



Bulk Blameless Tenant Recovery

Bulk Blameless Tenant Recovery helps improve Recovery team efficiency by automating the collection of Housing Benefit overpayments where there is a blameless claimant sharing a landlord with other claimants.

When a claim is cancelled creating an overpayment paid directly to the landlord through no fault of the tenants, the Housing Benefit regulations allow Local Authorities to recover the overpayment from another of that landlord's other tenant's payments.

The Bulk Blameless Tenant Recovery functionality utilises the links between Capita Benefits, Debt Management and Payments to automate this task thereby saving the Recovery team significant time and effort. Using the module, claims that can be used to recover overpayments are automatically identified saving users from having to manually identify them.

A specified recovery amount is agreed with and set for an individual landlord. During each payment run, Capita Benefits will recover any invoices linked to the landlord up to the set amount. Using the module there is no need to manually amend the amount from individual payments due.

Benefits

Bulk Blameless Tenant Recovery streamlines the process of collecting overpayments from large landlords and housing associations. It offers the following advantages:

- **Reduction in staff time spent recovering overpayments from landlords** – automating the collection of overpayments from large landlords frees up staff time to be spent on other recovery tasks
- **Improved recovery rates** – automating part of the recovery team's work enables more invoices to be recovered. Staff freed from mundane processing needed to recover overpayments from large landlords can therefore focus on collecting other overpayments
- **Reduction in costs** – recovering more invoices automatically will reduce the number of outstanding invoices that authorities have to pursue manually, reducing costs.

Key features

Bulk Blameless Tenant Recovery is a powerful yet flexible tool, the following features enable Local Authorities to maximise usage and therefore benefits.

- **Landlord notification** - The module includes the facility to send a schedule to the landlord which is generated automatically by the payment runs. This details the amount that has been recovered, the claims that have been used to recover the amount and the invoices that have been reduced or cleared by the payments.
- **Exclusion of selected recovery events** – the authority may choose to allow automatic recovery to take place only where invoices have reached a certain recovery stage within the recovery cycle. This will allow them to investigate other methods of recovery prior to setting up Bulk Blameless Tenant Recovery. It will also allow recovery events to be excluded where another process is in place; for example, where the invoice has already been passed to the Legal section, for their action.
- **Exclusion of individual invoices** – users can select invoices they wish to exclude from the automated bulk blameless recovery process. This function is useful if customers have already agreed to pay directly on certain invoices or if an appeal is pending on the claim which may affect the invoice.