

Title: Rent Arrears

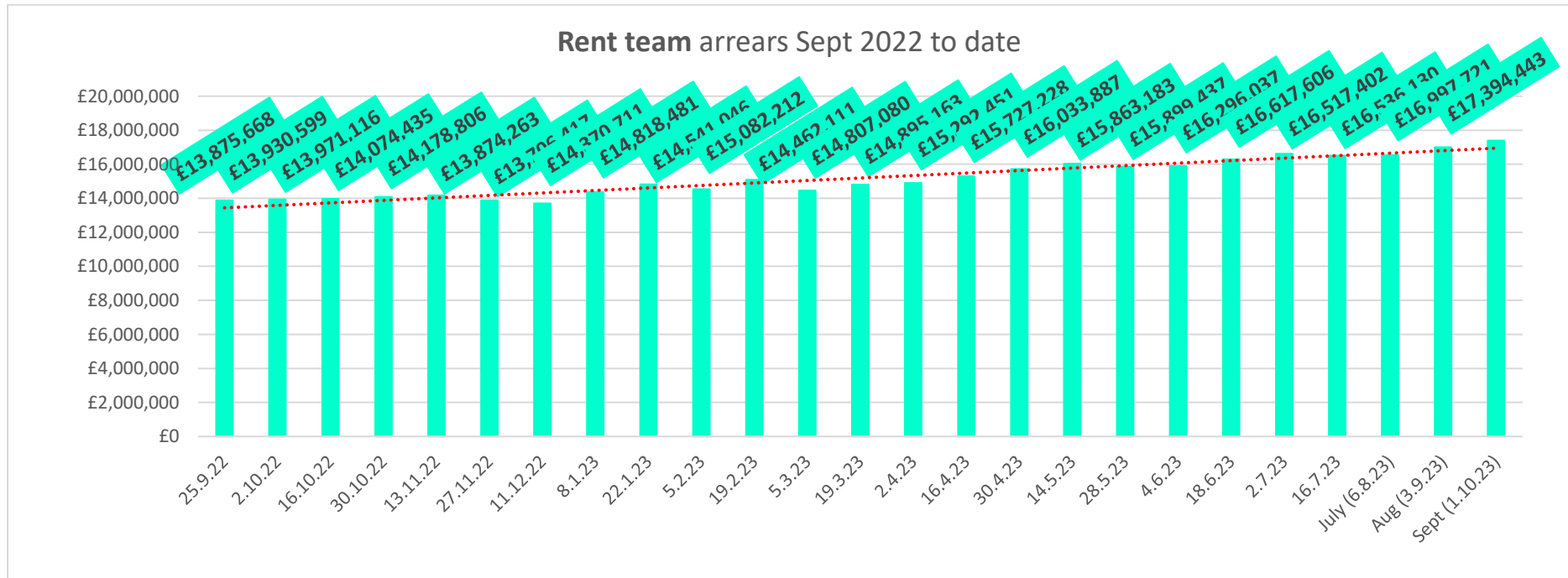
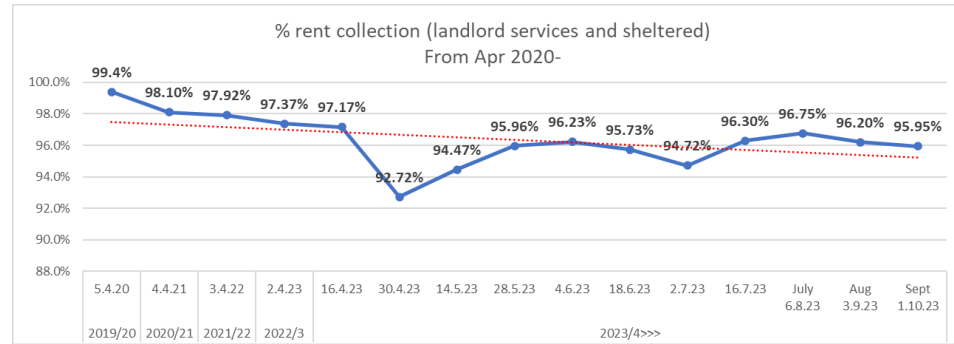
Discussion Report

Recommendations: The DMC is asked to note the report

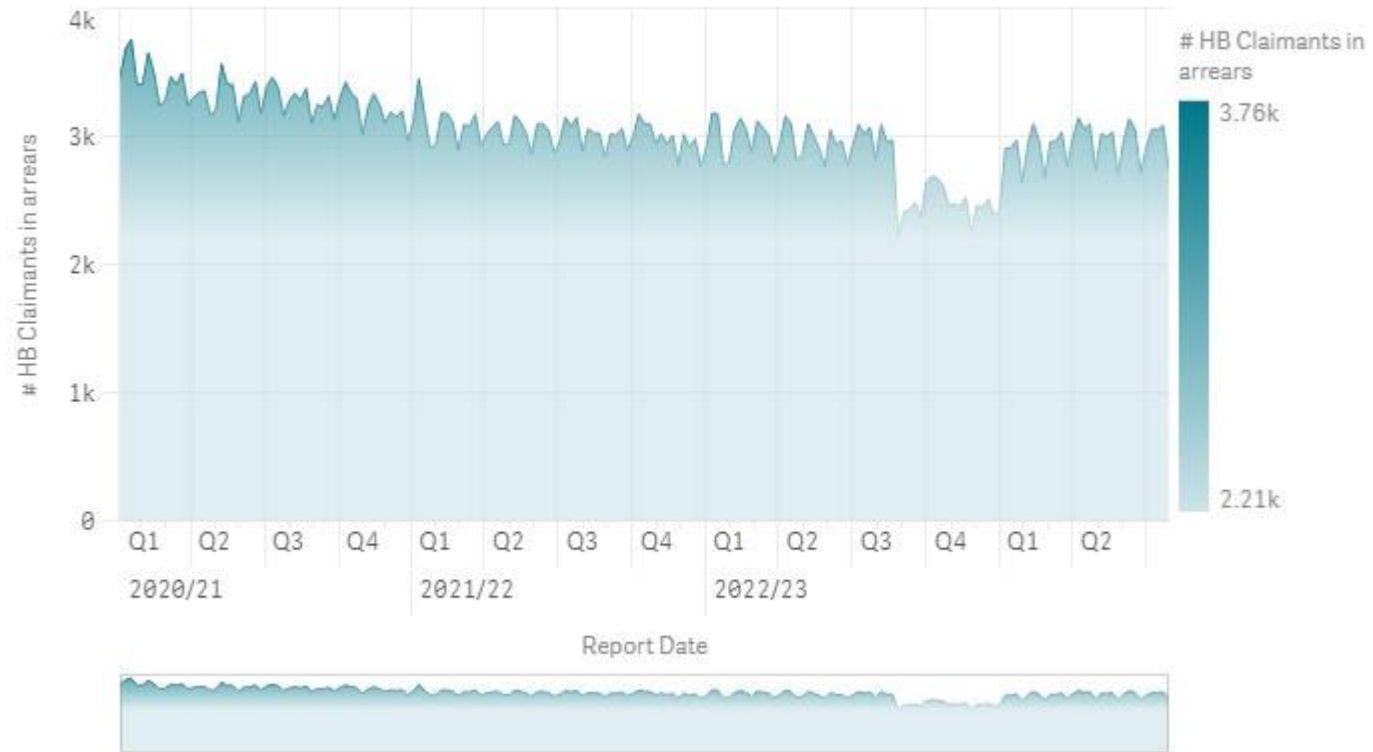
Report Summary: This report gives information on the Council's rent arrears.

- 1.1. Rising rent arrears remains a key challenge for the Council. A combination of factors has meant that tenants are increasingly struggling with their finances; rising heating charges and overall cost of living means that we are seeing tenants are less able to pay rent.
2. **Actions**
 - 2.1. Along with the pilot of a specialist rent team, a rent arrears improvement plan has been created by the service and includes a thorough approach to reviewing how the Council can implement a proactive but supportive approach to rent collection.
 - 2.2. These actions are grouped under the following themes:
 - Ensuring tenants have access to the support they need
 - Improving the systems that support rent collection
 - Reviewing the services' internal rent collection policies and processes
 - Establishing a rent-first, performance driven culture across teams
 - Reviewing roles and responsibilities within the rent collection process
 - 2.3. The actions in this plan will help the Council to ensure cases that 'can't pay' are supported to maximise their incomes but will also enable teams to have access to enforcement measures that means tenants who 'won't pay' are encouraged to do so more quickly.

3. Performance and data



HB Claimants in Arrears over time



31 October 23

HB Claimants in arrears
2,736
8,526 # Total HB Claimants

% HB Tenants in Arrears vs Total
HB Tenants (Current)
 32.1%

1 Jan 2023

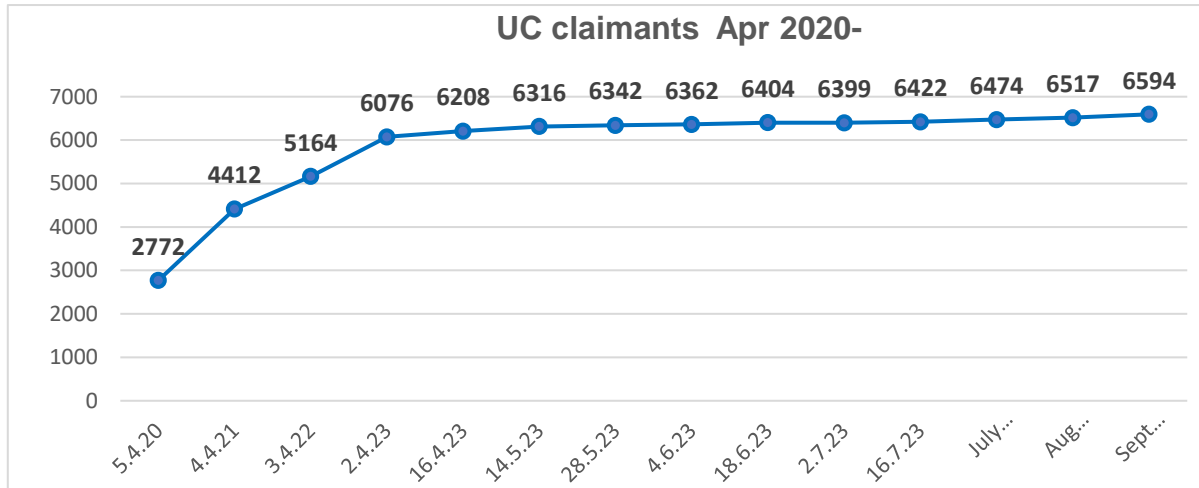
HB Claimants in arrears
2,650
9,156 # Total HB Claimants

% HB Tenants in Arrears vs Total
HB Tenants (Current)
 28.9%

2 October 2022

HB Claimants in arrears
2,945
9,329 # Total HB Claimants

% HB Tenants in Arrears vs Total
HB Tenants (Current)
 31.6%



Report ends