

Landlord Bulletin

December 2010



THE BENEFIT SERVICE

We have now been live with the new Capita Academy system for 6 weeks and we thought that a short newsletter just to update you on some key items would be useful.

Landlord schedules where tenants receive payments direct

As you are aware, Blackpool was a Local Housing Allowance Pilot authority in 2003. At that time, we went to extraordinary lengths to commission our supplier to enable Pericles to issue schedules to landlords where claimants had received payments direct.

This was not a legislative requirement but something we undertook to assist Blackpool landlords. Although this facility was made available to all authorities, very few Pericles sites undertook to provide this service to their landlords.

Our new Academy system does not currently have the facility to send a schedule to a landlord where a tenant has been paid but as part of our implementation we have been working with our software provider to try and produce these schedules from the system.

Attempts to produce this information have so far been unreliable and therefore we are unable to issue these schedules. At the moment we are unable to guarantee a resolution date for this issue. In the meantime you should keep in regular contact with your tenants to see if they have received a payment.

We regret that due to the volume of cases involved, we will be unable to provide details of when payments have been made to tenants either on the telephone or by email.

Payment frequencies in Academy

When we open a claim, some times back pay is due. In many cases the first payment we issue is therefore out of the normal payment cycle. When this happens the first payment will be up to the end of the week in which the payment is made

E.g. a claim is opened on 1st December 2010 with effect from 10th October 2010. The first payment is produced 1st December 2010 and will cover the period 10th October 2010 to 5th December 2010.

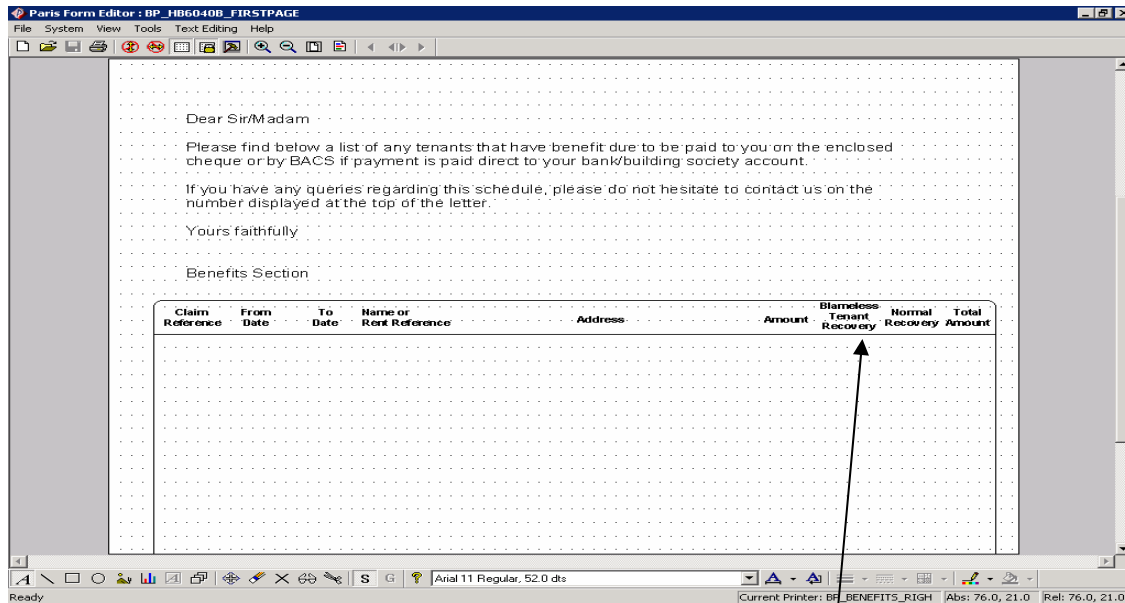
This can also mean that the next payment due is only for one or two weeks so that the claim falls into it's regular payment cycle. Therefore if you do not receive a 4 weekly payment this will usually be the reason.

Bulk blameless tenant recovery

Where there is an overpayment for a tenant, which is recoverable from you, we have the right to recover it from any payments made to you, even if the payment does not relate to that tenant’s claim.

We will, in most cases, recover the overpayment in full from your next payment. This recovery could show against any tenant on your landlord schedule. You can distinguish it from normal claw back recovery of a tenant’s overpayment as it shows in a separate column on the schedule as shown below.

Please remember that where this type of recovery has been made, you should treat this tenant’s Housing Benefit as having been paid in full and should not attempt to collect it from them.



Bulk Blameless Recovery Column

Contacting us

We realise that you are keen to contact us to find out how tenants’ claims are progressing now the new system is live. However, please be aware that people answering telephone calls and counter enquiries are the same people who are getting claims into payment. We would appeal to you for continued patience and ask that you only chase claims in extremely urgent cases.