

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 8 JANUARY 2019

Recommendation from the Cabinet Housing Panel on 10 December 2018:-

FORMER TENANT ARREARS POLICY:

Report of the Corporate Director (Housing and Communities) seeking approval and adoption of a new Former Tenant Arrears Policy which sets out the Council's approach to recovering former tenant arrears on both Council (housing) tenancy and garage rent accounts.

Members noted that a new dedicated staff member is in place to prioritise former tenant debts, which had been created as part of the wider Housing Operations Transformation Programme.

Members also noted that the policy endorsed a proactive approach in collecting Former Tenant Arrears (FTA), using a range of methods in a flexible, but fair and consistent way. The methods which would be used were those which were considered to be the most effective on a case by case basis and that delivered value for money.

The effective recovery of former tenant debts would ensure that the Council maximised income to continue to deliver services.

The Tenants Panel have already been consulted and provided comments which have been incorporated into the draft policy.

RESOLVED:

- (1) That the Former Tenant Arrears Policy be approved.
- (2) That Cabinet be recommended to adopt the Former Tenant Arrears Policy as set out at in the report of Officers.
- (3) That details of the total outstanding housing tenancy former tenant arrears (FTA) broken down by debt range be provided to Members.