

Welfare Reform & Rent Arrears in 2018: Managing Risks & Maintaining Collection Rates

Event to be held in Central London (venue TBC) | Tuesday 6th February 2018

10.15	Registration & Morning Refreshments
11.00	Chair's Introduction
11.05	Policy Developments, Welfare Reform & Future Trends <ul style="list-style-type: none">• Latest policy developments in welfare reform• Impact of the benefit cap and spare room subsidy• Update on the implementation of Universal Credit and timetable for future changes• Addressing concerns about how long UC claimants have to wait before receiving benefit payments and improving payment timeliness• Steps DWP are taking to improve UC for landlords, including the roll out of the landlord portal• Responding to the challenges posed by direct payment• Alternative Payment Arrangements for UC & 'Trusted Partner Status'• Anticipated future trends in arrears
13.00	Networking Lunch
13.45	Managing Risks & Maintaining Collection Rates <ul style="list-style-type: none">• Planning & preparing for a tougher collection environment• Proactively identifying vulnerable households and providing support• Working in partnership to prevent arrears• Steps to maintain collection rates• Writing off debts: identifying when arrears are unlikely to be recovered• Recovering overpaid housing benefit• Working within the Pre-Action Protocol for rent arrears
15.30	Event Close

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