

ARREARS PERFORMANCE

Report of the Director of Housing and Customer Service

1. SUMMARY

This report has been prepared following concerns raised by some Board Members in relation to the varying performance in arrears recovery across the City.

2. RECOMMENDATION

To note the contents of the report.

3. MATTER FOR CONSIDERATION

- 3.1 It is a fact that rent arrears will rise and fall from time to time. The position will not always be consistent across the City and the reasons are mainly 98% due to tenants not paying or benefit processing issues and 2% due to employee performance.
- 3.2 The table below shows the top three patches in July 2010 and the bottom three patches in July 2010. We have tracked these patches back over the previous five years and this shows that performance is not always static; indeed the patches do fluctuate in terms of the league tables. Within the table 1 is top and 12 is bottom.

Top 3 Patches – July 2010							
	Jul 10	Mar 10	Mar 09	Mar 08	Mar 07	Mar 06	Average
Cowsley	1	2	3	7	3	12	4.66
Chadd Pk & Spon	2	3	8	11	8	5	6.16
Austin & LO	3	1	12	9	11	6	7.0
Bottom 3 Patches – July 2010							
	Jul 10	Mar 10	Mar 09	Mar 08	Mar 07	Mar 06	Average
Stockbrook	10	9	6	10	1	8	7.33
Osmaston	11	8	4	6	2	9	6.66
Mackworth	12	11	9	12	9	3	9.33

- 3.3 Overall Derby Homes is performing well and it has always been an activity that we view as a team effort.

- 3.4 Most Arrears Officers have more than one patch to manage. It would be of great concern if both patches managed by one employee were performing poorly. This is not the case, however we are still taking action to improve performance on some of the lower performing patches. Performance issues involving employees would be dealt with through Derby Homes Improving Employee Performance Procedures.
- 3.5 Resources are being focussed on patches currently behind target. At the same time we are keeping a close eye on the better performing patches to detect any deterioration in performance.
- 3.6 Serious and complex arrears cases are reviewed on a weekly basis.
- 3.7 Cases facing court action on the patches falling behind target are prioritised to ensure the earliest hearing date is secured.
- 3.8 We have introduced evening working. New employees within the Arrears Team are required to work flexibly up to 7.00 pm. We prioritise evening cold calling on patches behind target to encourage contact whereby we obtain payment or affordable repayment agreements.
- 3.9 We have prioritised patches behind target to receive more door to door cold call visits where there has been no response to letters and telephone calls.
- 3.10 Working with the wider housing management teams to check rent account balances, raising non payment issues with tenants they may be working with and requesting immediate payment by credit/debit card. Arrears performance is discussed at all team meetings.
- 3.11 As part of the structure review further consideration will be given to patch sizes and resourcing issues.

4. CONSULTATION IMPLICATIONS

The Tenancy Process Improvement Team examines processes relating to income management and income collection. Tenants and leaseholders are actively involved in reviewing current processes and making proposals for change.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Income management is a core business activity. Derby Homes' incentive payment is in part calculated on our performance for 2009/10; the maximum incentive payment was achieved.

The areas listed below have no implications directly arising from this report

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None.

Supporting Information: None.