landlords

## 6.0 Responsibilities

### 6.1 Board of Management

Arks Board of Management is responsible for consideration and approval of this policy, and for ensuring that where relevant its decisions are taken in accordance with relevant legislation, training and guidance.

### 6.2 Executive Team

Arks Executive Team is responsible for ensuring that this policy is reviewed in accordance with Arks schedule for review of policies, or sooner if required.

### 6.3 Senior Leadership Team

Arks Senior Leadership Team is responsible for review of the policy, and for ensuring that relevant measures are put in place in order to implement its requirements.

## 6.4 Managers

Ark Managers will be responsible for the effective implementation of this policy, and the Rent Collection Procedure, which supports it, within their area of responsibility. They must also ensure that each member of their staff, through induction and e learning, is made aware of this policy and participates in relevant training where applicable.

## 6.5 All Staff

All Ark Housing employees are required to familiarise themselves with this policy, and the associated Procedure which supports it, and comply with its provisions, as well as undertake any training implemented in association with this policy.

## 6.6 Third Parties

Ark will ensure that relevant third parties are familiar with, and abide by, the terms of this policy as necessary.

## 7.0 Rent Collection

The following objectives are central to the successful operation of this policy:

- To ensure tenants are given clear information at the outset of their tenancy and throughout their tenancy so they understand their obligation to pay their rent in accordance with the terms of their Tenancy Agreement. This includes but is not limited to:
  - Providing accurate information about rent and service charges, the range of methods of payment, types of advice and assistance available, and the consequences of falling into arrears;
  - Maintaining an effective arrears control system, which includes monitoring arrears levels regularly against set targets and, therefore, preventing arrears increasing through responding promptly to missed payments;
  - Ensuring that all tenants have been advised of ways to access welfare benefits advice and debt counselling services;
  - Allowing tenants to enter into a repayment agreement if necessary but where this regularly fails, taking legal action to recover the debt where necessary but to sanction the use of eviction only as a last resort;
  - To pursue the recovery of former tenants arrears, taking legal action if necessary.

## 8.0 Related Policies & Procedures

This policy is supported by the following detailed procedures:

- HM33 (HM04a) - Rent Collection
- HM37 (HM04b) - Former Tenant Debt
- HM34 (HM04c) - Managing Credits on Rent Accounts
- HM04e - Debt Management
- HM36 (HM03a) - Service Charges
- HM23 - Short SST
- HM48 - Tenancy Sustainment
- HM01c - New Tenant Sign Up and Settling in Visit
- HM01d - Change of Tenancy
- HM27 - Action on Death of Tenant

## 9.0 Equality Impact Assessment (EIA)

Potential equalities issues have been identified in relation to the development of this policy, and consequently an EIA has been completed.

## 10.0 Data Protection Impact Assessment (DPIA)

No potential high-risk data protection implications have been identified in relation to the development of this policy and consequently a DPIA has not been completed.

## 11.0 Stakeholder Consultation

In developing this policy, the following groups were consulted:

- Ark Senior Leadership Team;
- Housing and Property staff

## 12.0 Monitoring and Review

### 12.1 Monitoring

The Head of Housing Services is responsible for ensuring that this procedure is implemented.

## 12.2 Review

The Head of Housing Services will ensure that this procedure is reviewed at least every 3 years.