

Public Sector Equality Duty

Case Study

Arrears Collection and Recovery Team

The Arrears Collection & Recovery Team aim is to sustain tenancies by taking early intervention to prevent arrears accruing in the first instance, and by proactively encouraging tenants to clear any debt at the earliest time possible.

The following is a case study about an individual that the team supported.

The tenant had a joint tenancy with their spouse who passed away.

The tenant did not meet the criteria to remain in the accommodation, they were not of pensionable age and did not have English as a first language.

The tenant had not previously managed the household finances and was in rent arrears of over £7k. Their family was local but the tenant could not move in with them as they were already overcrowded and was unable to move to alternative accommodation despite being registered on Locata, because of their debt.

Support was provided by communicating to them in their own language and assisting them to apply for all the appropriate benefits available to them.

This resulted in the tenant accepting a one bedroom accommodation in the same area as their family. The debt arrears were transferred to the new property where an arrangement is now in place to slowly reduce them.

By sustaining the tenancy, this prevents further issues and a revolving door type situation.