



JOB DESCRIPTION:	Housing Credit Controller
Reports to:	Financial and Systems Accountant
Direct Reports:	1
JOB PURPOSE:	
<p>To deliver a high quality rent and arrears management service, in full accordance with the Association's policies and procedures. To provide an accurate, sensitive and responsive rent account enquiry and information service. To assist in ensuring that income is maximised and arrears and voids are minimised.</p>	
KEY RELATIONSHIPS:	
<p>External: Tenants, local authority staff and staff from other partner advice and referral agencies.</p> <p>Internal: Housing Services Officers, Finance colleagues and Care & Support teams</p>	
CORE RESPONSIBILITIES	
<p>Rent Recovery</p> <ul style="list-style-type: none"> • Ensure prompt and appropriate contact is made with customers who fall into arrears of rent and/or other charges. At each contact correctly identify the problem and take action appropriate to the circumstances to resolve it. • Provide an accurate, effective and appropriate response to tenants' enquiries about their rent accounts. • Running weekly rent arrears reports, keeping records of actions taken and corresponding with tenants. Liaising with Housing Services Officer to visit if arrears continue to increase. • Maintaining and monitoring the weekly APP list to ensure tenants are keeping to their agreed payment plans / liaising with tenants if APP broken and record on QLx action taken. • Provide a responsive and efficient telephone enquiry service to customers. • Ensure QLx system is updated as necessary • Raising Refund requests for overpayment of rent by tenant. Signing invoices received for overpayment of Housing Benefit and arranging payment back to Housing Benefit. • Provide customers with accurate and appropriate advice and information about amounts payable and the range of payment options available to them 	



- At each customer contact record full details as a file note, case report or on the computer system as appropriate. Ensure such records are clear, accurate and concise.
- Investigate credits on accounts and arrange for prompt repayment where appropriate.
- Prepare basic financial statements for customers where needed.
- Provide relevant information and assist in the progressing and conclusion of legal action as required.
- Initiate or progress legal action where appropriate, within set timescales and according to established procedures.
- Recommend legal action cases to the Head of Housing and the Finance Director.
- Ensure that contacts are made by the most appropriate means, and that each contact represents the best way of achieving the right outcome.
- Give advice, information and assistance to help customers claim and receive their full entitlement to welfare benefits, in particular Housing Benefit.
- Offer referral to a specialist advice agency to customers with complex financial problems.
- Assist Housing Officers carry out a range of tasks in connection with new claims for Housing Benefit. Ensure that claims are brought to an assessable state, with all documentation present and in order, before passing to the Benefits Unit for processing. Deal appropriately with any validation or verification issues, which arise. Investigate cases of outstanding benefit and take appropriate action.
- Promote effective working relationships with other agencies, including the Benefits Agency and local Benefits Unit. This includes telephone calls to the Benefits Unit on a regular basis.

Voids and Lettings

- Monitor and oversee all voids and lettings from information provided by housing team
- Note Notice of tenancy terminating when letter / notice given by tenant to housing officer

Former Tenant Arrears

- Monitor FTAs, liaising with tenant/ NoK / appointee's and HB to ensure final payments received.
- Liaising with Trace Agency if no forwarding address given by FT who has outstanding arrears.
- Coordinating court actions through small claims court for recovery of FTA.
- Requesting write offs if unable to recover payment, with supporting documents.
- Arrange write off to be actioned when request approved with supporting documents.

Running Monthly Performance Reports



- Monthly KPI sheet.
- Current Tenant – Full Report on All Arrears.
- Serious Arrears – Report on more than 6 weeks or £800.00 and actions taken.
- Summary Sheet on Full Arrears and target %.
- Former Tenant – Full report on outstanding FTA's and actions on recovery.
- Full Voids and Relets Sheet Updated for Current month.
- Current Voids Update Sheet.

Annual Rent Increase & Service Charges Notifications

- Coordinating the annual rent and service charge increases due: April and October.

Voids and Lettings

- Complete Quarterly and Annual lettings returns as required by the Local Authority or Landlord (where we are managing agents) in timely manner.

Person Specification

- Min 5 years experience in a housing/property credit control environment
- Knowledge and experienced housing association rent arrears officer with experience of challenging customer groups
- Can demonstrate empathy and understanding to our customers who have learning disabilities, mental health needs and / or physical and sensory impairments.
- Proven knowledge in dealing with tenancy legal matters including NOSP and possession hearings.
- Experienced in supporting customers to optimise benefit position in a supported housing environment
- Experience in building relationships with Universal Credit/Local Authority HB teams
- QL user preferred although not essential
- Some management responsibility
- Due to the nature of the positions as you will need to attend court hearings, a car user is desirable.
- Must hold a clean UK driver's licence and the role will be subject to an Enhanced DBS check.