

Arrears Policy for Property Lettings

1. Introduction

This arrears policy sets out the procedures and actions to be taken when tenants fall behind on rent payments for our properties. Our goal is to work with tenants to resolve arrears issues promptly while ensuring the landlord's interests are protected.

2. Rent Payment Expectations

Rent is due in full each month on the due date, as outlined in the tenancy agreement. It is the tenant's responsibility to ensure that rent is paid on time. Any rent that remains unpaid after this date will be considered in arrears.

3. Early Intervention

We believe in early intervention to prevent arrears from escalating. If a tenant anticipates difficulty in paying rent on time, they are encouraged to contact us immediately to discuss their situation.

4. Procedure for Dealing with Rent Arrears

- Day 1-7 (First Week of Arrears):

If rent has not been received within 7 days of the due date, a polite reminder will be sent to the tenant via email or letter, highlighting the overdue amount and requesting immediate payment.

- Day 8-14 (Second Week of Arrears):

If there is no response to the initial reminder or if the rent remains unpaid, a second reminder will be sent. The tenant will also receive a phone call and/or visit to discuss the arrears and arrange for payment.

- Day 15-21 (Third Week of Arrears):

If there is still no resolution, a formal letter will be sent to the tenant. This letter will outline the outstanding arrears, any late payment fees as per the tenancy agreement, and a request for immediate payment. A meeting may be arranged to discuss the situation and create a repayment plan if necessary.

- Day 22-28 (Fourth Week of Arrears):

If the arrears remain unresolved after 28 days, a final notice will be issued. This notice will inform the tenant of the potential legal action (Paragraph 7 Legal Action) that may be taken if the arrears are not cleared or a repayment plan is not agreed upon within the specified timeframe.

5. Repayment Plans

In cases where tenants are experiencing financial difficulties, we may agree to a repayment plan. This plan will be tailored to the tenant's situation and must be agreed upon in writing. Failure to adhere to the agreed repayment plan may result in further action.

6. Late Payment Fees

As per the tenancy agreement, a late payment fee may be applied to any overdue rent. This fee will be added to the outstanding arrears and must be paid in full.

7. Legal Action

If two months rent are unpaid and no suitable arrangement has been made, then we will be serving a Section 8 and/or 21 notice under the Housing Act 1988, which may lead to **possession proceedings**.

8. Communication and Support

We are committed to maintaining open communication with tenants and providing support where possible. Tenants are encouraged to reach out to us as early as possible if they are struggling with rent payments. We may signpost tenants to relevant financial advice services for additional support.

9. Review of Arrears Policy

This arrears policy will be reviewed annually to ensure it remains fair, transparent, and effective in managing rent arrears.

10. Contact Information

For any questions or concerns regarding rent payments or this policy, please contact us by telephone or email as shown on our emails.