

Rent Collections*

Who will benefit

Level 2 3 4 5

This course meets the specific skills needs of credit controllers who work for organisations such as local government and housing associations and collect debt from those with low incomes or 'chaotic' lifestyles.

Objective

To develop understanding of the principles of effective rent collection.

To raise understanding of the role of debt advice and knowledge of the legislation in relation to debt management plans.

To increase consistency through a reinforcement of organisational policy.

To raise performance through the encouragement of self-reflection and the development and implementation of personal action plans.

To increase motivation and raise qualification level through the link between training and an ICM award.

Course content

■ Importance of effective arrears control, and the implications and cost if arrears build up

- Ensure the organisational, and individual, attitude is in shape:
- "Due date means due date"
- A close look at proven effective tools and techniques for making the tenant aware of their financial obligation
- "Income versus care" getting the balance right

■ Prevention is better than cure

- How to encourage debtors to treat payment of rent as their No. 1 priority
- How to combat the slow payment culture and eliminate any "soft touch" reputation

■ Core Techniques

- Assertiveness, rapport, understanding the ledger content, effective prioritisation
- Negotiation skills "a last resort"

■ Collections Workshop

- Delegates will be divided into small groups to identify typical debtor reasons for delayed payment, and to discuss the most effective ways of dealing with them, consistent with the issues promoted earlier in the day

■ General Debate

- Delegates will be brought back as one group to discuss the workshop conclusions and evolve an effective approach to each of the delay scenarios highlighted.
- The opportunity will be taken to settle on effective use of words, and overall communication tactics.

■ Delegate Issues

- Time will be made available to allow any issues brought to the seminar by delegates to be discussed.

Fee: £390.00 + VAT Non-Members, £310.00 + VAT Members

*This seminar can lead to an ICM Award