



Impact Assessment of: Procedure Manual For Management of Secure Tenancy Arrears.

Service/ Team: Housing Management, Arrears Team

Date Completed: 21/04/08

Lead Officer: Nicholas Edge

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Nicholas Edge	Aire Valley Homes Leeds	Service provider
Elizabeth Comer	Aire Valley Homes Leeds	Service provider
David Rickus	Aire Valley Homes Leeds	Manager of service

Brief description of policy/ service:

This procedure explains how to recover rent arrears from secure tenants. It explains how to introduce new tenants to paying rent. It explains how to contact tenants in arrears, manage tenants with arrears and how to help vulnerable tenants. It explains how to take legal action against persistent debtors. It covers Leeds City Council's Corporate Debt Policy.

Brief account of how the impact assessment was carried out:

Meeting between arrears team's E&D representatives, and service manager.



Brief description of any adverse affects found:
<p>Document not easy to access. Customers had no involvement in the pre-action protocol. ALMOs do not have Rights of Audience in court.</p>

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 update through 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.	David Rickus	ongoing
Try to devise a way to streamline action codes on Orchard to make it easier to understand/work	David Rickus	Sept 09
them Plain English Compliant. To include up to date advice and information.	David Rickus	Sept 08
Consistent training and support.	David Rickus Team Leaders	ongoing
Review current training programmes.	Team Leaders Training officer	May 08
Procedures shared with staff	David Rickus	May 08
Review effectiveness of the procedure. Evidence effects.	David Rickus Team Leaders	April 09

Review service hours with tenants.	David Rickus Team Leaders	Sept 08
Profile debt Monitor who falls into arrears.	David Rickus Bill Mahoney	Apr 09
Get to the desired outcome – no arrears –first time.	David Rickus Team Leaders	Ongoing
Promote costs of court costs in newsletter.	David Rickus	Sept 08
Consider using CCJ. Draft new guidelines so they are used appropriately.	David Rickus Team Leaders Ian Montgomery	Sept 09
Consult again in 6 months time, to review performance.	David Rickus	Sept 08
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

Contacts for further information:

Nik Edge
David Rickus

Date published on AVHL Website:

To be completed by Equality Officer