



## Arrears Management

The Arrears Management module allows early and effective action to be taken in the recovery of tenant and other debts. Used for monitoring tenancy rent accounts, former tenant debts, garage accounts and service charge accounts, Arrears Management quickly identifies arrears cases and prompts actions according to user-defined policies.

Different policies may be profiled for different tenancy or property types, and for current and former tenancies. The system holds policies for each sub account associated with the main tenant account, enabling many different policies according to tenancy and property types.

### Process based arrears

New for version 11 is the ability to manage arrears using workflow based processes. This offers numerous benefits over conventional systems:

- Low level arrears letters can be batched and sent automatically (or checked before dispatch by nominated staff)
- All arrears actions required by staff are collated into their work tray - presenting cases where action is actually required rather than offering all cases
- Staff can see exactly what has happened in each case via the case history attached
- Workflow allows complex cases to be allocated to experienced staff, and administrative work passed to dedicated administrative staff
- Reminder letters can be automatically generated for tenants and leaseholders, with no staff input required.

### Key functions

#### Sub accounts

In addition to the many different policies that Academy Housing can profile against tenancy and property types, policies can also be held for each sub account associated with the main tenant account.

#### Arrears arrangement

An arrears arrangement may be set up to pay arrears in instalments. These can be formal or informal and can be set up for the rent account, the sub account or both. The arrangement is monitored on a cyclic basis and if the arrangement is adhered to, no action is prompted.

#### Legal action

Academy Housing incorporates a dedicated legal action monitoring facility that tracks the case from initial application through to warrant details, including any appeals lodged.

#### Handheld devices

Housing Officers can download their arrears actions to a handheld device and access them offline, allowing tenant details to be available whilst conducting home visits or working from remote locations.

## Benefits

- User-definable policies
- Monitors arrears for current and former tenants, garage tenants and leaseholders
- Enables early and effective action in the recovery of tenant and other debts
- Ability to see 'true arrears'
- Case by case review of actions or bulk processing
- Arrangement processing and monitoring. Established arrangements can be reviewed and replaced if it is necessary to re-profile
- Legal action monitoring facility
- Arrears Arrangement facility
- Academy Streetwise integration with mobile computing devices.