

Chargeback to Household Procedure

Purpose

To inform staff of the process to follow when a household moves out. For households leaving with arrears/chargeback it will ensure a consistent process for each vacancy. It will also set out a timeline for notifying households that still owe money to the Provider

Background

In the past, it would sometime take up to 5 months to get invoices from contractors, put the charge together and then notify the household. Often leaving the household surprised when they find out that they still owe money. If a household has left a forwarding address with the post office, we have missed the opportunity for that mail to be forwarded to the new address if we take longer than 3 months.

Policy

Under this policy, any household owing money to the Provider must be notified within three/two months of the new household moving in. It is reasonable to assume that all invoices should be received by contractors involved in preparing the unit. Any decision regarding member deposits or arrears should also have been determined within the three/two months. Any charges found after the three/two month period will not be chargeable back to the household.

Property Managers Role

- To ensure all invoices to be charged back to the household have been received
- To ensure what, if any, member deposits will be returned
- To ensure all arrears have been determined

Administrative Staff Role

- Complete charge back checklist and put on HH file
- Remind Property Managers about possible outstanding invoices
- Close off file as per notice.

Betty Ann Baker, Executive Director

Date