

	FINANCE & ADMINISTRATION Providence Row Housing Association	Arrears and Debt Management Policy VERSION: 2
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ARREARS & DEBT MANAGEMENT POLICY

(Please refer to the Financial Regulations of the Association, section 4.32 and the Internal Controls document)

1 SOURCES OF INCOME

The Association's main sources of income are:

- 1.1** Rents & Service charges ('rent')
- 1.2** Supporting People Grant
- 1.3** Benefit payments
- 1.4** Other grants
- 1.5** Management fees
- 1.6** Sundry income

2 MONITORING

Rents and Housing Benefit

- 2.1** All rents and housing benefit will be monitored for regular and prompt receipt. Finance will issue a report each month to the Senior Leadership Team and Housing managers. The Housing Management Team also report arrears and voids to SLT. This report will include:
- arrears summaries by scheme, split between rent and housing
 - benefit components,
 - rent receivable (rent debit), excluding voids,
 - cash received as a percentage of rent receivable.

A summary of key figures will be put before the Board quarterly, as a standing agenda item.

Supporting People Grant

- 2.2** The amount of Supporting People Grant (SPG) receivable is normally agreed annually, between the Association and the relevant local authority. SPG is normally paid monthly by standing order (or in case of @SP subsidy grant against invoices raised by Finance).

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Management fees and other income

- 2.3** Management fees are chargeable to schemes managed on behalf of other associations. These fees are invoiced monthly or quarterly in advance, as agreed.

Sundry income includes, amongst other things, insurance excesses and day-to-day maintenance costs, which are not covered by the tenancy agreement, recharged to tenants on the instruction of the Housing team.

3 ARREARS

Rent

- 3.1** Arrears of rent are dealt with by the Housing Team and every effort made to recover these in full. See Arrears Prevention and Recovery Policy.

Management fees and other income

- 3.2** Management fees should be paid within 30 days of invoice date. Any amount overdue must be chased by telephone by Finance and followed up weekly until paid. Where more than one month overdue, the debt should be referred to a member of the SLT.

Sundry income due from tenants against invoice should be paid within 14 days of invoice date. Overdue amounts should be referred to the Housing Team.

4 WRITE-OFFS

No rent arrears or any other outstanding debt will be written off without Board approval, having considered a recommendation from the Housing Team.

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