

Tenant Services Management Board – 23rd June 2015

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 30th March 2015, the end of the financial year 2014/2015. The data shows details of the actual amount of tenant rent arrears across our 9 rounds.

Note 1:

Round	Estates officer	Area
1	Lucy Hawkins	Halcon Area Team.
2	Joanne Littleford/ Karen Parsons	Halcon Area Team.
3	Richard Howard	Halcon Area Team.
4	Ian Handley	Wellington Area Team
5	Kerry Norman	Wellington Area Team
6	Nicola Williams	Wellington Area Team
7	Allie Mayor	North Taunton Area Team
8	Michelle Garcia	North Taunton Area Team
9	Helen Perrott	North Taunton Area Team

Note 2:

The data shows the overall 'office target' as £360,000 for 2014/15 with the actual amount outstanding at the 30th March 2015 as £356,244. However, the overall 'aspirational target' for all rounds was £329,000.

TENANT ARREARS AS AT 30th MARCH 2015

Round	Actual Arrears
1	£64,353
2	£47,864
3	£28,273
4	£30,483
5	£28,984
6	£34,603
7	£40,292
8	£47,055
9	£34,339
ALL ROUNDS – ACTUAL ARREARS	£356,244
ALL ROUNDS – TARGET	£360,000

Stephen Boland
Housing Services Lead
June 2015