

Former Tenant Arrears Policy

A former tenant arrear is defined for the purposes of this policy as a debt of unpaid rent or charges, remaining on a rent account (including home owner accounts), including garage accounts, court costs and/or sub account(s), when a tenancy (or similar agreement) has been terminated.



Vigorous and early pursuit of former tenant debt provides the best chance of successful collection and is central to procedures supporting this policy. All staff advising customers on the termination of their tenancy or other agreement will advise customers of any debt outstanding.

The costs of pursuing former tenant debt will be balanced against the likelihood of recovery and the level of debt involved. The cost effectiveness of pursuit and collection will be fully considered at all stages. Where it is considered that recovery of a debt is unlikely, or not cost effective, it will be written-off.

Where a former tenant is vulnerable then consideration is given to the most appropriate means of communication and collection, which will include consideration of recommending the debt for write-off. This will be judged on a case by case basis.

Any credit on the account will be refunded on request, subject to the clearance of any outstanding debts and, where applicable, obtaining confirmation from the Housing Benefit or Universal Credit administering authorities, that they do not intend to recover any monies from us in respect of overpayments.

In keeping with our current tenant arrears policy, we expect our customers to take responsibility for fulfilling the terms of their tenancy agreement, which includes managing their payments to meet their rental payment obligations.

If a debt has been written off as unrecoverable, we may still pass the debt to a further collection agency at any time to make further attempts to trace the debtor and recover the debt, subject to the statute of limitations. Any collections on this basis will go to offset our bad debt provision.

If a former tenant debt has been written off as uncollectable, and the tenant concerned subsequently re-applies for housing and declares a previous tenancy, the debt will be re-instated if it is considered that there is a reasonable expectation of recovery.

If a tenant with rent arrears is transferred to a new Capture property on management grounds then terms to clear the former tenant debt created by the move should be agreed and confirmed in writing before the transfer occurs.