

## Tenant Services Management Board at 17th November 2014

### Information Request

The meeting of the Tenant Services Management Board held on Monday 20<sup>th</sup> May 2014 requested information relating to current tenant rent arrears performance.

For your information I attach the following:

1. Current tenant rent arrears performance data as at 10<sup>th</sup> November 2014. The data shows details of the actual amount of current tenant rent arrears across our 9 rounds, as well as the target rent arrears figure for each round.

Note 1:

<b>Round</b>	<b>Estates officer</b>	<b>Area / Location</b>
<b>1</b>	<b>Kerry Norman</b>	<b>Galmington; Bishops Hull; Duke Street etc.</b>
<b>2</b>	<b>Lucy Hawkins</b>	<b>Halcon.</b>
<b>3</b>	<b>Tony Moore</b>	<b>North Curry; Hatch Beauchamp; Ruishton etc.</b>
<b>4</b>	<b>Michelle Garcia</b>	<b>Holway etc.</b>
<b>5</b>	<b>Alison Mayor</b>	<b>Priorswood etc.</b>
<b>6</b>	<b>Nicola Williams</b>	<b>Priorswood etc.</b>
<b>7</b>	<b>Helen Perrott</b>	<b>Wellington; Norton Fitzwarren etc.</b>
<b>8</b>	<b>Ian Handley</b>	<b>Wellington; Bishops Lydeard etc.</b>
<b>9</b>	<b>Joanne Littleford / Karson Parsons</b>	<b>Halcon etc.</b>

Note 2:

The data shows the overall 'office target' as £360,000 for 2014/15 with the actual amount outstanding at 10.11.14 as £350,711.68p. However, the overall 'aspirational target' for all rounds is £329,000 and only when this figure is achieved will the 'All rounds' barometer show as 'green'.

Stephen Boland  
Housing Services Lead  
November 2014

## Current Tenant Arrears Snapshot All Estates Rounds

