

# Draft Version: Priority 2, Rents and Benefits, Q1 - June

## How well are people paying rent?

Rent arrears= 2.83% of rent due.

Rent and arrears collection = 96.31%

### Arrears: City

Rent & Arrears Carried Forward £s (Cumulative)

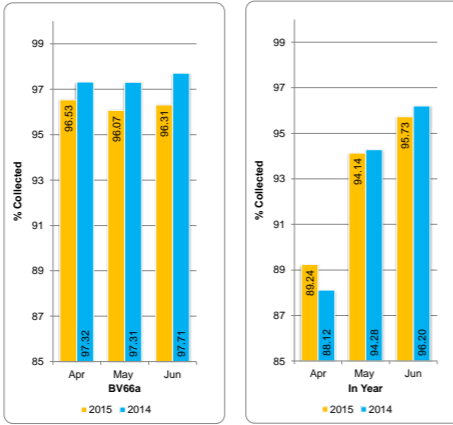
	Apr	May	Jun
Rent Due	£17.01M	£38.29M	£55.3M
Collected	£16.42M	£36.77M	£53.26M
<b>Shortfall</b>	<b>£.59M</b>	<b>£1.52M</b>	<b>£2.04M</b>

### This Years Rent £s

	Apr	May	Jun
Rent Due	£16.6M	£37.36M	£53.97M
Collected	£14.81M	£35.17M	£51.66M
<b>Shortfall</b>	<b>£1.79M</b>	<b>£2.19M</b>	<b>£2.3M</b>

### Rent Collection: City

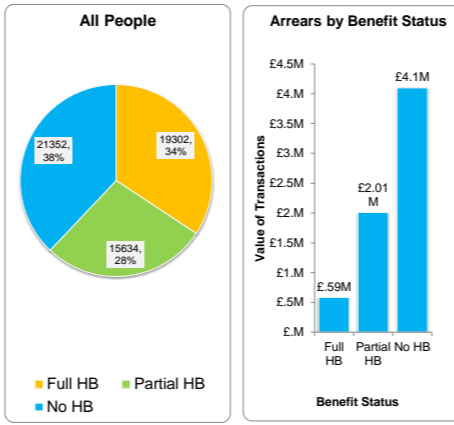
Rent & Arrears % This Years Rent %



## What welfare do people receive?

62% of Tenants receive full or part housing benefit

### Housing Benefit: City



## How do people pay?

### Arrears: Region

Rent & Arrears Carried Forward £s (Cumulative)

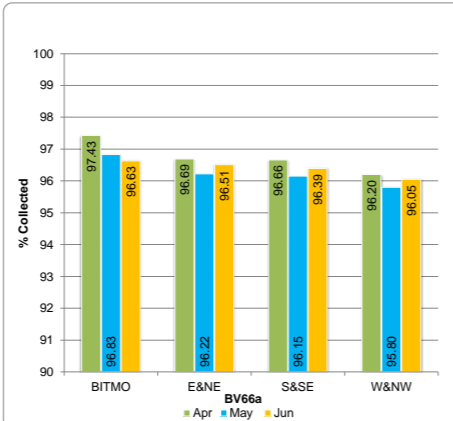
	BITMO	E&NE	S&SE	W&NW
Rent Due	£1.9M	£16.77M	£16.25M	£20.38M
Collected	£1.84M	£16.19M	£15.66M	£19.57M
<b>Shortfall</b>	<b>£64.2K</b>	<b>£585.1K</b>	<b>£585.3K</b>	<b>£.8M</b>

### Collection of This Years Rent Only (in year rent)

	BITMO	E&NE	S&SE	W&NW
Rent Due	£1.85M	£16.42M	£15.8M	£19.89M
Collected	£1.79M	£15.7M	£15.22M	£18.95M
<b>Shortfall</b>	<b>£66.9K</b>	<b>£721.3K</b>	<b>£575.7K</b>	<b>£.94M</b>

### Rent Collection: Region

Rent & Arrears %



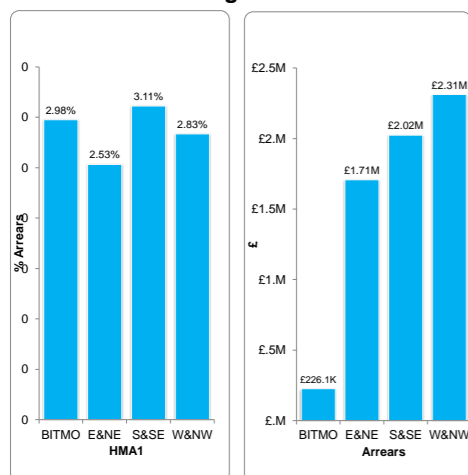
### Welfare Reform

**Universal Credit** - Due to be phased in from Feb 2016. New claims on jobseekers will be first group to receive the new Benefit.

**Benefit Cap** - Waiting for new changes to policy to be implemented

**Young Tenants on Benefit** - Waiting for new changes to policy to be implemented

### Arrears Levels: Region



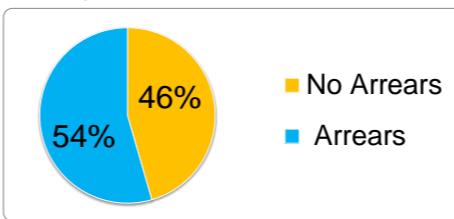
### Satisfaction Results

Status: on hold, with income management team

### Under Occupation

Region	All Cases	All £s owed	New Debt Cases*	New Debt £ owed**
CITY	5100	£ 835,591	1432	£ 266,686
BITMO	138	£ 21,474	45	£ 7,744
E&NE	1721	£ 235,233	522	£ 93,421
S&SE	1411	£ 280,478	380	£ 80,860
W&NW	1830	£ 298,406	485	£ 84,660

\* Count of cases which have incurred arrears since under occupation was introduced in April 2013  
 \*\* Debt of tenancies that had clear accounts when under occupation was introduced in April 2013



### Key issues

Performance on rent collection for the quarter was disappointing. Analysis made by the Rent Income Excellence Network (REIN) shows a drop in performance from all local authorities surveyed.

However Senior Leadership held a challenge event with Housing Managers to implement actions to recover the position.

Performance will be closely monitored over the quarter and improvements are expected end of September