

<b>Task Sheet:</b>	<b>Direct Payments</b>
<b>Number</b>	<b>Task Sheet LA11</b>
<b>Timeline</b>	<b><i>Start December 07– complete by March 08</i></b>
<b>Purpose:</b>	To assist LA's in the decisions about making payments direct to tenants.
<b>Composition:</b>	<ul style="list-style-type: none"> <li>▪ Direct Payments <ul style="list-style-type: none"> <li>11.1 Contact Landlords and advise of new rules for claimants and explain the circumstances where direct payment to the tenant are likely to apply (see Task Sheet LA04).</li> <li>11.2 Prepare procedures to identify claimants likely to require safeguard action in accordance with your safeguard policy (see Task Sheet LA09).</li> <li>11.3 Ensure that staff can identify cases affected and ensure that correct advice is readily available for enquiries from claimants or landlords.</li> <li>11.4 Consider facilities for cheque encashment to help claimants who have difficulty opening a bank account in the first instance.</li> <li>11.5 For customers who have a bank account consider making additional checks to verify that the claimant is still resident.</li> <li>11.6 Encourage credit transfer options, which are less vulnerable to fraud, to help claimants process their rental payments more quickly (see Task Sheet LA12).</li> <li>11.7 Liase with software companies early to ensure that split payments can be made where necessary(see Task Sheet LA10).</li> </ul> </li> </ul>
<b>Notes:</b>	▪