



## Procedure for the collection, recording and banking of clients' rent payments

**FIN 07**

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**Issued: October 2016**

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### 1. Procedure statement

- 1.1. This procedure sets out how staff will collect, record and bank clients' payments of personal rent, housing benefit and direct payments from the Department for Work and Pensions.
- 1.2. The aims of the procedure are to:
  - ensure controls over the physical security of cash collected
  - ensure the accurate recording of receipts on clients' rent accounts
  - ensure the banking sheets are properly prepared and reflect the monies collected
  - ensure monies collected are banked

### 2. Collection of cash

- 2.1. When taking cash from a client a receipt should always be issued. A manual pre-numbered receipt should be given to the client.
- 2.2. Cash taken should be immediately locked in a secure place like a drop box or safe.
- 2.3. Central services will maintain a stock of receipt books to be sent to services on request. These books will be prenumbered, and an audit record will be kept ensuring that no duplicate references are issued to services.

### 3. Recording of rent payments

- 3.1 Where a client pays rent, each transaction should be recorded onto the banking sheet kept at the service.
- 3.2 Where previous arrears from a stay at another service are taken, the payment will be recorded on the banking sheet, clearly stating the tenancy information that the payment needs to be allocated to and a manual receipt will be issued to the client.
- 3.3 Services should ensure that they have access to a duplicate receipt book (s). When a manual receipt is issued, one of the copies should go to the client, one should stay in the book and be referenced on the banking sheet.
- 3.4 All receipts must be entered onto a detailed banking sheet ensuring the following is recorded on each sheet:
  - the date
  - name of client
  - the occupancy reference from the housing management system
  - the manual receipt number
  - amount
  - name of the staff member accepting the payment.

Receipts should normally be recorded by the sequential receipt number.



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- 3.5 All cash transactions will be posted by the finance team, using the batch function in the housing management system. Banking sheets completed during the day should be scanned and emailed to the finance team at the end of the day, or by first thing the following morning. All banking sheet transactions received will be posted to the client accounts as a daily routine.
- 3.5 When entering payments onto the housing management system, the paying in book reference, which is recorded at the top of the detailed banking sheet, will be entered in the comment box when posting the payment, along with the manual receipt number. The reference should be obtained from the banking sheet. If the reference is not available when recording the payment this should not stop the payment being recorded on the housing management system.
- 3.6 Housing benefit and Department for Work and Pension payments will generally be paid direct to us.
- 3.6.1 When housing benefit, Allpay or Department for Work and Pension payment schedules are received at central services, payments should be recorded by our finance team using the batch transaction process in the housing management system.
- 3.6.2 All housing benefit schedules need to be initially reviewed by the service, to identify any exceptional payments or unidentified splits between services in the same payment, before the batch can be posted onto the housing management system. To ensure timely recording of these payments, services should try to respond to the finance team to confirm this on the day the schedule is received from the finance team. Services should forward any schedules received directly at the service to our finance team as soon as possible following review, for the payments to be entered onto the client accounts.
- 3.7 At the end of each shift a senior member of staff should review the receipts for that day. With two staff present, wherever possible, the banking sheet and actual payments taken over the course of that shift should be reconciled. Any cash should be securely held in a safe or other secure place until banked.

## 4. Banking procedure

- 4.1 All rents collected must be banked.
- 4.2 Each week the staff member responsible for the banking should reconcile all receipts taken since the last banking date. With two staff present, wherever possible, the actual cash and detailed banking sheet should be reconciled ready to be banked.
- 4.3 The detailed banking sheet should be checked to ensure that all manual receipt numbers are accounted for. Any missing numbers should be explained on the banking sheet.



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- 4.4 When the cash to be banked agrees with the banking sheet, the relevant paying in slip should be completed and copies of the final banking summary forwarded to central services.
- 4.5 Where there are other non-rent receipts to be banked these should be recorded on a summary of the week's banking along with the rents taken and the paying in slip completed using this summary. This should then be forwarded to central services with any supporting documentation. Other non-rent receipts could include donations and client recharges etc. There is no need to use more than one paying in slip each week.
- 4.6 If there is any reason why the next sequential paying in slip number cannot be used to record client personal rents, then the staff member responsible for banking must ensure the reference on the weekly detailed banking sheet is amended and provided to service staff at the start of the next banking cycle.

### 5. Procedure review

This procedure will be reviewed at least every three years by the financial accountant or whenever circumstances change.

### 6. Links to other policies

- [FIN 01 Financial Regulations](#)
- [OPS 09 Rent Payment and supporting clients with former arrears policy](#)
- [OPS 27 Rechargeable repairs policy](#)