

Bolsover District Council

**Meeting of the Customer Services Scrutiny
Committee on 8th December 2025**

Rent Collection Policy

**Report of Victoria Dawson, Assistant Director Housing Management and
Enforcement**

Classification	This report is Public
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Contact Officer	Pam Coogan – Housing Innovation and Rents Manager

PURPOSE/SUMMARY OF REPORT

The purpose of this report is for the Customer Services Scrutiny Committee to consider and feedback on the updated Rent Collection Policy. Committees comments will be consider prior to Executive approval of the updated policy.

REPORT DETAILS

1. Background

- 1.1 Bolsover District Council owns and manages its housing stock consisting of 4900 properties as at November 2025.
- 1.2 All tenants of Bolsover District Council have signed a tenancy agreement, which sets out the rights and responsibilities of the tenant(s) and the Council. The tenancy agreement states that tenants, should pay their rent on a weekly basis and if they fail to do so and fall into arrears the Council can apply for Possession as set out in Schedule 2 of the Housing Act 1985 (as may be amended from time to time).
- 1.3 The Rent Collection Policy explains the Councils approach to prevention and collection of rent arrears. In summary the Council will take a firm but fair approach, ensuring that tenants have available financial expertise to resolve any difficulties. The Council will not tolerate tenants who are unwilling to pay debt nor receive help and legal action will be taken where necessary.
- 1.4 It clearly defines our commitment to equality and proportionality within the rent management processes. The Council in delivering this policy, will ensure that no individual is discriminated against on grounds of marital status, sex, disability, age, sexual orientation, racial discrimination, personal attributes, including religious beliefs or political opinions.

- 1.5 The Policy ensures compliance with the Pre Action Protocol for Possession Claims by Social Landlords.

2. Details of Proposal or Information

- 2.1 The current Policy is 3 years old and due for renewal. It has been reviewed and updated to reflect a number of changes and the updated policy is at Appendix 1 with amendments or additions shown by track changes.
- 2.2 We have renamed the old Rent Arrears Policy to Rent Collection Policy. We amended the layout of the policy to set out who is involved in rent collection and how we go about this in what we feel is a logical order for tenants to understand.
- 2.3 We have set out that a “contact” can take many forms e.g. letters, telephone calls, text messages, emails and visits and not just letters as we have historically sent.
- 2.4 We have changed the reference from ‘arrears’ to ‘debt’. This change of terminology is to ensure that tenants recognise that rent is a priority debt, and added information around Universal Credit as many tenants have now migrated to this benefit from Housing Benefit. We have also updated the staffing structure and job roles.
- 2.5 We have removed the Current and Former Tenant Arrears Recovery Procedures and accompanying flowcharts from the Policy. These are largely procedural guides for officers and the decision has been taken to remove these to ensure that they can be updated regularly to ensure that they are fit for purpose, reflect legislative changes and national trends, as well as developments in the rent income analytics software we use. These need to be updated more frequently than the Policy and this allows more flexibility around this. The Procedures will be updated and sit alongside the policy to ensure that all officers involved in rent collection, at different levels or stages, adopt the same fair but firm approach and takes account of the need to consider equality and proportionality when taking any action.
- 2.6 The Equality Act assessment and wording throughout the document has also been updated.

3. Reasons for Recommendation

- 3.1 It is considered good practice to have a policy which sets the Council approach to prevention and collection of rent, the updated policy reflects updated processes and aligns with current rent collection.

4 Alternative Options and Reasons for Rejection

- 4.1 The Policy is considered necessary so that members of the public are aware of the Councils approach to prevention and collection of rent and debt.

RECOMMENDATION(S)

1. That Scrutiny Members review the attached updated Policy documents and provide comments for consideration as part of the renewal process.

Approved by the Portfolio Holder - Cllr Smith, Portfolio Holder for Housing

<u>Finance and Risk</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no direct financial implications arising from this report. On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: As set out in the report. On behalf of the Solicitor to the Council		
<u>Staffing</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Details: There are no staffing implications arising from this report. On behalf of the Head of Paid Service		
<u>Equality and Diversity, and Consultation</u>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Details: An Equality Impact Assessment (EIA) is being undertaken and the policy aims to address equality and diversity issues to enable tenants to be make rental payments		
<u>Environment</u>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. Details: N/A		

DECISION INFORMATION:

<input checked="" type="checkbox"/> <i>Please indicate which threshold applies:</i>	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

<p>income or expenditure to the Council above the following thresholds:</p> <p>Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p>Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p>	<p>(a) <input type="checkbox"/> (b) <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input checked="" type="checkbox"/></p> <p>All <input type="checkbox"/></p>
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<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p> Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/> </p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Housing Stock Management Group</p>
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Links to Council Ambition: Customers, Economy, Environment, Housing	
<p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none"> ○ Building more, good quality, affordable housing, and being a decent landlord 	

DOCUMENT INFORMATION:

Appendix No	Title

1	Rent Collection Policy 2025
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Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).