

FROM: RSL/PRIVATE LANDLORD/CREDITOR NAME

TO: HOUSING ADVICE AND HOMELESS SERVICES – PREVENTION TEAM

Tenant's name:

Address:

Was the tenant re housed as a Section 5 referral? YES/NO (RSL use only)

CONFIRMATION OF ACTION TAKEN TO PREVENT COURT ACTION

The Action detailed below is a minimum standard and is based on good practice.

ACTION (Where applicable)	ACTION CONFIRMED YES/NO (Where applicable)
Tenant has been issued with the correct tenancy agreement	
Notification of rent & service charges	
Notification of the debt in writing	
Check for ongoing support & if yes contact support provider – RSLs only	
Check for information being provided in different language/format & if yes contact appropriate service – RSLs only	
Check if housing benefit in payment	
Sign posting to the council/ undertaking a check for housing benefit entitlement	
Sign posting to an agency for money advice	
Final reminder for the debt	
Personal contact with the tenant(s) regarding the debt	
Issue of appropriate notices for the recovery of the debt	
Referral to wider role projects (tenancy intervention officer/ welfare rights officer) – RSLs only	

Signed (on behalf of RSL/Private Landlord/Creditor): _____

Contact details: _____ (Phone number/e-mail address)