

# **Report to Housing Scrutiny Panel**

**Date of meeting: 21 October 2014**

**Portfolio: Housing – Councillor D Stallan**

**Subject: Housing Service Strategy on Rent Arrears**

**Officer to contact for further information: Roger Wilson extension 4419**

**Committee Secretary: Mark Jenkins extension 4607**

---



## **Recommendations/Decisions Required:**

**1. That the Housing Scrutiny Panel considers and endorses the Housing Service Strategy on Rent Arrears, attached as an appendix, and provides any comments to the Housing Portfolio Holder for incorporation.**

## **Report:**

1. The Housing Service Strategies were originally produced around 15 years ago in accordance with an agreed standard framework, and have since been updated. The Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 16 Housing Service Strategies have been produced to date, covering:

Equality and Diversity	House Sales & Leasehold Services
Rent Arrears	Rent Collection and Administration
Under-occupation	Harassment
Housing Information	Tenant Participation
Private Rented Sector	Older Peoples' Housing Services
Housing Advice	Empty Council Properties
Energy Efficiency	Prevention of Social Housing Fraud
Anti-Social Behaviour	
Housing and Neighbourhood Management	

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted the Housing Service in achieving the Customer Service Excellence award and ISO 9001:2008 Quality Accreditation, and have been important to meeting the minimum requirement for Supporting People funding under the conditions of the contract.

3. The Housing Scrutiny Panel is asked to consider and endorse the Housing Service Strategy on Rent Arrears attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

## **Reason for decision:**

In order for the Panel to agree the updated Housing Service Strategy on Rent Arrears. The Service Strategies have assisted the Housing Service in achieving the Customer Service Excellence award and ISO 9001:2008 Quality Accreditation, and have been important to meeting the minimum requirement for Supporting People funding under the conditions of the contract.

**Options considered and rejected:**

Not to consider and agree the updated Housing Service Strategy on Rent Arrears.

**Consultation undertaken:**

The Tenants and Leaseholders Federation will be consulted on the Strategy at their next meeting.

**Resource implications:**

Budget provision: As set out in the Strategy

Personnel: As set out in the Strategy

Land: N/A

Community Plan/BVPP reference: N/A

Relevant statutory powers: As set out in the Strategy

Background papers: N/A

Environmental/Human Rights Act/Crime and Disorder Act Implications: As set out in the Strategy

Key Decision reference: (if required) N/A