

Universal Credit and the Management of Rent Arrears

September 2019

We are holding seminars on 'Universal Credit and the Management of Rent Arrears' in September 2019. This seminar looks at how Universal Credit is being introduced, the effect that it is having on rent collection and arrears and at how rent arrears can best be managed as tenants move to Universal Credit.

The seminar also looks at rent management strategy, value for money and how to move from 'cure' to 'prevention'.

Rent arrears are an increasing problem in both local authorities and housing associations. The roll-out of universal credit is bringing further challenges and is driving increases in rent arrears. There is therefore a need to understand how universal credit works, including alternative payment arrangements, and how to manage rent arrears effectively.



If you want to be up to date with universal credit and the management of rent arrears, this is the seminar for you! The session is accompanied by a very useful book entitled: **"Universal Credit and the Management of Rent Arrears"**

The seminar will address the following questions:

- How does Universal Credit work and what effects is it having on rent collection and arrears?
- How do Alternative Payment Arrangements work?
- How can Value for Money be achieved?
- How to develop a Rent Management Strategy?
- How to shift focus from Cure to Prevention?

Who should attend?

All those with an interest in Universal Credit and the Management of Rent Arrears; including Managers in Housing Associations, Local Authorities and Arm's Length Management Organisations; Elected Members; Housing Association and ALMO Board Members; Housing Accountants; Benefits staff and Tenant Representatives. The session will assume a basic knowledge of the welfare system but will not assume that delegates are experts.

Venues and Dates:

London: Novotel Hotel, Waterloo – Thursday 5th September 2019

North: Novotel Hotel, Leeds – Tuesday 24th September 2019

The Programme

- 10.00 How does Universal Credit work and what effects is it having on rent collection and arrears? – Introduction; Income management; The importance of effective management of rent arrears; Housing Benefit; Universal Credit; Culture Change; Roll-out of Universal Credit; Responses of Local Authorities; Examples and Experiences; Direct Payments; Helping tenants to prepare for Universal Credit; Personal Budgeting Support; Money Advice; Effect of Universal Credit.
- 11.15 BREAK
- 11.30 How do Alternative Payment Arrangements work? – Considering Alternative Payment Arrangements; Priorities; Managed Payments; More frequent payments; split payments; Tier one and two factors; Alternative Payment Arrangements for those in arrears;
- How can Value for Money be achieved? - Value for Money; Cost-effectiveness; Performance Management.
- 12.30 LUNCH
- 13.30 How to develop a Rent Management Strategy? – Integrating income management into the business; Skills, capacity and resources; Accessibility and accountability; Complaints; Strategic approaches; Policy questions; Organisation of rent arrears management; Specialist and generic teams; Managing rent arrears; Information & Communications Technology; Tenant Engagement; Communications & Personal contact; Developing a fair and consistent approach; Affordability; Equality and Diversity.
- 14.45 BREAK
- 15.00 How to shift focus from Cure to Prevention? – Prevention and Cure; Arrears and Eviction; Preventative measures; Options for rent payment; Rent arrears pre-action protocol; Prevention questions; Introductory interviews; Rent payment methods; Maximising tenants' income; Housing Benefit & Universal Credit questions; Counselling and advice; Legal and court processes; Notices seeking possession; Court actions; Former tenants' arrears; Conclusions.
- 16.00 CLOSE

"There has never been a more challenging time to be a social landlord... Universal credit... put(s) financial pressure on landlords and tenants alike. More than ever, landlords need to ensure that their core services - especially income management - are efficient, effective and fit for purpose in this new operating landscape." - Chartered Institute of Housing

This seminar is also available in-house. For further information about in-house courses, please contact Adrian Waite on 017683-51498 or Adrian.waite@awics.co.uk.



Adrian Waite (Independent Consultancy Services) Limited

Our speaker **Adrian Waite is well known for his in-depth knowledge of this subject and for his ability to present information clearly.**

Adrian Waite is Managing Director of 'Adrian Waite (Independent Consultancy Services) Limited'. He is a qualified member of the Chartered Institute of Public Finance and Accountancy (CIPFA), an Associate member of the Chartered Institute of Housing and a Fellow of the Institute of Leadership & Management.

Adrian is a former member of the CIPFA National Council and the Housing Panel. He was a member of the working party on funding mechanisms that was part of the Communities & Local Government and Treasury review of the financing of the Housing Revenue Account. He is also a former Chair of Impact Housing Association.

Adrian's recent work has included: preparing housing business plans and financial 'health checks'; preparing business cases for housing association mergers; advice on the implications of collapsing a group structure; advising on risk management and asset management; developing procurement and value for money strategies; carrying out value for money reviews; developing financial modelling and advising on 'new build'; reviewing and introducing leaseholder and tenant service charges; advising on re-opening the housing revenue account; Reviewing complaints policies and procedures; Setting up a new housing association; acting as lead associate consultant in a Local Government Association peer review; preparing expert witness reports for judicial reviews and acting as an Associate Housing Inspector and Independent Tenants' and Residents' Advisor. He is therefore well placed to explain universal credit and the management of rent arrears.

After graduating from Oxford University with a First-Class Honours degree, Adrian joined West Yorkshire Metropolitan County Council as a Trainee Accountant. Appointments at Leeds City Council and Newcastle on Tyne City Council gave Adrian experience of the finance of every local government service. In 1990, he was appointed Assistant County Treasurer at Staffordshire County Council. As Finance Director, and then Strategic Director, at Copeland Borough Council between 1993 and 1998 he became conversant with every aspect of the finance and strategic management of housing. He left Copeland Council in 1998 to work as an Independent Consultant. Since then he has worked with central government, local authorities, housing associations, tenants' associations, universities, professional bodies and others in England, Scotland, Wales and South Africa on a variety of financial and strategic issues that affect housing.

About 'AWICS'

'AWICS' is a management consultancy and training company. We specialise in providing support in finance and management to clients who provide public services especially in local government and housing. We are well known for our ability to analyse and explain complex financial and management issues clearly. Our mission statement is 'Independence, Integrity, Value'. We therefore provide training from an independent standpoint that is designed to help the client to achieve their objectives. We are passionate about working with the utmost integrity. We believe that we offer the best value for money that is available today! We are big enough to make a difference – but are small enough to care!

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PO Box 17, Appleby in Westmorland, Cumbria. CA16 6YL. Telephone: 017683-51498. Mobile: 07502-142658.
Twitter @AdrianWaite E-Mail: Adrian.waite@awics.co.uk Skype: Adrian.waite@awics.co.uk Website: www.awics.co.uk

Managing Director: Adrian Waite MA CPFA CIHM FInstLM
Registered Office: c/o Butterworths Solicitors, 3 Walker Terrace, Gateshead, Tyne & Wear, NE8 1EB.
Company Number: 3713554. VAT Registration Number: 721 9669 13

Adrian Waite (Independent Consultancy Services) Limited

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How to reserve your place

- **On line:** You can book online at: <https://awics.co.uk/universal-credit-and-the-management-of-rent-arrears>
- **On line:** You can down load this form from, <https://awics.co.uk/universal-credit-and-the-management-of-rent-arrears> fill it in electronically and forward to: adrian.waite@awics.co.uk
- **By post:** Complete this form and send it to: AWICS Ltd, PO Box 17, Appleby in Westmorland, Cumbria. CA16 6YL.

Payment: It is possible to pay online at the time of booking. In the case of customers with an existing account, public bodies and housing associations we are happy to confirm your booking and send an invoice.

Delegate fees: The cost of this seminar in London is £260 plus VAT making a total of £312. The cost of this seminar in Leeds is £210 plus VAT making a total of £252. The fee includes lunch and book – 'Universal Credit and the Management of Rent Arrears'. However, there is a £20 discount for those who book on the seminar a month or more in advance.

Delegate Name Position and Department

To enrol additional delegates, please photocopy this form.

Name of person booking _____ Tel.No. _____

Dept and Organisation _____ Order No. _____

Full Address _____

Post Code _____ E-mail address: _____

Please advise us if your delegate has any particular needs including dietary requirements.

Booking conditions:

Cancellations and substitutions: A full refund will be given up to 28 days before the seminar. There after a 50% refund up to 14 days before the seminar. We regret that no refund can be given 14 days or less before the seminar. Cancellations must be made in writing or by email and be acknowledged by AWICS. No refund will be given for non-attendance, but delegates may substitute another delegate at any time.