

Report:

1. Rental Income Recovery is critical in enabling the Council to maximise the resources available to the Housing Revenue Account, so that we can maintain and continue to improve our stock, fund the development of new stock and continue to provide a good quality service to customers.
2. The intention is to focus our resource where it is vital in supporting our most vulnerable tenants, whilst encouraging and embedding a payment culture amongst the majority of tenants.
3. The Council understands the high cost to both the customer and the organisation of evictions and as such will aim to minimise the number of tenancies that end due to rent arrears.
4. The Council's overall approach to maximising rental income is:

To prevent tenants from falling into arrears with their rent by allocating properties appropriately and providing reasonable support and assistance to those customers at risk of not paying their rent.

Where this preventative action fails, the Council will take action quickly and decisively to enforce the payment of rent in accordance with the tenancy agreement and will ultimately seek to end a tenancy.

Tenants who are evicted for rent arrears cannot re-join the housing register; however they can make a homeless application.

Resource Implications:

None

Legal and Governance Implications:

The Strategy and Policy have been written in order to comply with the Possession claims based upon rent arrears', part 2 of 'Pre-Action Protocol for Possession Claims by Social Landlords' Civil Procedure Rules.

Safer, Cleaner and Greener Implications:

None

Consultation Undertaken:

Initial consultation has been undertaken with the Portfolio Holder.

The Strategy and Policy have been endorsed by the Tenants Federation on 13th August 2020.

Background Papers:

N/A

Risk Management:

The Income Recovery Strategy and Policy provide a framework promoting a consistent approach to the recovery of rent arrears within the Council's social housing stock. They draw on best practice by adopting a firm but fair approach to income recovery with an emphasis on tenancy sustainment.

Equality Analysis:

The Equality Act 2010 requires that the Public Sector Equality Duty is actively applied in decision-making. This means that the equality information provided to accompany this report is essential reading for all members involved in the consideration of this report. The equality information is provided as an Appendix to this report.