

# Tenant and Leaseholder Services

## FTA Write Off Policy

### 1.0 Purpose and scope

This policy sets out how Thanet District Council's Tenant & Leaseholder Services (TLS) identify and manage Former Tenant Arrears.

### 2.0 Definitions

**2.1 Write Off** - To clear a tenant debt using the write off budget, rather than create a sub account to move the debt to.

**2.2 DRO** - When a debt relief order (DRO) is obtained by a current or former tenant when they cannot make payments towards any debts included in it during the moratorium period of the order. At the end of the period those debts are written off, except for debts obtained by fraud.

### 3.0 Servicing Former Tenant Arrears

**3.1** The Income Team will regularly review and monitor all former tenant arrears.

Agreements will be made where debts can't be paid in full. Former tenants, will be called on any phone numbers on file and written to at any known addresses.

**3.2** Any former tenant that does not have any live contact details will be referred to Ashford Borough Council's Fraud Team services to locate.

### 4.0 Reasons for Write Off

The reasons for a debt to be written off are:

**4.1 Non Recoverable Arrears** - Tenant is bankrupt, obtains a DRO or has died with no money in the estate.

**4.2 Uneconomical to pursue** - Balance is below £50 and no contact or payment for 6 months

**4.3 Unable to Trace Tenant** - After reasonable attempts and locate, tenant is deemed to have absconded

**4.4 Accidental Debt** - Debt that has been created internally through error i.e. extended End of Tenancy period due to mistakes in service notice, or delayed Succession decisions, where the debt cannot be cleared by amending rent start or end dates.

## 5.0 Write Off Thresholds

The thresholds for write off are:

Write off Threshold	Position of Authority	Counter Authority
Up to £500.00	Senior Income Recovery Officer	Section 151 Officer.  A monthly report of debts recommended for write off will be provided to Section 151 Officer
£500.01 to £5,000	Income Manager	Section 151 Officer.  A monthly report of debts recommended for write off will be provided to Section 151 Officer
£5,000.01 to £9,999	Income Recovery Manager to make recommendation to Head of Tenant and Leasehold Services	Section 151 Officer.  A monthly report of debts recommended for write off will be provided to Section 151 Officer
£10,000 to £20,000	Head of Tenant and Leasehold Services	Section 151 Officer.and Cabinet Member for Housing

Above £20,000	Director of Place	Cabinet
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## 6.0 Debt Relief Orders (DRO)

6.1 Any rent debt included in a DRO will be written off at the point of being identified, using the same procedure as any other type of write off within the same budget.

## 7.0 Document control

Date	Version	Action	Amendments
19 July 2023	1	New policy	NA
?	1	Equality impact assessment	?
?	1	Approval for adoption by Cabinet	?