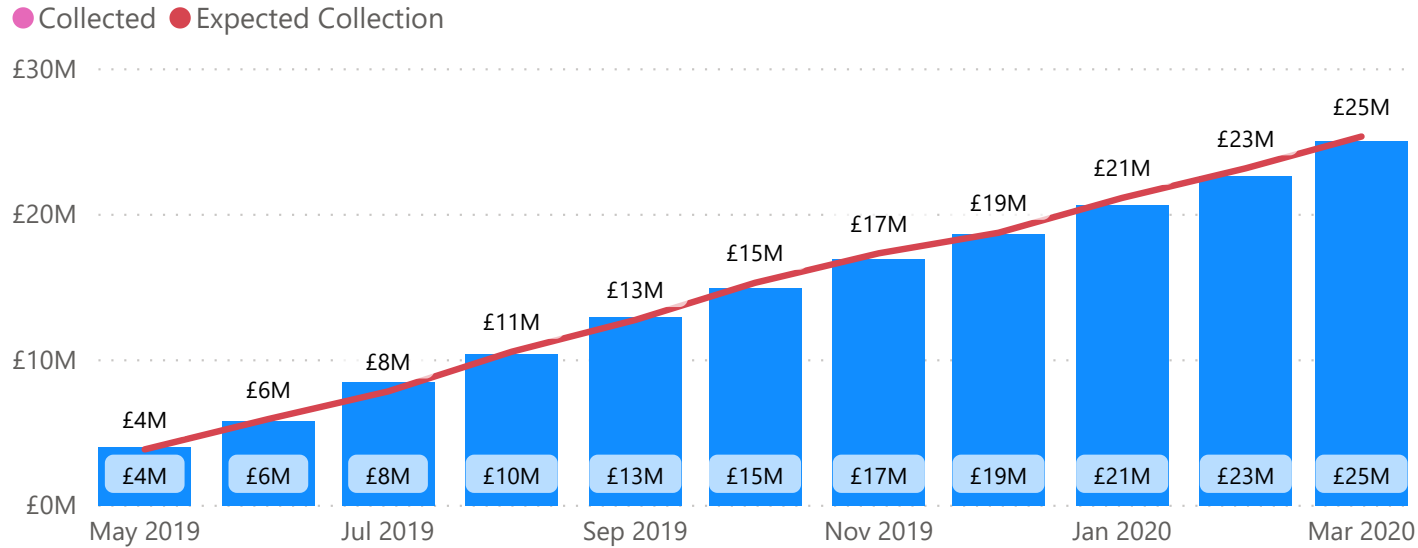
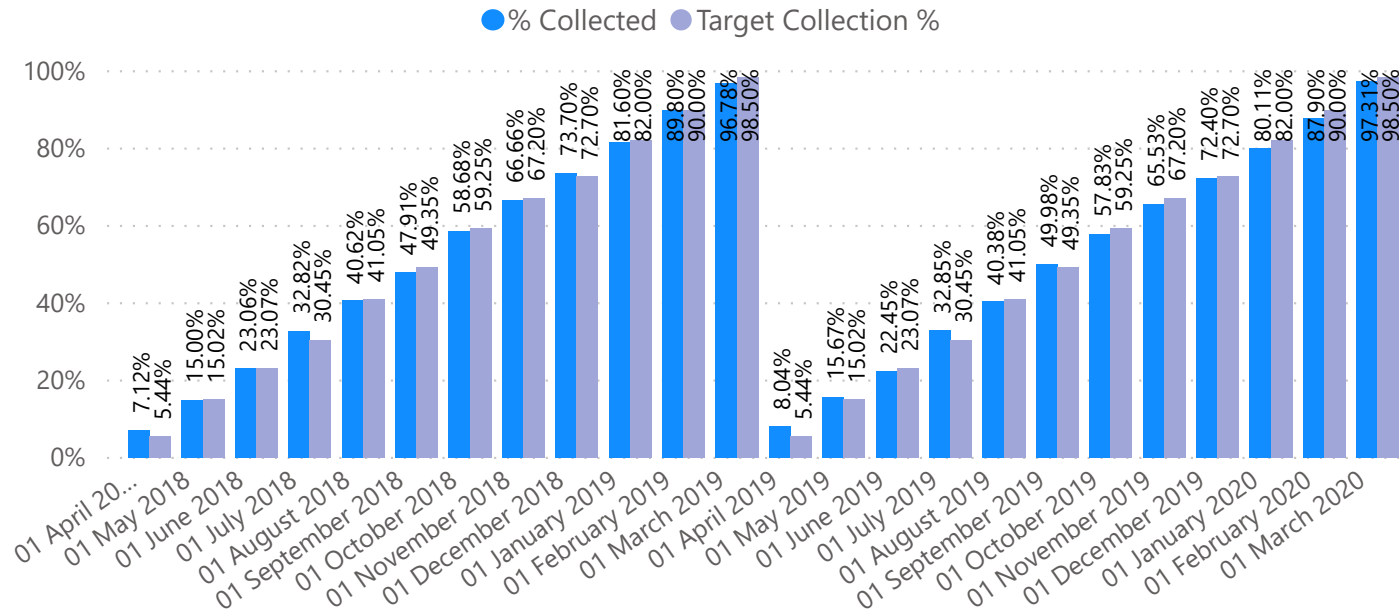


# Rents Performance April 2019/March 2020

## Cumulative Payments Received Against Target

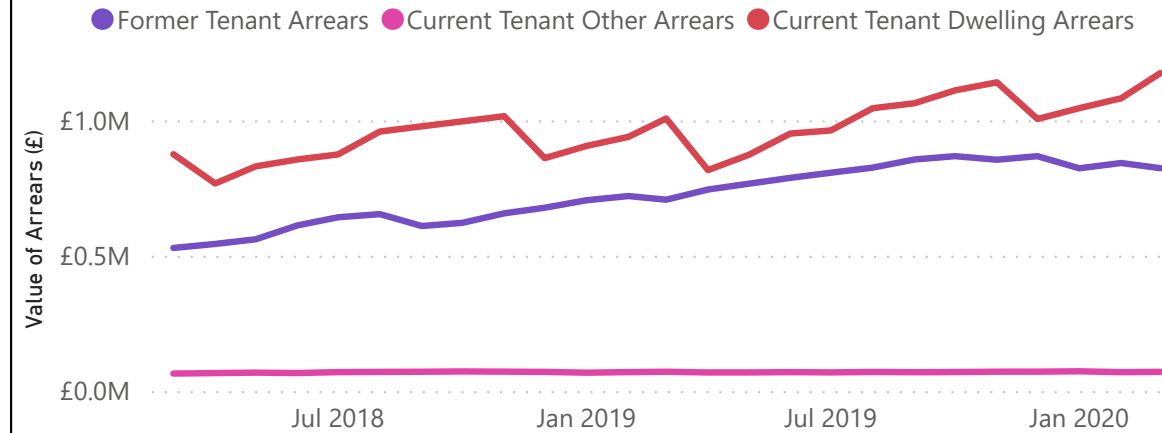


## Percentage of Rent Collected Against Target



*Benchmarking peer group is under review*

## Arrears (By Type)



## Commentary/Implications

Prior to the introduction of Universal Credit Housing Benefit was paid directly to the housing rent account. Since this introduction there has been a detrimental impact as rent costs are paid directly to the tenant and this relies on the tenant paying their rent direct to the Authority. The numbers of tenants in receipt of Universal credit has increased from the start of the Covid-19 crisis and the team have undertaken an additional 195 UC verifications. Officers continue to work with tenants to ensure rent is paid and relevant support given, but no letters or notices are being sent and no court action is being taken in line with debt policy. There has been an increase, year on year, on percentage rent collected but overall arrears have increased. The collection figure has been helped by the direct payment from the DWP at the end of March.