

Rent collection - ensuring effective and efficient arrears collection processes in challenging times

Autumn workshop 2017



Tuesday 12 December 2017 – London

With the introduction of new reforms from April 2017 and many more planned from April 2018, rent collection will be even more critical for many landlords. This course will provide practical tools and techniques for effectively managing and collecting current tenant debt.

The roll-out of Universal Credit, the four-year freeze on working age benefits, housing element restrictions for young people under UC, restrictions to Child Tax Credits, migration from Disability Living Allowance to Personal independence Payments, the introduction of Local Housing Allowance (LHA) and continuing benefit sanctions are bringing unique challenges for households receiving benefits and those in low paid employment.

This course will provide practical tools and techniques for effectively managing and collecting current tenant debt.

The course will cover:

- Establishing a 'rent first' culture
- Rent collection – whose responsibility?
- Understanding the latest challenges from existing and new reforms from the new Welfare Reform and Work Act and the Housing and Planning Act
- Identifying opportunities for maximising customer contact to prevent and collect arrears
- Applying practical tools and techniques of case management to improve collection

- Negotiation for income teams/ repayment agreements
- A focus on tenancy sustainment as a driver for improving performance and reducing costs.

The course can be tailored to your organisation, making this a flexible and cost-effective way of training staff to be their best.

Who should attend?

- Income officers
- Financial inclusion officers
- Allocation officers
- Neighbourhood officers
- Support officers
- Tenancy sustainment officers
- Welfare reform officers
- Debt advisors.

Our Trainer

Tony Kiely is an HQN associate and has extensive knowledge and experience of income management, both operationally and strategically, having worked in the housing sector for over 35 years. Tony is an associate tutor at the University of Chester, and has devised and delivered modules for its Learning Pathways for Housing Practice programme. He is a member of the Chartered Institute of Housing and is passionate about learning and developing staff to reach their full potential. His practical training style allows for lots of interaction and his courses consistently receive excellent feedback

DELEGATE FEES

- £250.00 for one delegate
- £225.00 per delegate if you make two bookings at the same time
- £200.00 per delegate if you make three or more bookings at the same time

Prices include refreshments and lunch, and are subject to VAT at the applicable rate.

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TIMINGS

Registration	9.30am
Start	10.00am
Finish	4.00pm

WHO ARE WE?

Fast, practical guidance on everything to do with housing. HQN provides high-quality advice, tailored support and training to councils, ALMOs, housing associations and other housing providers.

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