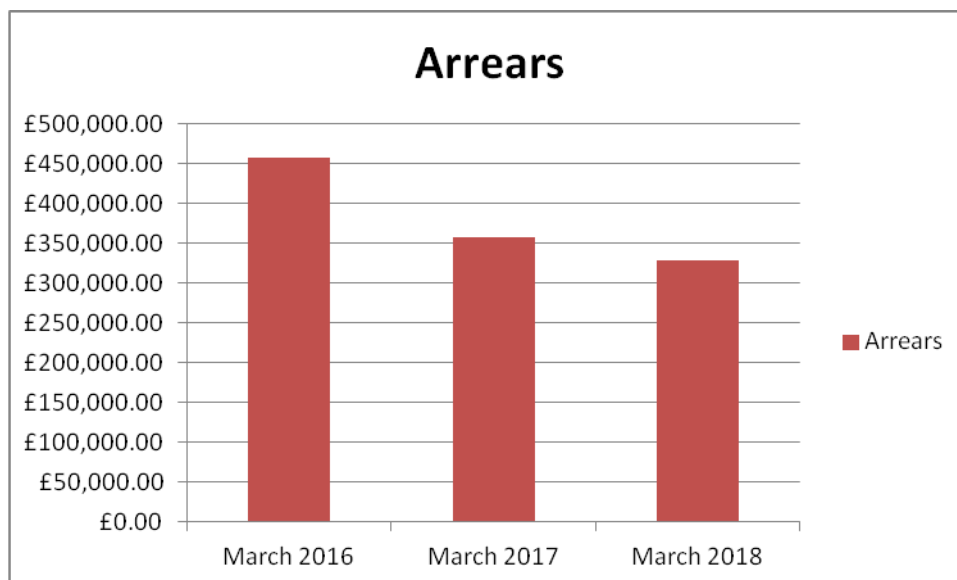


Income Collection 2016 to 2018

The purpose of this information sheet is to provide a brief update for members on income collection for the years 2016 to 2018.

Tenant Services has become more efficient in debt recovery since the decision to introduce a specialist Income Collection team at the start of the financial year in 2016.

Date	Number of cases	Arrears
March 2016	1022	£457,253.19
March 2017	901	£358,067.61
March 2018	755	£327,836.22



The team is managed by a Principal Income Officer and made up of one Senior Income Management Officer and six Income Management Officers (IMO's) focussing on reducing current and former rent debt, sundry debt and leasehold service charges as well as providing financial advice to help sustain tenancies. Two Income Team Assistants provide administrative support.

Five of the IMOs concentrate on early intervention to prevent tenants falling into rent debt, starting with additional resources being put in place when first letting a property to ensure affordability and to explain the importance of paying rent on time. Payment arrangements are set up where needed and support needs are identified earlier.

IMO's engage regularly with partnership agencies and working relationships with agencies such as the Housing Benefit team, the Department of Work and Pensions, Citizens Advice, GL Communities and P3 have been enhanced.

Where current tenants are concerned, IMO's act promptly when rent debt accrues to prevent further financial loss to the authority and when appropriate, a holistic

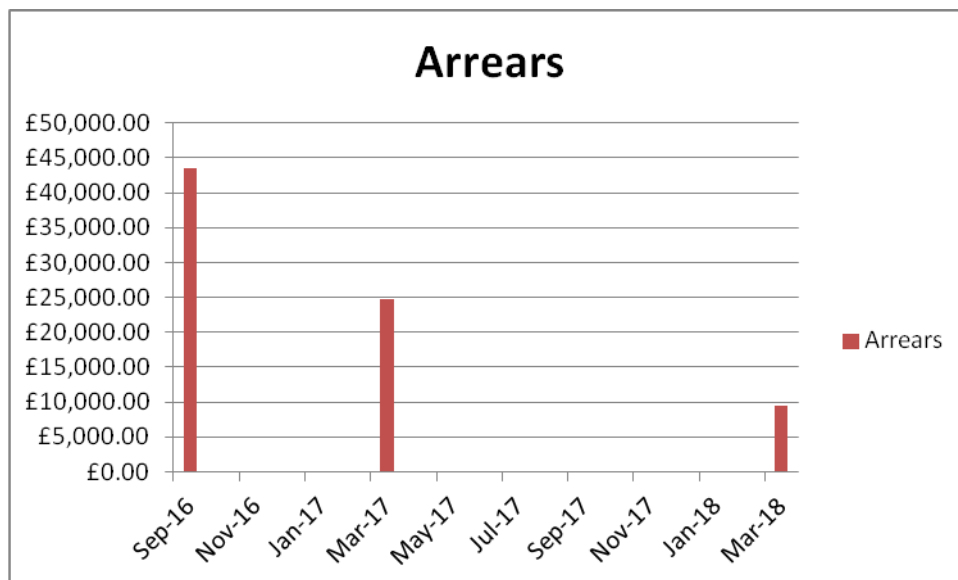
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approach to rent debt is taken rather than treating the debt in isolation to provide a successful sustainable solution.

In addition, one IMO focuses on the recovery of former tenant arrears, sundry debt and leaseholder service charges. Former tenant arrears and sundry debt constantly fluctuate due to a number of reasons; increased terminations (including evictions and deaths) and increased rechargeable repairs being authorised by the Maintenance Team. This post has proved to be a valuable resource in the recovery of long standing and challenging debt.

Prior to September 2016, the Right to Buy team managed the Leaseholders service charge debt. The introduction of the additional post within the Income Management team allowed an organised and systematic process to be introduced focusing on timely recovery and collection. As a result, invoices are now paid within 28 days in accordance with the terms of the lease.

Leaseholders service charge September 2016 – March 2018		
Date	Number of cases	Arrears
September 2016	307	£43,410.08
March 2017	203	£24,723.00
March 2018	45	£9,499.73



Finally, the team benefit from a happy and supportive environment where they are trusted to manage their workloads and encouraged to successfully meet targets and objectives. Training is regularly provided to improve knowledge and understanding helping staff development and to keep abreast of any changes in practise and legalisation.