

Tenant Services Management Board – 25th July 2016

Information Request

The Tenant Services Management Board has previously requested information relating to tenant rent arrears performance.

For your information I attach the following:

1. Tenant rent arrears performance data as at the end of the financial year 2015/2016 is detailed below. The data shows details of the actual amount of tenant rent arrears across our 9 rounds.
2. It should be noted that the level of rent arrears is a snapshot of that day. The level of arrears can be significantly different at different times during the monthly/weekly rent account cycle. It can be seen that the rent arrears amount as at the 31st March 2016 was £375,399, a difference of £44,292 compared to the end of that week, the 3rd April 2016. This difference highlights the impact of direct debits being paid against rent accounts.

Note 1:

Round	Estates officer	Area
1	Lucy Hawkins	Halcon Area Team.
2	Joanne Littleford/ Karen Parsons	Halcon Area Team.
3	Nicole Bonsall	Halcon Area Team.
4	Ian Handley	Wellington Area Team
5	Kerry Norman	Wellington Area Team
6	Richard Howard	Wellington Area Team
7	Hayley Kinnear	North Taunton Area Team
8	Julian Phillipson	North Taunton Area Team
9	Helen Perrott	North Taunton Area Team

TENANT RENT ARREARS – 2015/16

Round	Actual Arrears 31st March 2016	Actual Arrears 3rd April 2016
1	£70,873	£76,383
2	£50,815	£56,178
3	£34,633	£38,172
4	£18,385	£22,951
5	£27,168	£31,877
6	£30,982	£34,881
7	£50,892	£57,704
8	£52,640	£56,980
9	£39,010	£44,564
ALL ROUNDS – ACTUAL ARREARS	£375,398	£419,691
ALL ROUNDS – TARGET	£360,000	£360,000

Stephen Boland
Housing Services Lead
July 2016