

Housing and Homelessness Panel – 05 July 2023

Supplement for Minute Item 6 – Housing Performance Monitoring

Minute extract: *In response to questions, the Panel was advised that the Strategy and Service Development Manager would ask Finance colleagues for further information on why there had been a reduction in arrears of just over £250,000. The Panel had expected this figure may have increased as a result of the cost of living crisis.*

The Council's performance in respect of the reduction in rent arrears is positive, particularly within the context of the current financial climate. The Council constantly reviews its processes and updates them to reflect the current climate.

The Incomes Team is working very hard supporting tenants, but also pushing cases in the right direction when all avenues have been exhausted. In addition, the team is experiencing fewer issues with the Council's Housing Management System and has a full complement of staff in post, both of which have contributed positively to performance. The team is working very closely together and sharing best practice, which is providing some great results in terms of reduction in rent arrears.

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