

Report to Housing Scrutiny Panel

Date of meeting: 25 October 2007

Portfolio: Housing – Councillor D Stallan



Officer contact for further information: Roger Wilson ext. 4419

Committee Secretary: Adrian Hendry

Subject: Housing Service Strategy – Rent Arrears

Recommendations:

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. Housing Service Strategies were originally produced around 9 years ago in accordance with an agreed standard framework, and are updated very three years. The Housing Service 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:

House Sales & Leasehold Services	Rent Arrears
Rent Collection and Administration	Homelessness
Under-occupation	Housing Information
Tenant Participation	Private Rented Sector
Housing Management Services	Older Peoples Housing Services
Housing Allocations	Housing Advice
Empty Properties	Energy Efficiency
Anti-Social Behaviour	Harassment

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted Housing Services in achieving the Charter Mark award for customer service excellence, ISO 9001:2000 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 updated Housing Service Strategy on Rent Arrears, which is attached as an appendix to the report, and provide any comments to the Housing Portfolio Holder for incorporation.

Consultation

4. The Tenants and Leaseholders Federation were consulted on the Strategy at their meeting on 25 July 2007 and agreed the document. The CAB will be consulted on 23 October 2007 and their comments reported at the meeting.

Resource implications:

Budget provision: None

Personnel: None

Land: None

Community Plan/BVPP reference: N/A

Relevant statutory powers: Housing Act 1985

Background papers: Housing Services Strategy

Environmental/Human Rights Act/Crime and Disorder Act Implications: N/A

Key Decision reference: (if required)