



Rent Collection Policy

Department: Housing

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Author: CEO

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1. INTRODUCTION

1.1. This policy sets out Hill Homes' position and approach to the collection of rent.

2. DEFINITIONS

2.1. Hill Homes refers to the group of companies comprised of Hill Homes Housing Association, Hill Homes Care Ltd and Hill Homes Care Services Ltd.

2.2. For the purposes of this policy, "tenant" refers to all tenants of Hill Homes Housing Association.

3. AIMS AND OBJECTIVES

3.1. Hill Homes aims to offer its tenants full assistance in ensuring their rent is paid when it is due.

3.2. Hill Homes aims to ensure that all income is maximised and collected efficiently.

4. POLICY STATEMENT

4.1. Hill Homes will advise tenants, at the point of interview for a new tenancy and again when they sign up for their tenancies, of the importance of meeting their obligations under their tenancy agreements to pay their rent on time.

4.2. Hill Homes will provide tenants with regular, accurate information about their rent accounts and will send out statements every three months. Statements can also be provided on request.

4.3. Hill Homes will provide tenants with advice on their eligibility for housing and other benefits, and encourage tenants in receipt of housing benefit and the housing costs element of Pension Credit to arrange for the benefit to be paid directly to Hill Homes.

4.4. Hill Homes will offer a range of options for the convenient payment of tenants' rent:

- direct debit – this is particularly encouraged as it provides a simple, efficient and reliable method of rent payment, Staff will offer direct debit mandates to tenants as they sign up for their tenancies, and advise them of the availability of this facility
- standing order
- BACS transfer
- payment by cash or cheque at Hill Homes' offices

4.5. From time to time, Hill Homes will seek the views of tenants on the rent payment methods made available to them, and on the information provided to them about their rent accounts, to monitor their satisfaction with the service.

5. LEGISLATION, REGULATION AND GUIDANCE

5.1. Housing Act 1988

5.2. Regulator of Social Housing's Standards

5.3. National Housing Federation's model standards

5.4. General Data Protection Regulation, tailored by the Data Protection Act 2018

6. CONFIDENTIALITY

6.1. All information will be handled in line with relevant GDPR legislation.

6.2. Personal information will not be shared beyond those with a need to know.

7. MONITORING AND REPORTING

7.1. The Finance Team is responsible for processing all rent charges and payments on Pyramid, the housing database. This information will be kept up to date on a weekly basis, for access by the Housing Team.

7.2. The Housing Team provides tenants with a rent statement on a quarterly basis.