

Melville Housing Association



Policy : Arrears & Credits

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| Subject: | Arrears & Credits |
| Section: | Housing Services |
| Objective: | To provide standards and guidelines for rent arrears |
| SSHC Outcome: | Outcome 11: Tenancy Sustainment |
| Relevant Legislation | Housing (Scotland) Act 2001, Housing (Scotland) Act 2014, Housing (Amendment) (Scotland) Act 2018, Housing (Scotland) Act 2025 |
| Issue Date: | March 2026 |
| Review Date: | March 2029 |
| Policy Ref No: | HSG 001 |

1.0 Introduction

- 1.1 The purpose of the Arrears and Credits policy is to set the standards and guidelines to be used in the management of rent arrears in rented properties.
- 1.2 Effective arrears management is critical to tenancy sustainment and to minimise loss of income to enable us to provide a quality and affordable service to our customers. The policy applies to current tenancies and to other debts such as rechargeable repairs and court costs.
- 1.3 There is a separate policy for former tenancy debt. This policy should be read in conjunction with the Arrears & Credits procedure.

2.0 General Principles

- 2.1 The Arrears and Credits policy applies to all rented properties except for Mid-Market rent properties which are covered under a separate policy. The term 'arrears' applies to both rent and service charges owed.
- 2.2 All information provided to tenants concerning arrears will be clear, concise, simple to understand and free of jargon. We will make suitable arrangements for tenants with communication needs, such as sight or learning difficulties, or if the tenant needs the information in a language other than English.
- 2.3 We treat all of the rent information we receive confidentially. This means that the information will only be shared with or passed on to other individuals and agencies with the prior written consent of the person providing the information. However, if obliged to by law, we may provide information to a third party without the express consent of the individual.
- 2.4 With the agreement of the tenant, we will liaise with agencies or individuals providing arrears support and assistance.

3.0 Arrears Prevention

- 3.1 We believe that successful arrears management begins with arrears prevention. This starts before a tenant takes a Melville property and continues throughout the life of that tenancy. We promote a positive payment culture, emphasise prevention, early intervention, and a customer-centred approach.

3.2 New Tenants

- 3.2.1 Prior to offering a tenancy, Housing Officers will carry out a pre-allocation visit. During this visit they will complete an affordability review with the applicant.

Once we make a tenancy offer, we will provide all new tenants with information about the rent amount, methods of payment, when it is due to be paid, how it is reviewed and who to contact if they have difficulty paying. We will encourage them to accept help from our Welfare Advice Services where appropriate.

- 3.2.2 At their sign-up interview, all new tenants will receive advice on their likely entitlement to Housing Benefit (HB) or Universal Credit (UC). We will

provide HB forms and can also help to complete these. Assistance will also be given to make a claim for UC if not already done so.

- 3.2.2 Where HB has been claimed we will ask the tenant to sign a form allowing staff to access details of the claim from the local authority and will also ask that the tenant authorises direct payment of HB to the Association. We will respect the tenant's decisions in these matters.
- 3.2.3 We will expect tenants claiming UC to pay their rent in advance unless we have assessed that this is not possible, and we will agree a payment plan with the tenant which will eventually secure a month in advance arrangement.
- 3.2.4 Tenants claiming UC can request their housing costs are paid direct to their landlord.
- 3.2.5 All new tenants will be offered our Welfare Benefits and Housing advice services who can help with money, budgeting, funding and welfare benefit issues.
- 3.2.6 All new tenants will receive a settling-in home visit within 4-6 weeks of the start of their tenancy. At this visit, staff will check that rent payments have started and, if relevant, that benefits claims have been made and payments received.
- 3.2.7 An annual visit to tenants will be carried out, allowing staff to review rent accounts and, where required, offer support with benefit claims or signposting to appropriate money and financial advice services.

3.3 All Tenants

- 3.3.1 The Tenancy Agreement makes it clear that payment of rent is the responsibility of the tenant. This remains the case if the tenant receives benefits.
- 3.3.2 Tenants will be offered a choice of payment methods, payment periods and can vary the payment method or period during their tenancy, with the prior agreement of the Association. Tenants will be encouraged to use Direct Debit as their rent payment method.
- 3.3.3 The Housing Services team is responsible for managing current tenant arrears and monitoring tenants who have a sales ledger account. Tenants will be encouraged to contact Housing Services staff as soon as they have a change of circumstances or experience any difficulty in meeting payments. All correspondence will include contact details for the Housing Team.
- 3.3.4 The Finance team is responsible for managing former tenant arrears and credits. Refer to policy (FIN 007).
- 3.3.5 All tenants will be provided with the required advance notice of any changes in the amount of rent payable.
- 3.3.6 Housing staff will liaise with benefits offices, where possible to ensure that tenants' claims are submitted and processed without delay, provided prior authorisation has been given.

- 3.3.7 Tenants can access their rent statements through the tenant portal on our website. Tenants can also request a statement of their rent account at any time.
- 3.3.8 Tenants will be kept informed through Voice and Melville's website of significant changes in welfare benefits. Tenants can also receive advice and assistance on benefit issues from our Welfare Benefits Advisers.

4.0 Rent Arrears Management

- 4.1 We aim to make sure that arrears management starts at the earliest possible stage. Accounts in arrears will be monitored on a weekly basis. A separate procedure details the stages involved in the process (HSGP 001).
- 4.2 Tenants are expected to pay their rent monthly in advance. Where this is not possible, arrangements will be made to pay additional amounts each month until they are a month in advance. The exception will be in cases of HB where arrears are technical.
- 4.3 Arrears management will be based on personal contact with the tenant. The nature of this contact may depend on the circumstances of the tenant. Contact may be through home visits, telephone calls, office meetings letters/e-mails or text messages. Arrears letters will be personalised and contain an invitation to meet in person to discuss the arrears. Written records will be kept at each stage in the arrear's management process.
- 4.4 We will provide tenants with advice and assistance to maximise their income and manage their household budgets. This will be provided by Housing Officers and Welfare Benefits Advisers, particularly if the tenant has multiple/excessive debt problems in addition to rent arrears. We will also promote the involvement of appropriate external agencies (e.g., Citizens Advice, Social Work, and Shelter).
- 4.5 Where it is not possible for the tenant to clear their arrears in a single payment, staff have the authority to negotiate an arrangement to clear the arrears in realistic and affordable instalments over a specific period.
- 4.6 Repayment arrangements will be recorded in writing and should include:
- the current level of the arrears
 - the amount of each payment
 - the frequency/dates of payments
 - the method of payment

The repayment of arrears has priority over the repayment of other recoverable costs due to us; however, we will make every effort to make arrangements which contribute to all debts.

- 4.7 Staff will advise the tenant that legal action will be taken if an arrears repayment arrangement is not made or kept by the tenant. The implications of legal action will be explained to the tenant in writing and, wherever possible, in person.
- 4.8 Where appropriate, we will request third party payments 'Arrears Direct' from the Department for Work and Pensions. This will be by direct application to the appropriate benefits agency liaison. The debt should be greater than the equivalent of four weeks rent.

4.9 Where a UC claimant has arrears of over 2 months rent, we will consider an alternative payment arrangement (APA) for third party deductions and send this to the UC service centre using the landlord portal.

4.10 Domestic Abuse

4.10.1 Where rent arrears have arisen wholly or partly as a result of domestic abuse, we will take reasonable steps to support the tenant to sustain their tenancy. This may include pausing enforcement action, supporting rehousing options, and ensuring that arrears do not act as a barrier to safety.

4.10.2 Housing Services staff will take action to sensitively support tenants whose arrears are linked to domestic abuse (for example, signposting to specialised domestic abuse agencies, working with other partner agencies, or assisting with funding applications).

4.10.3 Staff will refer to our Domestic Abuse Policy (HSG 008) in these situations.

4.11 Transfers to Another Melville Property

4.11.1 In line with our allocations policy, if a tenant has current, former tenancy or a rechargeable repair debt, which amounts to more than a month's rent and has not entered and maintained an arrangement, the transfer may be suspended.

4.12 Property Swaps

4.12.1 In line with our property swap policy, swaps may not be approved if a tenant has outstanding rent or rechargeable repair costs.

4.12.2 Exceptions to 4.10 and 4.11 can be presented to the Head of Housing for consideration if it assists with affordability or improving lives where antisocial behaviour is involved. Crisis situations would be covered under a management transfer option.

5.0 Legal Action and Authorisations

5.1 Legal action to recover rent arrears and/or repossess a property may be taken where a tenant has failed to respond to written correspondence or staff visits and has not maintained an agreed repayment arrangement. Legal action will always be considered a last resort.

5.2 Proceedings will commence with the service of a Notice of Proceedings (NOP). Before issuing a NOP, we will ensure full compliance with the pre-action requirements set out in the Housing (Scotland) Act 2010.

5.3 Court action to repossess the property will not be taken if the rent arrears are the result of a valid delay in the payment of housing costs through HB or UC and we are certain that we will receive payment.

5.4 Authorisation is required before a Notice of Proceedings for Recovery of Possession can be raised by the Senior Housing Officer, Acting Housing Manager, or the Head of Housing.

- 5.5 The authorisation of the Senior Housing Officer, Acting Housing Manager, or Head of Housing is required before a rent arrears case can be passed to a solicitor for court action.
- 5.6 The debt to be recovered will include the rent arrears, associated legal costs and other debts owing to us. The number of court actions taken must be recorded and reported to the Board.
- 5.7 Housing Services staff will notify the local council's Homeless Section when a case is passed for court repossession action for rent arrears. The appropriate notice under Section 11 of the Homelessness etc (Scotland) Act 2003 will also be served on the local council.
- 5.8 Housing Services staff will advise tenants in writing and wherever possible, in person, of the implications of any court order awarded to us to recover the debt or repossess the property, including the liability of the tenant for associated legal costs. The tenant will be advised to seek legal advice.
- 5.9 The authorisation of the Head of Housing, the Chief Executive, and two Board members is required before an eviction is carried out. The eviction of a tenant must be reported retrospectively to the Board, usually at the next meeting following an eviction.
- 5.10 Housing Services staff will again notify the local council's Homeless Section and Social Work Department of all proposed evictions for rent arrears, before the eviction is carried out and advise them of children in the household.
- 5.11 Once decree has been obtained, the eviction will only normally be stopped if the tenant pays all the outstanding arrears, legal expenses and any other debts to Melville. The authorisation of the Head of Housing is required before an eviction can be stopped. When two decrees have been granted against a tenant, they will be advised that, if decree is obtained again, the eviction will go ahead even if the arrears are paid.
- 5.12 We will not seek to recover pre-sequestration rent arrears other than by lodging a formal claim with the debtor's trustee. If a tenant is sequestrated and no more arrears accrue, we will not consider any legal action against them. If after sequestration, the tenant accrues further arrears we will raise an action to recover the new arrears.
- 5.13 We may use the decree to recover arrears and legal expenses through the arrestment of wages or bank/building society accounts.

6.0 Other Static Debts

- 6.1 These include all sales ledger accounts that current tenants may have for rechargeable repairs, court costs or former tenancy debt.
- 6.2 Housing Services staff will review sales ledger accounts on a weekly basis to ensure that all balances are regularly monitored and appropriately managed.
- 6.3 Where a current tenant has a credit over more than £100 in their rent account, we will get in touch to advise them that some or all their credit will be used to offset their sales ledger accounts (where applicable) and reduce

the outstanding debt. Credit balances under £100 will be directly offset against their sales ledger account.

- 6.4 We will also ensure that when making arrangements with tenants regarding rent arrears, that any sales ledger accounts are reviewed. Where appropriate, any repayment agreement should include a contribution towards outstanding balances on the sales ledger account.

7.0 Credits

- 7.1 The Housing Assistants will monitor current tenant credits on a monthly basis. Former tenant credits are managed by the Finance team.
- 7.2 Credits will not normally be refunded if the refund will result in the tenant's account no longer being monthly in advance. This includes tenants receiving housing costs through benefits.
- 7.3 In the case of joint tenancies any refunds issued will be in joint names. If only one person is to receive the refund, we must receive written authorisation from the joint tenant agreeing to the payment.
- 7.4 We will not refund a credit which has arisen at the death of a tenant until written confirmation of the status of the executor or next of kin has been provided for example, a solicitors' letter, a statement from the court or a copy of the will.

8.0 Write Offs

- 8.1 Write offs of rent arrears or credits can be approved by the Head of Finance & Corporate Services and actioned by the Finance section on an ongoing basis.
- 8.2 Write offs will include:
- all cases which the debt agency has advised are untraceable
 - former tenant debts under £100
 - individual cases where pursuing the recovery would cause severe hardship
- 8.3 The Head of Housing will pass all recommendations for write off to the Head of Finance & Corporate Services / Depute CEO on an ongoing basis.
- 8.4 The Head of Finance & Corporate Services / Depute CEO will provide the Board with a summary report on bad debt write offs including reasons for writing them off retrospectively each quarter.

9.0 Board Responsibilities

- 9.1 The Board has ultimate responsibility for the management of arrears and credits. It has delegated the responsibility for these actions to designated senior members of staff.
- 9.2 The Board will be involved in the direct decision making for cases where decree is to be implemented.
- 9.3 The Board will receive reports with details of current and former tenant arrears in relation to the amount of rent receivable, changes in relation to

previous periods, performance in relation to targets and any trends or patterns in arrears levels.

9.4 The Board will agree targets in relation to arrears management and performance annually.

9.5 Staff roles and responsibilities can be found in section 14.0 of the Current Arrears & Credits Procedure (HSGP001).

10.0 Training

10.1 All appropriate staff, particularly the Housing Services team, will receive training to ensure this policy is applied appropriately.

10.2 Training on the rent arrears and credits policy and the associated procedures will form part of induction process for all new members of the Housing Services team. Additional and on-going training will be provided for staff who deal directly with rent arrears issues.

11.0 Complaints about our service

11.1 Anyone has the right to make a complaint if they feel that their arrears situation has not been dealt with properly. Details of how to make a service complaint are available on our website and in our complaints policy.

12.0 Tenancy sustainment

12.1 We are committed to assisting tenants, where possible, to remain in their homes. We recognise the individual needs of tenants and take these into account in all aspects of our service. Where we are unable to offer direct assistance, we will signpost tenants to other agencies and services.

13.0 Equal Opportunities and Human Rights

13.1 In carrying out this policy Melville Housing Association will ensure that nobody will be treated less favourably than any other person or group of persons on the grounds of age, disability, ethnic or national origin, an offence, family circumstances, marital status, political or sexual orientation, race religion or gender.

13.2 The Association will ensure that any human rights are not adversely impacted because of this policy.

13.3 An Equality Impact Assessment has been carried out to ensure we identify any potential negative impacts of the policy on people who share protected characteristics. The policy acknowledges that every tenant is different and that different tenants will have specific requirements based on their individual needs; the policy approach is to ascertain what these needs are (if any) and include these in the consideration of suitable alternative accommodation.

14.0 Data Protection

- 14.1 Melville Housing Association takes the issues of data security and data protection very seriously and strictly adheres to guidelines published in the UK General Data Protection Regulation (UK GDPR), together with any domestic laws subsequently enacted.
- 14.2 Information on how we manage our duties is detailed in our Privacy Policy. Details on how we use personal information can be found in our GDPR Fair Processing Notice. Further information is available on our website, www.melville.org.uk or on request from our office.

15.0 Review of Policy

- 15.1 The Head of Housing will ensure this policy is reviewed every three years or earlier if there are any changes to legislation. The Senior Management Team has delegated authority to approve minor changes. Significant changes will be submitted to the Board for approval.