

Example case of Rent Arrears for Mr D, living in a 3 bedroom semi-detached property

| Date | Details |
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| 23.4.04 | Case heard at court, order made for payment of current rent +£5 per week |
| | Case monitored for payment |
| 29.6.04 | Approval to apply for eviction warrant given as court order not maintained |
| 10.7.04 | We are advised that Mr D has been made redundant and that an application for Housing Benefit has been made, rent account at this time was £441 out of line with the court order |
| 26.7.04 | Tenant was interviewed and advised due to current circumstances, to apply to the court for a variation to the current order from £5 per week to £2.80 per week |
| 26.7.04 | Housing Manager made an application for direct payments from benefits |
| 3.8.04 | Eviction suspended variation at court to current rent +£2.80 per week, (eviction due 4.8.04) following confirmation of direct payments. Arrear at this time was £1770 |
| May 2005 | Mr D returns to work, but rent payments plus court order are not made |
| June 2005 | Eviction warning letter sent, following this contact was made with an agreement for payments to be made |
| 21.7.05 | Account £663 out of line with court order, payments as per agreement had not been made |
| Aug 2005 | Application for eviction warrant |
| 10.8.05 | Tenant interviewed and advised of level of arrears and that payment of £885 was required for the eviction to be suspended |
| 23.8.05 | Application made to the court by the tenant for the eviction warrant to be suspended; the court suspended the order on terms of rent +£52.88 per fortnight (arrear at this point was £2226) |
| Oct 2005 | Rent account was £270 out of line with the court order |
| Oct 2005 | Visit to tenant – a card was left asking for contact |
| Nov 2005 | Tenant interviewed where an agreement was made to pay £180 for the next 4 weeks to bring account in line |
| 10.11.05 | Eviction approval given |
| | Tenant failed to make the first payment on the agreed date |
| Late Nov 2005 | Account still £348 out of line with the court order, tenant advised warrant to be applied for |
| 30.5.05 | Free week arrears letter sent |
| 5.12.05 | Application for warrant made |
| 12.12.05 | Tenant advised that the rent account was £528 out of line with the court order and that the account would need to be brought in line to avoid eviction |
| 21.12.05 | Tenant advised now needs to pay £786 to bring account in line with the court order |
| 6.1.06 | The warrant is suspended following an application to the court by the tenant, arrear at this time £2593, the order was to pay £400 |

Appendix 1

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| | per month with effect from 13.1.06 |
| | Payments made in line with current court order until July 2006 |
| Aug 2006 | Tenant contacted as payment missed, tenant promised payment of £400 by 21.8.06 |
| | Agreement was not kept |
| 4.9.06 | Approval for application for eviction warrant given, with note asking the Housing Manager to check if any Housing Benefit entitlement |
| 5.9.06 | Confirmation that a new Housing Benefit claim had been made but that further information had been requested from the tenant |
| 18.9.06 | Application for eviction made |
| 6.10.06 | Tenant makes contact and promises to pay £100 per week until Housing Benefit claim has been finalised |
| 11.10.06 | Eviction confirmed for 30.11.06 |
| 23.10.06 | Housing Manager contacts Housing Benefits for an update on the current claim; current rent is being paid but a decision is yet to be reached on any backdating of benefit |
| 23.10.06 | Tenant makes an application to the court for the order to be varied, the court suspended the eviction on an order to pay current rent + £31.55 per week – first payment due 3.11.06 |
| 20.11.06 | Rent free arrears letter sent |
| 18.12.06 | Note on the system that a number of rent payments were missed |
| 19.12.06 | Application for an eviction warrant is made |
| 21.12.06 | Tenant advised of the missed payments since the last variation order and that the account was now £400 out of line with the court order |
| Dec 2006 | Tenant consults CAB, advice given to tenant of debt outstanding and advised to make a further application to the court for the order to be varied |
| 12.2.07 | The court varied the order on the basis of current rent + £34.94, the arrear at this point was £2019 – first payment was due by 26.1.07 |
| Mar 2007 | Visit to tenant who was again advised that they are out of line with the court order by £184 |
| April 2007 | Arrears letter sent and tenant advised account still not in line with court order |
| 29.5.07 | Contacted by the tenant who advised they would be bringing the account in line with the current court order |
| July 2007 | Account was brought into line with the court order |
| 2.7.07 | Due to a change in circumstances the tenant was advised to make an application to the court for the order to be varied to a more reasonable amount given current level of income |
| 30.7.07 | Tenants advised us that they are now both unemployed and confirmed they were to ask the court to vary the order to £3 per week |
| 31.8.07 | Housing Manager makes application for direct payments |
| 19.9.07 | Housing Manager confirms that the tenant has failed to approach the court for the order to be varied |
| 25.9.07 | Tenant contacts to confirm direct payments are now being taken from the Job Seekers Allowance payments |

Appendix 1

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| | Eviction date confirmed for 30.10.07 |
| 16.10.07 | Proof seen that direct payments are now being made |
| 26.10.07 | Eviction warrant suspended |
| 18.4.08 | Advised that direct payments are to stop and that HB is to be amended. Tenant advised |
| 21.4.08 | New application made for direct payments but not yet had the outcome confirmed |
| 28.5.08 | Housing Benefit has now been amended and a current weekly charge of £9.15 is being applied. This, in effect, means that the tenant should be making payments of current rent + £3 = £12.15 per week |
| | The Housing Manager is currently checking with Housing Benefits the reason for the changes prior to contacting the tenant |