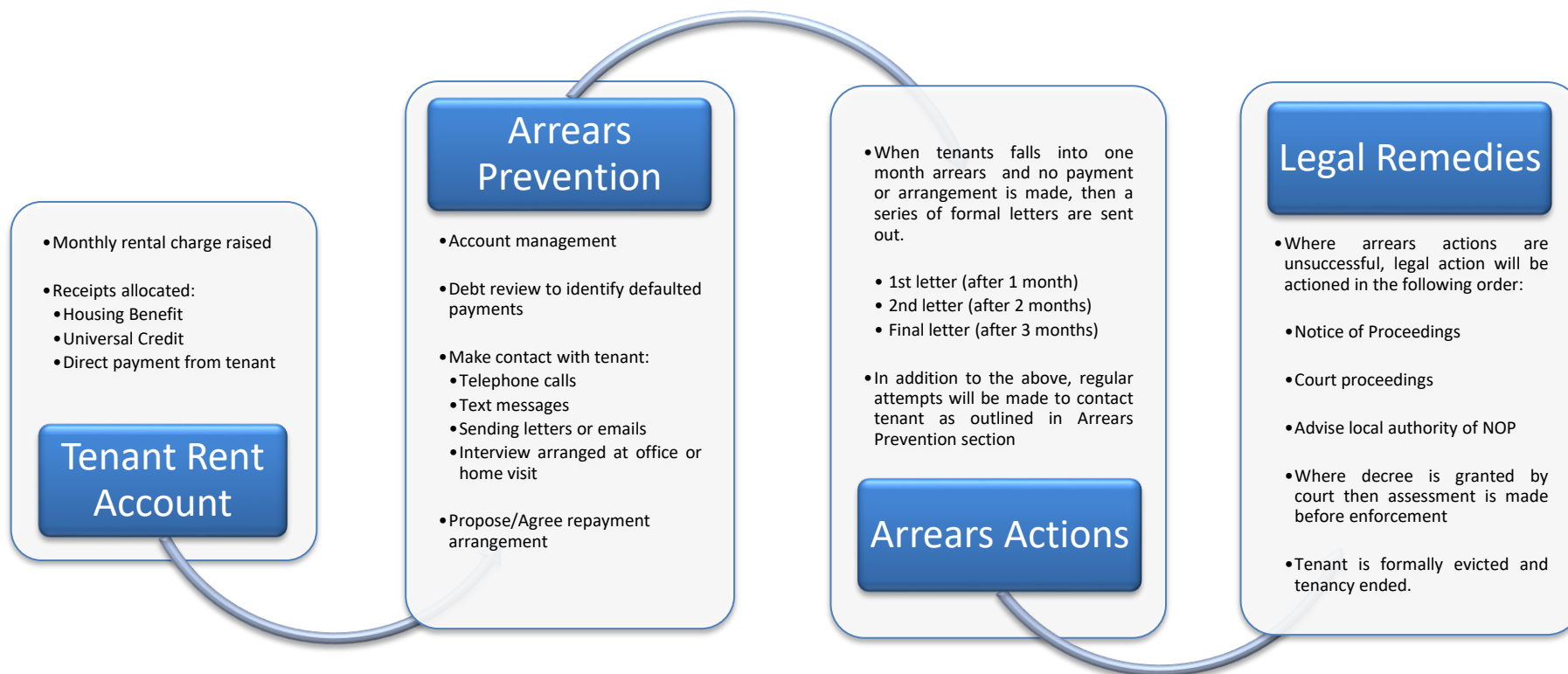


Arrears Management Procedure – Flowchart



NB Please note that arrears actions are implemented in a sensitive and supportive manner aiming to promote tenancy sustainment and prevent homelessness where possible.