

Gloucester City Homes



Eviction Appeals Panel Policy



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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

GCHTV on the Looking Local Service on Sky, Virgin Media, Nintendo Wii and mobile phone.

GET OUR INFORMATION IN OTHER FORMATS

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
APPROVED	H:\Master Documents\Templates\GCH Policy & Procedure Template.doc
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	16/08/10	Initial version	22/09/10	SC	Approved Services & Operations Committee

Summary of most recent changes:

This is a new policy; Gloucester City Homes has had authority delegated to manage and run the Evictions Appeal Panel from July 2010.

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GLoucester City Homes Eviction Appeals Policy

1. OVERALL AIMS

- To ensure tenants take steps to resolve and sustain their tenancies following a breach of a court order.
- To endorse action plans delivered by tenants and their advisors that are aimed to prevent eviction.
- To reduce rent arrears.
- To sustain tenancies through robust and well thought out action plans and to ensure tenants remain focused on working with GCH staff and advice agencies to achieve this in the long term.
- To approve eviction action where the above outcomes cannot be delivered.
- To ensure that tenants are treated fairly and reasonably in line with legislation, policy and procedure.

2. CONSITUTION OF EVICTION APPEALS PANEL

THE PANEL SHALL COMPRISE THE FOLLOWING MEMBERS:

- A maximum of two GCH Housing Managers.
- An elected representative from GCC
- A representative from Gloucester CAB

The panel shall elect a chairperson from the representatives. In cases where the members of the panel cannot reach a unanimous decision the chairperson of the panel shall have a second and deciding vote.

The panel shall be considered quorate when there are two members present who are voting members.

A representative from GCH Income Management shall attend to act as advisor to the Panel but will not have the right to vote.

3. POLICY STATEMENT

<p>POLICY STATEMENT</p>	<p>To maximise the payment of rent and arrears to the City Council. This will be achieved through swift and fair action with Gloucester City Homes working in partnership with individuals and local agencies to resolve debt and arrears by agreement or legal proceedings.</p>
<p>POLICY OBJECTIVES & STANDARDS</p>	<p>Gloucester City Homes:</p> <ul style="list-style-type: none"> • Will make it easy for tenants to pay their rent by having a wide variety of payment methods. • Keep the level of arrears to a minimum in order to maximise income in the interest of both the Council and its tenants. • Will prevent rent arrears by giving good advice on debt management and by promoting the take-up of available housing & other welfare benefits both at the start of every tenancy or when tenants experience difficulty in paying their rent. • To treat all tenants fairly, and to act lawfully. • Will expect tenants to meet their obligation to pay the current rent weekly and to work with others to assist them to pay their rent or obtain welfare benefits • To make early and constructive personal contact with every tenant in arrears and make regular personal contact if arrears persist. • To work in partnership with organisations that can assist tenants with financial advice where genuine difficulties exist. • To start legal action promptly when appropriate to protect the landlord against further debt and seek to minimise individual debt • To ask to the County Court for immediate possession of a tenants home against persistent non-payers who refuse to co-operate with officers or organisations that offer financial advice and assistance. • Is committed to effective management, continual improvement and best practice in this area

REFERENCE(s)	Gloucester City Homes Income Management Strategy Gloucester City Council's Anti Poverty Strategy Gloucester City Council's Corporate Debt Strategy Gloucester City Homes' All of Us Together Strategy
OUTCOMES	Reduction in rent arrears Reduction in legal action taken and related costs Reduction in numbers of tenants losing their homes Increase in referrals to agencies and outcomes Increase in specific actions e.g. agreements Promoting and increasing financial inclusion