

Introduction to Rent Accounts Team



Deborah Harding
Rent Accounts Manager
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Agenda

- Meet the Team
- Overview
- Properties & Average Rents
- How we Collect Rent
- How we Collect Arrears
- Covid's Impact
- Performance Monitoring



Meet Your Rent Accounts Team

Each area has its own dedicated team of housing professionals making it easier for you to get in touch.

West Farnham



Rent Accounts Officer
Fiona Davies
01483523229
fiona.davies@waverley.gov.uk

Frensham, Dockenfield, Churt, Hindhead, Haslemere, Chiddingfold



Rent Accounts Officer
Samantha Adams
01483523213
samantha.adams@waverley.gov.uk

East Farnham, Thursley, Tilford, Elstead, Peper Harow, Milford and Witley



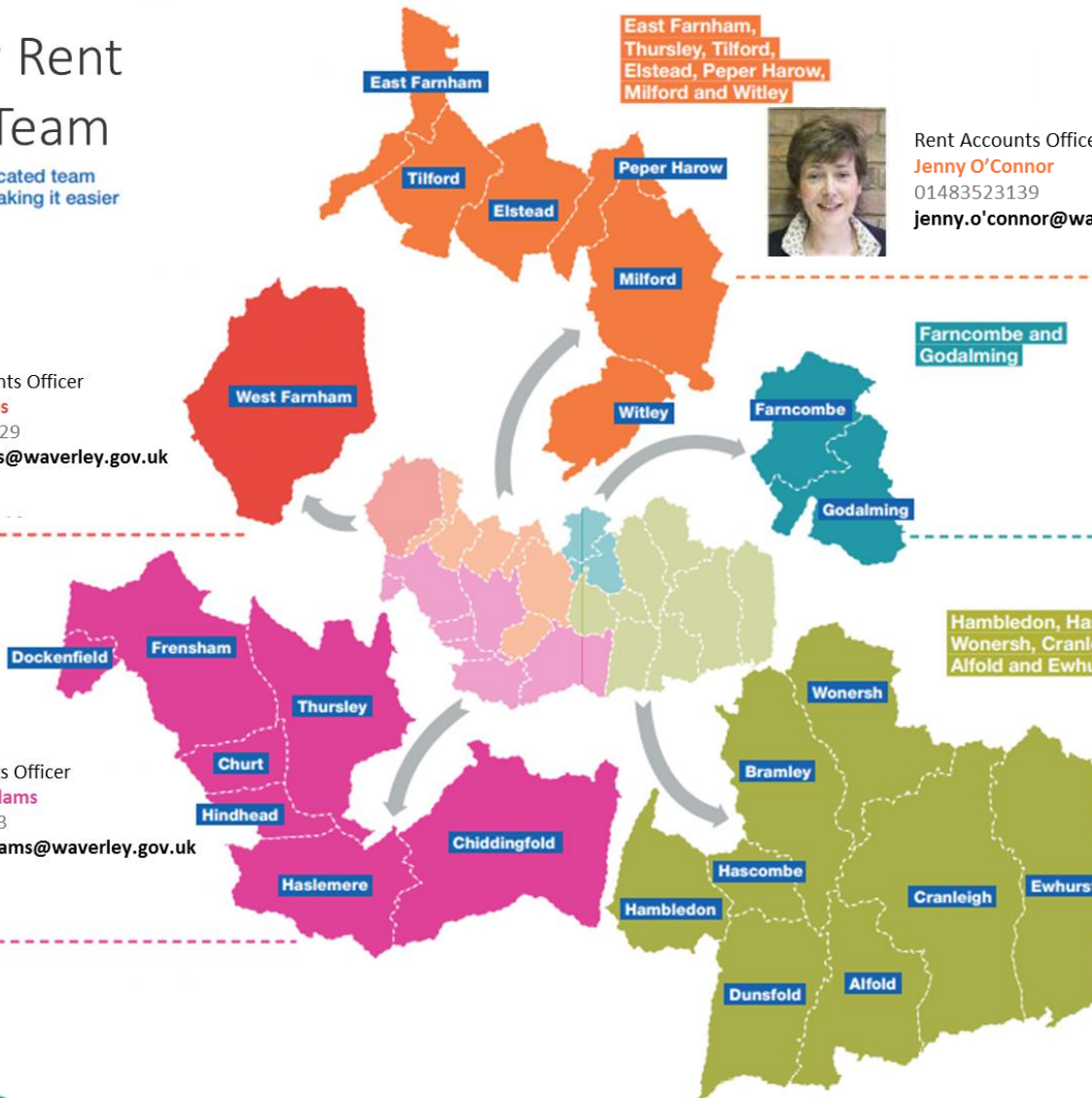
Rent Accounts Officer
Jenny O'Connor
01483523139
jenny.o'connor@waverley.gov.uk

Farncombe and Godalming

Hambledon, Hascombe, Bramley, Wonersh, Cranleigh, Dunsfold, Alford and Ewhurst



Rent Accounts Officer
Mark Privett
01483523211
mark.privett@waverley.gov.uk



Overview

- Aim to maximise income and minimise arrears
- Service must reflect tenants' needs
- Arrears service based on prevention, detection, and recovery
- Team ensures timely paying of rent
- Ensure any support needed to pay is in place
- Always looking to improve service

Properties & Average Rents

- Approx. 5000 properties in Borough

| Average Rents | |
|---------------|---------|
| 1 bed flat | £98.16 |
| 1 bed house | £113.15 |
| 2 bed flat | £113.11 |
| 2 bed house | £128.72 |
| 3 bed house | £140.04 |
| 4 bed house | £150.46 |

- Majority Social Rent, some Affordable
- Affordable set below Local Housing Allowance and market
- Properties split into 5 areas: Godalming, Haslemere, Cranleigh, Farnham, and Witley/Milford/Elstead
- Each patch managed by designated Rent Accounts Officer

How we Collect Rent

- Tenants responsibility to pay on time
- 50/50 split between full and partial of 1700 receiving Housing Benefit
- 260 of 1100 on UC pay directly from DWP
- 2593 tenants pay by direct debit - 42 different direct debits to choose from

How we collect Arrears

- Early contact
- Offer support
- Signpost to CA if applicable
- Understanding that rent is a priority debt
- Manageable payment plans
- Notice of Seeking Possession as a last resort
- Discretionary Housing Payments assist when possible
- Household Support Fund
 - £31k helped 52 tenants
 - 50% had young families

Covid's Impact

- Prioritised eviction protection
- Suspended notices, bailiffs, court action
- Arrears accrued, direct debit income reduced
- Focus on empathy and support
- Tenant income affected by job losses and furlough
- Increase in UC claims
 - March 2020 – 454 live UC claims (20/month)
 - March through April 2020 – 260 new claims
 - Now over 1100 live UC claims
- Pre-covid arrears lowest ever - £163k of £30M annual rent (0.56%)
- End of 2022 figure at £237k (0.79%)

Performance Monitoring

Rent Arrears (£)

