

Appendix A

Rent Setting and Collection Policy

Owner: Housing

Date of Effect: June 2021

Version: 1.4



Rent Setting & Collection Policy

1. Purpose

The purpose of this policy is to set out the principles and approach by which Teignbridge District Council (“the Council”) will:

- Set rent levels and service charges for its residential properties
- Ensure recovery of rent arrears for residential properties enables the council to deliver effective value for money services, invest in its properties and provide new social and affordable housing to rent.

Teignbridge District Council is the owner of the property and therefore the landlord, Teign Housing will act as the property manager in the performance of the tenancy management and rent collection. Any court action required will be actioned by Teignbridge District Council Legal Team

2. Scope

2.1 This policy covers:

- Rent setting on new tenant sign up (re-let)
- Annual rent review
- Annual service charge review
- Rent arrears recovery

For:

- Social Rents
- Affordable Rents

2.2 It sets out:

- The Council’s approach to rent setting
- The Council’s approach to annual rent reviews
- The Council’s approach to rent arrears recovery for current tenants and former tenants in conjunction with the Council’s Sundry Debtor Policy and Teign Housing’s Income and Debt Management Policy and Rent Arrears Procedure which covers rent and tenancy related debts
- The alignment with the Government and Ministry of Housing, Communities and Local Government guidelines (now Department for Levelling Up, Housing and Communities)

3. Key Principals and Service Standards

3.1 As part of the Council’s Corporate Strategy, “a roof over our heads” is a commitment to deliver new affordable homes within the district.

3.2 The Council has a contract agreement with Teign Housing to manage all aspects of the management of its homes. It is the aim of the Council and Teign Housing, to keep rent arrears and any legal proceedings to a minimum in a firm and fair way by providing tenants in arrears with such as timely sound advice, and the provision of practical, affordable repayment plans where possible.

3.3 The policy sets out the method of calculating fair and affordable/social council dwelling rents to maximise income so as to ensure sufficient funds to provide an efficient and effective housing service.

4. Legal & Regulatory Framework

The Council will ensure rent collections and debt recovery meets the legal and regulatory requirements. This includes:

- Policy Statement on Rents for Social Housing (February 2019)
- Social Housing Rents (Exceptions & Miscellaneous Provisions) Regulations 2016
- Landlord & Tenant Act 1985
- The Housing Act 1985 as amended
- Housing Act 1996 as amended
- Data Protection Act 2018 and the General Data Protection Regulation 2018
- Housing and Regeneration Act 2008
- Equalities Act 2010
- The Regulatory Framework for Social Housing in England (March 2015)¹
- Welfare Reform and Work Act 2016
- Housing and Planning Act 2016
- Teignbridge District Council Tenancy Agreement
- Annual Rent Increase Guidance
- Accounts and Audit Regulations 2011
- Pre-Action Protocol for Possession Claims by Social Landlords

5. Setting and Review of Charges

5.1 Rent Setting for Current Tenants

5.1.1 The Council will set rents in line with the Government's policy statement, the Rent Standard 2020 and legislation.

5.1.2 The Council will increase rents annually by Consumer Price Index (CPI) plus 1 percentage point each year from 2021/2022, for a period of at least five years in line with the Ministry of Housing, Communities & Local Government Policy Statement on Rents for Social Housing – February 2019 (From April 2019 until March 2025)

5.1.3 Tenants will be given 4 weeks' notice of any change in their net rent and service charges

5.1.4 All rent increases will take place on the first Monday of April in each year.

5.2 Rent Setting for New Tenants

5.2.1 When a property becomes empty it will be re-let at the formula rent, in accordance with the Rent Policy.

5.2.2 The Council reserves the right in certain circumstances to set the new or re-let rent at the rent flexibility level' (+5% for general needs and +10% for sheltered and supported) as defined in the Communities and Local Government Guidance on Rent for Social Housing. This will depend on the lettable of the property in question, the formula rent cap and the relationship of the Council's average rent 'limit rent'.

5.2.3 Where the Council builds or acquires new property through the Affordable Homes Programme, the rent charged may/will be the higher of 80% of market rents (this is called an affordable rent) inclusive of service charges, or the formula social rent. Our aim is to provide properties where possible at social rent dependent on available funding to procure new homes. However, the Council current policy is to cap rents at the appropriate Local Housing Allowance Rate in accordance with the stipulation that we place on our "preferred" Housing Association / Registered Provider Partners when providing homes at an "affordable rent".

5.3 Service Charges

5.3.1 'Service Charge' is defined by S18 of the Landlord & Tenant Act 1985 as:

'an amount payable by a tenant of a dwelling as part of or in addition to the rent:

- which is payable, directly or indirectly, for services, maintenance or the landlord's costs of management, and
- the whole or part of which varies, or may vary, according to the relevant costs The relevant costs are the costs or estimated costs incurred or to be incurred by or on behalf of the landlord, or a superior landlord, in connection with the matters for which the Service Charge is payable.

For this purpose:

- 'costs' includes overheads; and
- costs are relevant costs in relation to a Service Charge whether they are incurred, or to be incurred, in the period for which the Service Charge is payable or in an earlier or later period

5.3.2 A Service Charge reflects the cost of additional services provided in connection with a tenancy and is in addition to the Rent charged. Therefore, the services may not be provided to every tenant. It also covers services provided in connection with communal areas that a tenant has the use of in connection with their tenancy. The range of services provided depends upon the nature of each particular property. Tenants will only be charged for the services they receive. Tenants cannot opt out of any service provision or charge. Any offers of accommodation will clearly identify charges attached to the property and the amounts involved.

5.3.3 Service Charges are set based on the actual cost of providing the service. The Service Charge will be added to the "Basic" Rent charged. The Basic Rent and Service Charges combined is referred to as the Gross Rent Charge.

5.3.4 The Council will set Service Charges based on estimated costs for the year, or actual costs where known.

5.3.5 Where new or extended services are to be introduced or where it is proposed to significantly alter an existing level of service the Council will consult with those affected using established consultation methods.

5.3.6 For existing tenants, all Rent and Service Charge increases take place on the first Monday of April each year. New lettings are covered within Section 5.2.

5.4 Rechargeable Repairs

5.4.1 Charges in relation to rechargeable repairs will be in accordance with Teign Housing Rechargeable Repairs Policy for new and existing tenants and former tenants.

5.4.2 Rechargeable repairs include deliberate or accidental damage caused by the tenant, a member of their household or visitor to their home. This may include but is not limited to replacing broken windows, replacement locks and/or keys where these have been lost, renewing or repairing internal doors or damage caused by decorating or other home improvements completed or arranged by the tenant.

6. Rent Arrears Recovery Principles

6.1 Arrears recovery is a key principle of the Rent Setting and Collection Policy to enable the Council to minimise the level of rent arrears and maximise income in a sensitive but effective manner. The specific objectives of the Rent Setting and Collection Policy in conjunction with Teign Housing's Income and Debt Management Policy are to:

- Monitor levels of arrears and have early intervention mechanisms in place which prevent rent arrears arising
- Offer early appropriate professional support and guidance to tenants to reduce rent arrears and maximise their income
- Take appropriate action depending on the level of rent arrears;
- Ensure that rent payments are prioritised by tenants
- Actively pursue tenants for arrears owing
- Sustain tenancies, if necessary, with support from Teign Housing, Housing Solutions and other agencies

This will be achieved by:

- Taking all reasonable measures to prevent arrears from occurring and escalating.
- Liaising closely with the Council's Revenue and Benefits team to ensure that Housing Benefit applications are processed expediently
- Liaise closely with the Department of Work and Pensions (DWP) to ensure that Universal Credit applications are processed expediently and include housing costs, and that applications for alternative payment arrangements and third party deductions are made in a timely manner
- Negotiating realistic and affordable arrangements to repay rent arrears and arrears for other charges where appropriate. In developing an arrangement, considering all priority debts and factors affecting payment
- Ensuring that detailed procedures and agreed practices are applied uniformly across the service
- Ensuring that communication with tenants is in "plain English" and providing contact references in the case of queries
- Considering affordability when allocating a tenancy to minimise the risk of debt for tenants through an affordability assessment
- Ensuring that tenants understand how much they need to pay – including additional service charges, rents not covered by housing benefit or Universal credit payments, rechargeable repairs and utility bills.

6.2 In instances where the rent arrears procedure requires legal action to seek possession of the property, Teign Housing will provide Teignbridge District Council Legal team, an up to date copy of the rent account and all arrears action taken for this to be actioned at court by Teignbridge District Council.

6.3 Legal action will be processed within 28 days of all relevant information being submitted by Teign Housing

7. Policy Detail

7.1 Tenants and landlord's responsibilities

7.1.1 The term 'Tenant' includes sole and any Joint Tenants.

7.1.2 If two or more people have signed the Tenancy Agreement, they are jointly and severally liable for the payment of Rent and any Service Charge(s). This means that each Joint Tenant is equally as responsible as the other Joint Tenant for ensuring the Rent (and any Service Charge) is paid in full and for any arrears of Rent.

7.1.3 Tenants have an obligation under the terms and conditions of their Tenancy Agreement to pay rent when due. Tenants have a responsibility to notify Teign Housing of any change that may affect their ability to make payments.

7.1.4 The Tenancy Agreement, section 2.1 states: You must pay your Rent and any other Service Charges fortnightly in advance on or by each Monday, or at any other regular advance

intervals by prior arrangement with us. The obligation to pay your weekly Rent and Service Charge applies throughout the whole period of your Tenancy including any period where you are away from the Property.

7.1.5 Rent in advance payments are now requested by the majority of social landlords. Teign Housing on the Council's behalf, will request two weeks rent in advance – this offers a buffer against changes to income or benefits, and ensures a tenant does not go into arrears unnecessarily. There are a number of frequencies for paying rent, including every week, every two weeks, every four weeks or every month, but whatever frequency is chosen, it must be paid in advance.

7.1.6 It is the Tenant's responsibility to pay rent even if the Tenant claims Housing Benefit or is in receipt of Universal Credit. However the Council & Teign Housing understand that paying rent in advance may be difficult for anyone who is likely to be on full Housing Benefit or Universal Credit, in which case we may be able to consider a reduced amount with an affordable payment plan once in the tenancy to ensure rent is paid in advance.

7.1.7 This is not a blanket policy and all decisions will be made on a case by case basis.

7.1.8 Tenants will be responsible for all utilities and Council Tax for the period of their tenancy

7.1.9 Rent liability is for 52 weeks per year

7.2 Payment

7.2.1 The following payment methods are available to tenants, although the preferred method is direct debit.

- Direct Debit - Rent payment by Direct Debit can be arranged either weekly or monthly. The option to pay monthly is for convenience. A tenant's legal obligation under the terms of the Tenancy Agreement will be to pay rent fortnightly in advance and therefore if paying monthly tenants are required to pay monthly in advance to avoid rent arrears
- Telephone - Payments can be accepted by credit or debit card through Teign Housings 24-hour automated telephone facility, Allpay the telephone number is 0330 041 6497. Payments can also be made via the Customer Services team on 01626 322722.
- Payment Card – Tenants may order a payment card through Teign Housing will provide a rent payment swipe card which you use to pay your rent and/or service charge at any Post Office or Paypoint Outlet.
- Online - Payments can be accepted by credit or debit card through the Teign Housing AllPay system www.teignhousing.co.uk (tenants must register online for this service)
- Mobile App – Allpay can be downloaded onto a mobile phone to make payments
- Standing Order - Rent payments by standing order can be arranged either weekly, fortnightly, 4 weekly or calendar monthly

7.2.2 Tenants will be requested to set up a direct debit or standing order for rent payment at sign up as this is the most efficient payment method.

7.2.3 Payments made by direct debit help tenants manage their finances better and ensures that priority debts, such as rent, are paid on a regular basis. Existing and new tenants signing up to the direct debit scheme.

7.3 Prevention of rent arrears

7.3.1 At the start of a tenancy Teign Housing on behalf of the Council will make every effort to ensure that tenants are informed of all costs associated with their home. The appropriate advice on rent related and Housing Benefit/Universal Credit issues will be discussed and assistance will be given to tenants to complete a Housing Benefit form or apply for or update Universal Credit and to provide proof of income when signing a tenancy agreement.

7.3.2 If a prospective tenant is at risk of getting into financial difficulties a referral will be made to Teign Housing Kickstart team.

7.3.3 Where existing tenants experience difficulty with the completion of a Housing Benefit form, Teign Housing will provide assistance. Existing tenants experiencing difficulties in making a claim for Universal Credit may be referred to the support provided by the Citizens Advice, DWP or Teign Housing Kickstart Team.

7.3.4 At the tenancy sign up, Teign Housing will make available a copy of Teign Housing Tenant's Handbook (currently under review so providing document called "Useful Information" see appendix) and tenancy conditions. Teign Housing will advise the tenant of their responsibility to pay their Rent and Service Charges, ensuring they are aware of the potential consequences of non-payment.

7.3.5 All new tenants will receive a new tenancy home visit by prior arrangement from Teign Housing, normally no later than six weeks after the tenancy has commenced. This visit will confirm that rent is being paid and (if required) help to resolve any issues in relation to benefit or Universal Credit housing element payments. Tenancy visits will then be undertaken at a pre-determined frequency in order to address any tenancy concerns, including payment of Rent by Teign Housing.

7.4 Assessment, support and liaison with other agencies

7.4.1 Teign Housing on behalf of the Council, will offer assistance to all tenants when it identifies that their account is in arrears in order to make an affordable arrangement and ensure amounts are paid when due.

7.4.2 During the assessment, possible sources of support will be identified. These may include:

- Family/household members
- Appointees/Power of Attorney
- Friends
- Social Services
- Teign Housing Kickstart Team
- Citizens Advice
- Floating or enabling support teams
- local council
- Any other appropriate agency.

7.4.3 Teign Housing will offer support and advice to tenants affected by spare room subsidy, the benefit cap and Universal Credit with advice on how to apply to Devon Home Choice to downsize their home or through Mutual Exchange where the tenant is willing to move to more affordable accommodation.

7.4.4 Referrals can also be made to the Teign Team who will complete income maximisation checks, advice and assistance with benefit/grant applications and offer money management advice.

7.5 Rent arrears recovery

7.5.1 Rent arrears recovery will be based on a staged escalation process, up to and including repossession for non-payment of rent in accordance with Teign Housing's Rent Arrears procedures.

7.5.2 The process is designed around a preventative approach that seeks to maximise tenants' income, ensure Housing Benefit / Universal Credit housing element is correctly assessed, and ensure payments are made when due. Emphasis will be placed on early intervention whilst arrears are at a relatively low level in order to prevent the escalation of arrears.

7.5.3 Teign Housing will refer cases where legal action is required to end a tenancy due to non-payment of rent or service charge.

7.5.4 In the case of rechargeable repairs recovery and other charges such as court costs, if all other interventions fail, the Council may take legal action where appropriate to recover the cost through the County Court.

7.5.6 Where a tenancy is ended with rent arrears remaining on the account this will be treated as a civil debt. Former tenant rent arrears will be the responsibility of the Council's Housing Finance Team to pursue.

7.6 Early intervention

7.6.1 Teign Housing will contact tenants so that there is early intervention with arrears cases before a debt becomes unmanageable.

7.6.2 Arrears control and recovery action will be activated as soon as an account falls into arrears.

7.6.3 Detailed procedures for income management and arrears action ensure that each case is regularly monitored and appropriate action is taken. Tenants who go into arrears will be contacted via telephone, text, visit, face to face or letter.

7.6.4 Teign Housing will maintain a comprehensive record of all action taken and contact with a tenant in arrears and will provide this to the Council should court action be required.

7.7 Serious/persistent arrears action

7.7.1 Where the payment of rent and arrears is not made on a regular basis or the agreed arrangement is broken a Notice Seeking Possession will be served and action will be taken in the County Court by way of an application for possession and a money judgement for the arrears.

7.7.2 The court can make the following decisions:

- An order for of outright possession
- An order for Suspended Possession giving a set time to pay the rent arrears after which if not paid possession will be granted
- A money judgement for the amount owed.

7.7.3 In the case of an Introductory tenancy a Notice to Terminate will be served and possession proceedings taken in the County Court; a money judgement for the outstanding rent will also be sought. In some circumstances, the introductory tenancy can be extended for a further six months.

7.7.4 Where costs are incurred by the Council as a result of taking legal action to recover rent arrears, and where this is provided for within the Court Order, the full costs of such actions will be recharged to the tenant and added to a sub account of the rent account. Legal costs for action in the County Court can add significantly to the debt that tenants may have and Court Orders are not discharged until all court costs are paid in full.

7.7.5 Evictions will only be considered as a last resort where all other alternatives for recovering amounts owed have failed.

7.7.6 Support and advice will be made available by Teign Housing on behalf of the Council to try to prevent someone losing their home, or to appropriately put support in place and signpost where eviction is likely to have to be considered.

7.7.7 Advice will also be given with regard to accessing Benefits if required and a referral can be made to the Citizens Advice Bureau (CAB). When an eviction is likely, Teign Housing will refer to Teignbridge District Council Housing Solutions team under the pre-eviction protocol who will offer advice on housing options and the implications of becoming homeless.

7.7.8 Even if the tenant is only a small amount behind on their Court Order obligations, contact will be made and the tenant advised what they need to pay to bring their court order up to date avoid being evicted.

7.7.9 Where an eviction occurs, the tenant still remains responsible for the full amount of rent arrears and all court costs outstanding.

7.7.10 Some tenants get into significant debt and following specialist debt advice, they may be subject to a Bankruptcy Order or a Debt Relief Order. Proceedings cannot be used to recover rent arrears which are subject to Bankruptcy or Debt Relief Order rules, so such debts are effectively lost to the Council. However, action for eviction can still be sought against an insolvent tenant, but any rent arrears listed within a Bankruptcy Order or Debt Relief Order cannot be part of the possession order.

7.7.11 The Council will not enforce an eviction where a Bankruptcy Order or Debt Relief Order is in place so long as any rent arrears not covered by a Bankruptcy Order or Debt Relief Order are being paid within an agreed arrangement. Where arrangements are not being kept to Teign Housing will liaise with the Council to consider eviction action.

7.8 Provision of Rent Account Statements

7.8.1 Rent account statements will be sent to the tenants' address by Teign Housing, normally at quarterly intervals, to comply with the requirements of the Pre-action Protocol for Possession Claims based on rent arrears.

7.8.2 If a tenant specifically requests that their statements are sent out more frequently or they wish to receive statements by e-mail, or other method, then this will be accommodated wherever possible with regard to reasonableness, overall demand and costs. Individual "one off" statements will also be produced on the specific request of the tenant.

7.8.3 Each rent account statement will show the following information:

- Name and address of the tenant.
- Date and number of each collection week.
- Transaction details for each collection week, which will include rent charged, Housing Benefit entitlement, rent paid and any adjustments made.
- Balance at the end of each collection week.

7.9 Approaches towards Vulnerable Tenants

7.9.1 A sensitive approach towards rent arrears recovery will be taken in respect of tenants who are deemed to be vulnerable, including those who are disabled as defined by the Equality Act 2010, or who do not have English as a first language and who may require additional support to understand what is required to maintain rent payments.

7.9.2 Teign Housing may identify further vulnerabilities and needs, including safeguarding issues, which will be referred to appropriate agencies.

7.9.3 Teign Housing and the Council will recognise any legitimate situation whereby a third party accepts responsibility to help a vulnerable person meet their rent payment obligations.

7.9.4 Teign Housing will refer cases where rent arrears action has been exhausted in accordance with their Rent Arrears procedure to the Council's Legal team in contemplation of court action.

7.10 Universal Credit

7.10.1 As Universal Credit is paid direct to a tenant's bank account and will be made four weeks in arrears, tenants, therefore, have to either ensure that they set aside sufficient to cover rent or set up a direct debit. We recognise that tenants may go into arrears during the period that they are waiting for the benefit to be paid – during this period no enforcement actions will be taken, so long as the tenant pays the rent once Universal Credit is paid and the arrears are solely attributable to Universal Credit.

7.10.2 If the tenant has arrears that accrued before they have applied for Universal Credit, an arrangement for the repayment of these arrears is required in addition to the rent due.

7.10.3 The DWP can offer the claimant budgeting support as part of the initial claim process and can decide to pay the rent directly to the council if this prevents the claimant getting into financial difficulties.

7.10.4 Where a tenant is in rent arrears, consideration will be given to applying for an Alternative Payment Arrangement and if necessary, a direct payment. This can cover the rent charges and a direct payment can provide the ability to make a payment towards rent arrears. If agreed the housing costs will be paid directly to Teign Housing.

8. Data Protection

8.1 Teignbridge District Council is the data controller. Teign Housing is the data processor. Any personal information provided to Teign Housing regarding tenants' personal or financial circumstances will be dealt with in accordance with Teign Housing data protection and retention policies. Data obtained by Teign Housing in its function as property manager will be shared with Teignbridge District Council as defined in the contract agreement.

9. Equality Statement

9.1 Impact Assessments Impact Assessments have been considered and applied when developing the policy with particular considerations applied to the areas described below:

9.2 Equality Impact

The Council recognises that it provides housing for communities which include wide social diversity and is committed to providing equal access to services. This policy aims to treat all customers fairly, with respect and professionalism. In line with the duty placed on the local authority under the Equalities Act 2010 specific consideration of the impact of this policy has been given to people with protected characteristics, including gender, race, age, disability, religion, sexual orientation and marital status.

The approach adopted within this policy focuses on understanding individual circumstances in order to provide appropriate advice and support; this includes understanding the needs of tenants who have protected characteristics. Consideration will therefore be given to language barriers, accessibility and cultural issues which may affect a tenant's ability to manage their tenancy or seek advice on problems, and resolutions which take account of the individual's beliefs and abilities.

Teign Housing on behalf of the council will enable all our tenants to have clear information and equal access to available services and information in a range of appropriate languages and formats will be provided when requested in relation to the management of their tenancy.

This policy has been designed to be fully inclusive regardless of the ethnicity, gender, sexuality, religious belief, or disability of service users or residents.

The Equality Impact Assessment will be reviewed as part of reviewing the policy document in order to inform any changes that may be required.

From time to time Teignbridge District Council may ask tenants to provide details of their gender, age, religion, disability, ethnicity and sexual orientation in line with the protected characteristics identified within the Equalities Act 2010 to help to deliver more effective, appropriate and inclusive policies and practices.

All data collected is kept securely, used only for monitoring purposes and is de-personalised at the point of collection to protect an individual's privacy, and held in accordance with the Council's Privacy Policy particularly as this relates to Social Housing and Homelessness Services.

The completed Equality Impact Assessment is available on request.

10. Links to Other Policies

10.10.1 The Rent Setting and Collection Policy is the key policy document relating to income for the Teignbridge District Council General Fund.

The policy is closely aligned to and supports the delivery of a range of strategic plans and their associated policy framework including the Council Plan, Housing Strategy and the Homeless and Rough Sleeper Strategy

11. Measuring Performance

11.1 Rent collection is a vital element of measuring the financial viability of the Council Housing delivery pipeline known as the "Teignbridge 100" This will be monitored through the contract monitoring between the Council and Teign Housing

11.2 It is important to keep levels of rent arrears under control and monitor performance, with a long-term aim of keeping arrears low. Monthly statements including and arrears figures are provided to the council by Teign Housing so that progress can be measured and monitored.

11.3 Teign Housing will use their own debt management and rent collection procedures to ensure rent arrears remain low.

12. Complaints and Review Process

12.1 The Council actively encourages all customer feedback about its services. We are committed to:

- Dealing with complaints and comments quickly and effectively; and
- Using complaints, comments and compliments to review and improve our services

Where a tenant considers that the Council has given a poor service or has got something wrong, they may report a complaint.

Complaints will be dealt with in accordance with the Council's complaints processes.

All complaints will be discussed at the quarterly contract management meetings








13. Consultation

13.1 This policy has been developed in conjunction with Teignbridge District Council & Teign Housing.

14. Policy Review

14.1 This policy will be reviewed on an annual basis or earlier if there are any legislative changes for the rent setting or welfare reforms and may include tenant consultation.

Appendix – Corresponding Policies

<p>Teign Housing Rent Setting Policy</p> <p>(Attached for reference and continuity purposes only)</p>	 <p>16 Rent Setting Policy - November 20</p>
<p>Teignbridge District Council – Breathing Space</p>	  <p>Overview of Breathing Space.doc Procedure for debts outside P-Debtors-S</p>
<p>Teignbridge District Council Finance Procedures (including former tenant, recharge and rent collection)</p>	<p>G:\Housing\Options\Legislation & Procedures\Procedures & Standard Letters</p>
<p>Devon Pre Eviction Protocol</p>	 <p>PRE EVICTION PROTOCOL May 201</p>
<p>Teign Housing Income And Debt Management Policy</p>	 <p>Income and Debt Management Policy.</p>
<p>Teign Housing Rent Arrears Procedure</p>	 <p>5.2) Current Rent Arrears procedure -</p>
<p>Teign Housing Tenant Handbook</p> <p>Useful Information for Tenants</p>	<p>Under review to be provided</p>  <p>2021 06 02 Useful information to be er</p>
<p>Teign Housing Rechargeable Repairs Policy</p>	<p>To be provided as currently under review</p>

Document Control

Document Control	Date	Description	Name
1.3	10.06.21	Formal Draft	Tammy Hayes
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Approval / Sign off

Name	Title	Version	Date Approved
Graham Davey	Housing Enabling and Development Manager	1.4	July 2021
Executive Committee	Meeting of the 22 April 2022	1.5	Mar 2022