

## Arrears Procedure for Current and Former Tenants

### Document Control:

<b>For Use In:</b>	Norfolk and Norwich University Hospitals Foundation Trust (NNUHFT)		
	NNUHFT Residencies		
<b>Search Keywords</b>	Current Former Tenants, Residencies, Accommodation		
<b>Document Author:</b>	Anne Collins		
<b>Document Owner:</b>	Accommodation Finance Officer, Residencies		
<b>Approved By:</b>	Estates and Facilities Governance Committee Group		
<b>Ratified By:</b>	N/A		
<b>Approval Date:</b>	23/05/2023	<b>Date to be reviewed by:</b> This document remains current after this date but will be under review	23/05/2026
<b>Implementation Date:</b>	23/05/2023		
<b>Reference Number:</b>	20650		

### Version History:

Version	Date	Author	Reason/Change
V6	August 2022	Accommodation Finance Officer	To originate document

### Previous Titles for this Document:

Previous Title/Amalgamated Titles	Date Revised
None	Not applicable

### Distribution Control

Printed copies of this document should be considered out of date. The most up to date version is available from the Trust Intranet.

## **Arrears Procedure for Current and Former Tenants**

### **Consultation**

The following were consulted during the development of this document:

- Accommodation Manager – Manager of NNUHT Residencies
- Assistant Accommodation Manager – Assistant to Manager of NNUHT Residencies
- Finance Officer – responsible for financial procedures between residents and NNUHT Residencies

### **Monitoring and Review of Procedural Document**

The document owner is responsible for monitoring and reviewing the effectiveness of this Procedural Document. This review is continuous however as a minimum will be achieved at the point this procedural document requires a review e.g. changes in legislation, findings from incidents or document expiry.

### **Relationship of this document to other procedural documents**

This document is a standard operating procedure (SOP) applicable to NNUHFT Residencies.

## Arrears Procedure for Current and Former Tenants

### Contents Page

Introduction .....	4
Rationale .....	4
Objective .....	4
Scope .....	4
1.4. Glossary .....	4
Responsibilities .....	4
Financial Processes to be followed as below:.....	4
Current Tenant Arrears.....	4
Agreement to pay:.....	5
Former Tenant Arrears.....	5
Related Documents.....	5
Training & Competencies .....	5
Audit of the process.....	5
Appendices.....	6
Equality Impact Assessment (EIA) .....	7

# Arrears Procedure for Current and Former Tenants

## Introduction

### Rationale

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUHFT) Residencies provides accommodation for its medical/administrative staff, NICU parents, visiting scientist/research fellows and visitors. The NNUHFT Residencies provides accommodation either on a short term (nightly) or long term (stays over 28 days) basis. The Accommodation Finance Officer is required to produce the appropriate Financial Information relating to tenant's rental payments.

The role of Finance Officer is to maximise income for the Trust by being proactive in arrears prevention. With regards to arrears, it is important to make early personal contact with tenants, to offer advice and support to help sustain tenancies and minimise the use of legal remedies.

### Objective

To ensure the income created by the NNUHFT Residencies is maximised, arrears of tenants staying at the accommodation is minimised and to avoid where possible the evictions of tenants.

### Scope

This document applies to all residents occupying the NNUFT Residencies.

### 1.4. Glossary

The following terms and abbreviations have been used within this document:

Term	Definition
Arrears	Overdue monies owed which should of have been paid by a specific date
Rent	Tenants' regular monthly payment for use of accommodation

### Responsibilities

- Accommodation Finance Officer – To manage all aspects of arrears procedures
- Accommodation Manager - To manage all aspects of arrears procedures in the absence of the Finance Officer
- Assistant Admin Manager - To manage all aspects of arrears procedures in the absence of the Finance Officer

### Financial Processes to be followed as below:

#### Current Tenant Arrears

Direct payment rent arrears are those that arise from tenants who either under pay or fail to pay their monthly rent.

- Arrears report generated 7<sup>th</sup> of the month

## Arrears Procedure for Current and Former Tenants

- Arrears Letter 1- to be sent by email to all tenants whose rent accounts have gone into arrears
- 14<sup>th</sup> of the month - Arrear's letter 2 to be sent by email to all tenants whose rent arrears have increased or remained static a £25 late payment charge added to accounts.
- 21<sup>st</sup> of the month - In the event of non-payment of arrears, and with no agreement to pay send Arrears Letter 3 by email and letter 7 days after Arrears Letter 2.
- If payment has not been made within 2 working days of Arrears Letter 3 then forward details to Finance Department to arrange for the debt to be sent onto a Debt Collection Agency.

### Agreement to pay:

It is in the NNUH Residencies best interest to establish an agreement plan of how the tenant is to clear their debt. Any tenant with an account which is in arrears will be asked to set up an agreed payment plan between themselves and NNUH Residencies. This will ensure a realistic payment is paid over a set time period to recovery any outstanding monies and bring the tenants account back into credit.

### Former Tenant Arrears

All endeavours should be made to ensure tenants settle their rent accounts whilst in occupation.

- All accounts must be checked prior to vacating
- Seek payment of all outstanding debt prior to tenant vacating
- If the tenant vacates, leaving a debt send arrears letter 3b to any forwarding address
- If no payment is received within 7 days and no agreement has been reached, then forward details on Invoicing Spreadsheet to Finance Dept for the account to be forwarded to the Debt Collection Agency

### Related Documents

- [Arrears Letter 1 – 7th month](#)
- [Arrears letter 2 – 14th month](#)
- [Arrears Letter 3 – 21st month](#)
- [Former Tenants – Arrears letter 3b](#)

### Training & Competencies

In house training is provided by Finance Officer for new office staff or bank staff who are required to work in the Accommodation Office.

### Audit of the process

Compliance with the process will be monitored through the following:

## Arrears Procedure for Current and Former Tenants

Key elements	Process for Monitoring	By Whom (Individual / group /committee)	Responsible Governance Committee /dept	Frequency of monitoring
Is this step-by-step guide, still relevant and current?	Carry out sample testing, 3 samples per member of office staff	Accommodation Finance Officer	Estates and Facilities	6 months before renewal date

The audit results are to be discussed at relevant Estates and Facilities Governance Group meetings to review the results and recommendations for further action.

### Appendices

There are no appendices for this document.

## Arrears Procedure for Current and Former Tenants

### Equality Impact Assessment (EIA)

<b>Type of function or policy</b>	Existing
-----------------------------------	----------

<b>Division</b>	Corporate	<b>Department</b>	NNUHFT Residencies
<b>Name of person completing form</b>	Elizabeth Collins	<b>Date</b>	23/05/2023

Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race			No	No
Pregnancy & Maternity			No	No
Disability			No	No
Religion and beliefs			No	No
Sex			No	No
Gender reassignment			No	No
Sexual Orientation			No	No
Age			No	No
Marriage & Civil Partnership			No	No
<b>EDS2 – How does this change impact the Equality and Diversity Strategic plan (contact HR or see EDS2 plan)?</b>				

<ul style="list-style-type: none"> <li>• <b>A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty</b></li> <li>• <b>Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service</b></li> <li>• <b>The policy or function/service is assessed to be of high significance</b></li> </ul>
<b>IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED</b>
<b>The review of the existing policy re-affirms the rights of all groups and clarifies the individual, managerial and organisational responsibilities in line with statutory and best practice guidance.</b>