

Report to: Housing Review Board



Date of Meeting 22nd January 2026

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Income Management including Debt Collection Policy

Report summary:

This report updates how the Council's Rental Team deal with the collection of rent and service charges. It outlines how we support those customers in financial difficulty with both internal financial resilience team referrals and external sources of support which are free for the customers to use.

This report has been consulted on by the Tenant and Leaseholder Panel in June 2025 and their input has been added to the policy.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

1. The Housing Review Board to recommend to Cabinet that they approve the proposed updated Income Management Policy.

Reason for recommendation:

The previous policy is now out of date and the wording and grammar has been changed in accordance with the input of the Tenant and Leaseholder Panel. There are no legislative changes.

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Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☒ Sustainable Homes and Communities

Equalities impact Medium Impact

The Rental section will tailor its service to meet the diverse needs of individuals. They will foster good relations with people when providing their services to eliminate discrimination and promote equality of opportunity.

[Census - Office for National Statistics](#)

[Financial Lives 2022 survey: insights on vulnerability and financial resilience relevant to the rising cost of living | FCA](#)

Climate change Low Impact

Risk: Low Risk; .

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- ☒ A supported and engaged community
- ☐ Carbon neutrality and ecological recovery
- ☐ Resilient economy that supports local business
- ☒ Financially secure and improving quality of services

Report

This document outlines East Devon District Council's (EDDC) Rental team's approach to the management of rent collection for Council dwellings, garages, and other related service charges. The aim of this Policy is to create a rent payment culture, thereby ensuring that rent and charges are collected quickly and effectively, whilst also offering help and support to our tenants/licensees if needed or requested in matters relating to financial inclusion and the ability to manage their money.

The policy has been reviewed in line with the review deadline. There have been no legislative or material changes, but wording and formatting have been updated in consultation with the Tenant and Leaseholder Panel.

Financial implications:

The policy update does not create any implications to which to comment.

Legal implications:

This is a policy update in line with good practise to regularly review Council policies. There are no statutory changes. Approved MW