

Rent Account Management Policy Review You Said, We Did

Tenants have played an important role in shaping this new policy.

The Tenant Hub reviewed the draft and supported the new approach, and we also invited feedback more widely.

15 tenants took the time to review the policy and shared their views via a digital survey, confirming it was clear and easy to understand.

The feedback from tenants and staff helped us make some important improvements.

- Tenants raised queries regarding their right to withhold rent when complaints or disrepair complaints are being investigated. In response, the Section **Managing Rent Arrears and Proportionate Escalation** now includes:
“Caredig understands tenants may have concerns about repairs or their home's condition, but rent must be paid unless the property is formally declared unfit for habitation. Tenants should consult Shelter Cymru before considering withholding rent.”
- Definitions have been expanded to include all potential income streams such as recharge payments
- **‘Income’** is used to describe all potential income, including but not limited to rent, service charges, personal charges and recharges.
- Reference to specific Care & Support procedures has been added to **References to other relevant policies and Procedures**

This feedback has helped ensure the policy is fair, clear, and supports tenants in the right way.

