

**Overview**

This standard is about managing rents and service charges. This includes managing rent accounting processes and administering debt recovery procedures with the aim of sustaining tenancies.

## Manage rents and service charges

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### Performance criteria

*You must be able to:*

1. manage procedures for the setting of rents and service charges in accordance with relevant organisational and legislative requirements
2. manage the collection of rents and service charges
3. monitor the rent collection and arrears management functions to ensure organisational performance and customer service targets are met
4. manage systems and procedures for recording information
5. train colleagues in rent control and use of organisational rent IT systems
6. advise colleagues on the relevant welfare benefit system and housing legislation
7. minimise the amount and impact of rent arrears
8. manage debt recovery procedures in accordance with relevant organisational and legal requirements
9. produce management information and reports as required
10. contribute to the development of policies and strategies to prevent and manage rent arrears
11. contribute to the development of policies and strategies to improve the setting, payment and collection of rents and service charges

## Knowledge and understanding

*You need to know and understand:*

1. the relevant legal requirements of your organisation and of your customers with respect to the setting, payment and collection of rents and service charges
2. your organisational procedures and policies for managing, setting, paying and collecting rents and service charges
3. the implications of the welfare benefit system relevant to your customers
4. how to engage with customers to create a payment culture
5. how to identify and respond to accounts which are in arrears
6. the relevant organisational procedures for debt recovery
7. the tools and methods available to tackle rent arrears
8. the relevant legal processes relating to rent arrears
9. when to use a debt collection agency and how they operate
10. the requirement for keeping electronic records in line with your organisational procedures
11. how to develop and establish policies, strategies and procedures in relation to managing rents and service charges
12. the limits of your own responsibilities and the consequences of operating outside these limits

## Manage rents and service charges

<b>Developed by</b>	Instructus
<b>Version Number</b>	1
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<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Instructus
<b>Original URN</b>	ASTH411
<b>Relevant Occupations</b>	Resident Involvement Assistant; Housing Assistant; Neighbourhood Assistant; Housing Administrator; Lettings Assistant; Assistant Portfolio Manager (without portfolio); Lettings Negotiator; Revenue Officer/Assistant; Repairs Assistant; Housing Officer; Housing Manager
<b>Suite</b>	Housing
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