



Impact Assessment of: Rent and Arrears Recovery Policy

Service/ Team: Customer Accounts and Arrears Team

Date Completed: 14th March 2008

Lead Officer: Nicholas Edge

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Elizabeth Comer	Aire Valley Homes Leeds	Service provider
Nik Edge	Aire Valley Homes Leeds	Service provider
Angela Ansell	Aire Valley Homes Leeds	E&D advisor
Karen L Fletcher	Aire Valley Homes Leeds	Customer involvement officer
David Rickus	Aire Valley Homes Leeds	Manager of Service
Anne Lambert		Service User
Mavis Brown		Service User
Elizabeth Hancock		Service User
Barbara Walton		Service User
Betty Edwards		Service User
Joan Hendry		Service User
Kath Mattinson		Service User
Samantha Aden		Service User
Roy Birch	Aire Valley Homes	Tenant Board Member
Tina Fielden	Aire Valley Homes	Tenant Board Member
Phil Davies	Aire Valley Homes	Tenant Board Member
Jean Lancaster		Service User
Iris Hammond		Service User
Jim Reynolds		Service User



Brief description of policy/ service:

This policy explains how we will recover rent arrears from our tenants. It covers:

- Aims and Objectives;
- Arrears Prevention;
- Financial Inclusion;
- Procedures and Practices;
- Performance Standards; and
- Legislative Requirements.

Brief account of how the impact assessment was carried out:

Consultation with Income Management Sounding Board on 23rd January 2008.
Meeting that took place on 14th March 08.

Brief description of any adverse affects found:

Policy not easy to access.
Tenants not aware of approach to arrears.
Tenants not aware of approach to arrears.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
Promote availability of home visits.	David Rickus	Sept 08
Make it available from a number of places.	David Rickus	May 08
Publicise through a Key Message.	David Rickus	May 08
Try to develop a way for people with language and communication needs to receive correspondence in the appropriate format.	Ian Montgomery Leeds City Council	Sept 08
More monitoring needs to take place.	David Rickus	Sept 08
Continue to promote and develop Money Talk alongside this policy.	David Rickus	Ongoing
Consistent training and support.	David Rickus Team Leaders	Ongoing
Review current training programmes.	Team Leaders Training officer	Sept 08
Policy shared with staff and tenants.	David Rickus	May 2008
Review how we deliver the policy. Evidence effects.	David Rickus Team Leaders	April 09
Review service hours with tenants.	David Rickus Team Leaders	Sept 08
Profile debt	David Rickus Bill Mahoney	April 09
Monitor who falls into arrears.	David Rickus Team Leaders	April 09
Get to the desired outcome – no arrears –first time.	David Rickus	
Promote costs of court costs in newsletter.	David Rickus Team Leaders Ian Montgomery	Sept 08
Consult again in 6 months time, to review performance.	David Rickus	Sept 08



Actions	Responsibility	Timescale
Check that the group we consult reflects the groups of tenants in arrears. Create new consultation groups if necessary.	David Rickus	Sept 08
Publish how we have responded to tenant's feedback in Newsletter. Show affect on arrears.	David Rickus Ian Montgomery	Sept 08
Consistent in-house housing benefit support.	Team Leaders	Sept 08
Raise awareness of benefits.	Team Leaders	Sept 08
Maintain a good report with other agencies – benefits, welfare rights, tax credits.	Benefit Advisers	Ongoing

Contacts for further information:
Nicholas Edge Elizabeth Comer David Rickus

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