



Rent Collection and Arrears Management Policy

Propertyline (includes Propertyline Letting Ltd and its subsidiaries)

1. Policy Purpose

This policy outlines the procedures and standards for the collection of rent and the management of rent arrears by the agency. It ensures a fair, consistent, and legally compliant approach that protects the interests of both landlords and tenants while promoting responsible rent payment.

2. Policy Scope

This policy applies to all rental properties managed by the agency on behalf of landlords. It is applicable to all employees responsible for property management, lettings administration, finance, and client communications.

3. Rent Collection Procedures

- **Rent Due Dates**
Rent is payable as specified in the tenancy agreement, typically monthly in advance.
 - **Payment Methods**
Accepted methods include standing orders, bank transfers, or direct debits into the agency's designated **Client Money Protected** bank account.
 - **Rent Receipts and Statements**
Tenants can request a receipt or rental statement. Landlords receive regular rent statements as per the agreed frequency (usually monthly).
 - **Banking and Recordkeeping**
All rent payments are recorded within 24 hours of receipt and banked promptly. Accurate records are maintained for both tenants and landlords.
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4. Rent Arrears Management

Rent arrears are handled promptly to minimise financial risk and legal exposure. The process includes the following stages:



Stage	Timing	Action
Stage 1 – Reminder	Day 1–3 after due date	Friendly reminder sent by text, email, or call to the tenant.
Stage 2 – Formal Reminder	Day 7	Second reminder issued in writing, outlining amount owed and request for immediate payment.
Stage 3 – Payment Arrangement	Day 8–14	Tenant may be offered a short-term repayment plan, subject to landlord approval.
Stage 4 – Notice of Arrears	Day 15+	Landlord is notified. Formal arrears notice sent. Options for legal proceedings are discussed.
Stage 5 – Legal Action Consideration	Day 30+	Possible issuance of Section 8 or Section 21 notice (England), depending on circumstances and landlord instructions.

5. Payment Plans

- The agency may agree to a repayment schedule with the tenant to recover arrears in manageable instalments.
- All agreements must be documented and monitored.
- Tenants must adhere strictly to agreed schedules to avoid further action.

6. Landlord Involvement

- Landlords are informed of arrears once a tenant is 7+ days overdue.
- Landlords are consulted before any legal action is initiated.
- The agency keeps landlords updated at each stage of the arrears management process.

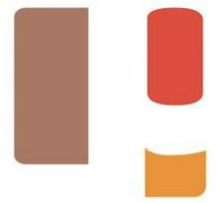
7. Legal Action

Where necessary and authorised by the landlord, the agency will:

- Serve notice in accordance with current legislation (e.g., **Section 8** or **Section 21** under the Housing Act 1988).
- Work with legal partners to initiate possession proceedings.
- Recover unpaid rent through debt collection or legal enforcement, where applicable.

8. Communication Principles

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- All correspondence with tenants is respectful, professional, and documented.
- Tenants facing financial difficulties are encouraged to communicate early.
- The agency complies with relevant consumer protection laws and guidance on fair treatment of tenants.

9. Data Protection

All tenant and landlord financial data is handled in accordance with:

- The **Data Protection Act 2018**
- **UK GDPR**
- Agency's internal **Data Protection and Privacy Policies**

10. Responsibilities

- The **Property Manager** or **Accounts Team** is responsible for rent collection, arrears tracking, and communication.
- The **Branch Manager or Director** oversees escalated cases and legal actions.

11. Policy Review

This policy is reviewed **annually** or when relevant legislation or internal procedures change.

Approved by: Mohammed Younis

Position: Director

Date: 1st October 2024

Next Review Date: 30th September 2025
