

## Rents data produced for monthly KPIs – Year end March 2024

### Overview

	March 2024
All current tenant arrears % - dwellings	1.38
UC tenant arrears %	0.77
Affordable Rent arrears %	0.01
Former tenant arrears % - dwellings	0.41
Rent collected as % of rent charged	98.91
No. of cases over £3,000	16
All tenants in arrears as % - dwellings	32.51
Tenants in arrears claiming UC %	12.02
Tenants in arrears in AR properties %	0.41
No. of NOSP's served in year	41
Evictions for rent arrears	0

### Total rent arrears and credits on accounts

March 2024:

- There were 1,572 tenants in **arrears** with a total value of £431,857.56.
- There were 3,153 tenants in **credit** with a total value of £697,686.43.

### Rent arrears as of 31 March 2024

Banding of money owed (£)	No. of cases in arrears	Value of debt (£)	% of arrears cases
0.01 – 100.00	944	8,137.60	60.05
100.01 – 250.00	199	32,016.29	12.66
250.01 – 500.00	180	65,160.75	11.45
500.01 – 1,000.00	140	97,218.78	8.91
1,000.01 – 2,000.00	71	97,926.50	4.52
2,000.01 – 3,000.00	22	53,604.47	1.39
3,000.01 and over	16	77,793.17	1.02
<b>Totals</b>	<b>1,572</b>	<b>431,857.56</b>	

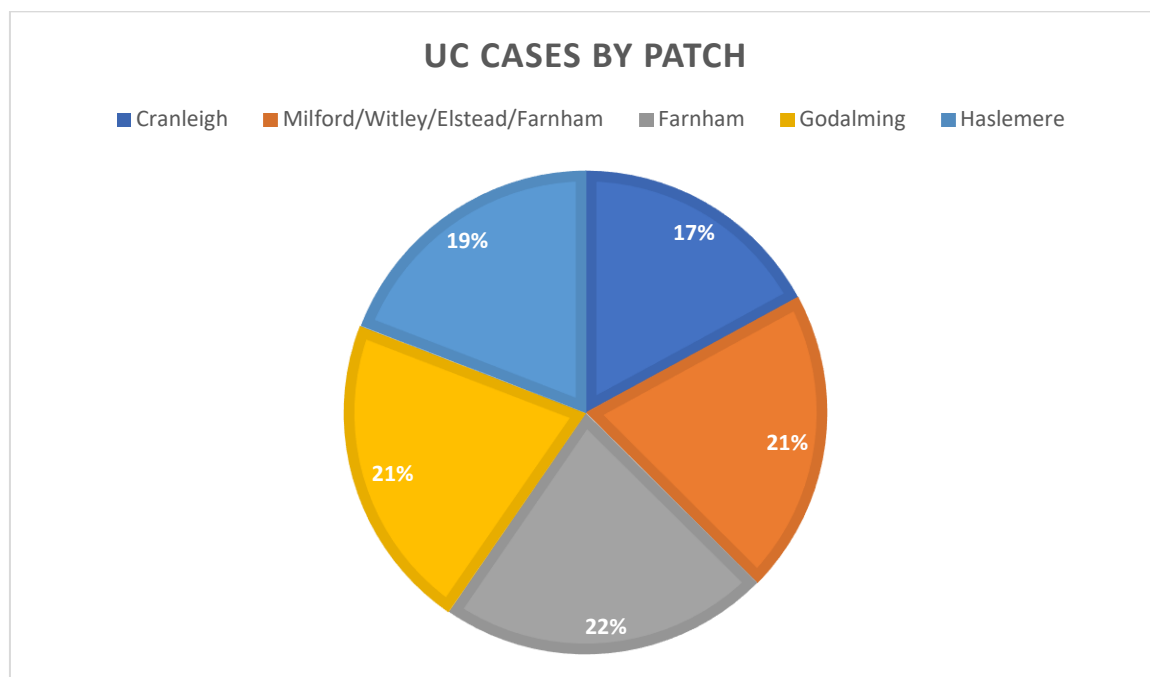
## Universal Credit (UC)

As of Sunday 31 March, our records show that **1416** tenants(properties) have a claim for UC.

### Universal Credit arrears as of Sunday 3 April 2022

Bandings	No. of cases in arrears	Value of debt (£)	% of UC arrears cases
£0.01 – £100.00	240	4,101.63	41.31
£100.01 - £250.00	92	15,080.35	15.83
250.01 - £500.00	106	38,756.06	18.24
£500.01 - £1000.00	76	54,167.91	13.08
£1000.01 - £2000.00	44	61,292.14	7.57
£2000.01 - £3000.00	17	42,188.84	2.93
£3000.1 and over	6	25,863.52	1.03
<b>Total</b>	<b>581</b>	<b>241,450.45</b>	

### UC cases by patch



### Affordable Rents

20 accounts have arrears of £2,095.38.

### Affordable rents arrears as at Sunday 31 March

<b>Bandings</b>	<b>No. of cases in arrears</b>	<b>Value of debt (£)</b>	<b>% of cases in arrears</b>
<b>£0.01 – £100.00</b>	<b>14</b>	<b>98.54</b>	<b>70</b>
<b>£100.01 - £250.00</b>	<b>2</b>	<b>355.42</b>	<b>10</b>
<b>£250.01 - £500.00</b>	<b>2</b>	<b>611.46</b>	<b>10</b>
<b>£500.01 - £1000.00</b>	<b>2</b>	<b>1,029.96</b>	<b>10</b>
<b>£1000.01 - £2000.00</b>			
<b>£2000.01 - £3000.00</b>			
<b>£3000.1 and over</b>			
<b>Total</b>	<b>20</b>	<b>2,095.38</b>	

### Comment

The arrears figures were negatively impacted by staffing issues within the team from February 2022 until January 2024. We had 2 officers on extended sick absence and struggled to recruit agency staff for the interim. The team covered where possible, but in such a critical service it was just not sustainable. I am delighted to advise that the team are now fully staffed, following recruitment of 2 new permanent officers. Ongoing training will provide them with the tools to support our tenants in sustaining their tenancies.

We have several complex cases which are being dealt with by legal.

Overall there are various reasons for tenants being in arrears: cost of living crisis, employment changes, relationship breakdowns and delays/issues with benefit claims. There is not one reason that encompasses all, but the team are holistically supporting our tenants through these challenges the best they can.