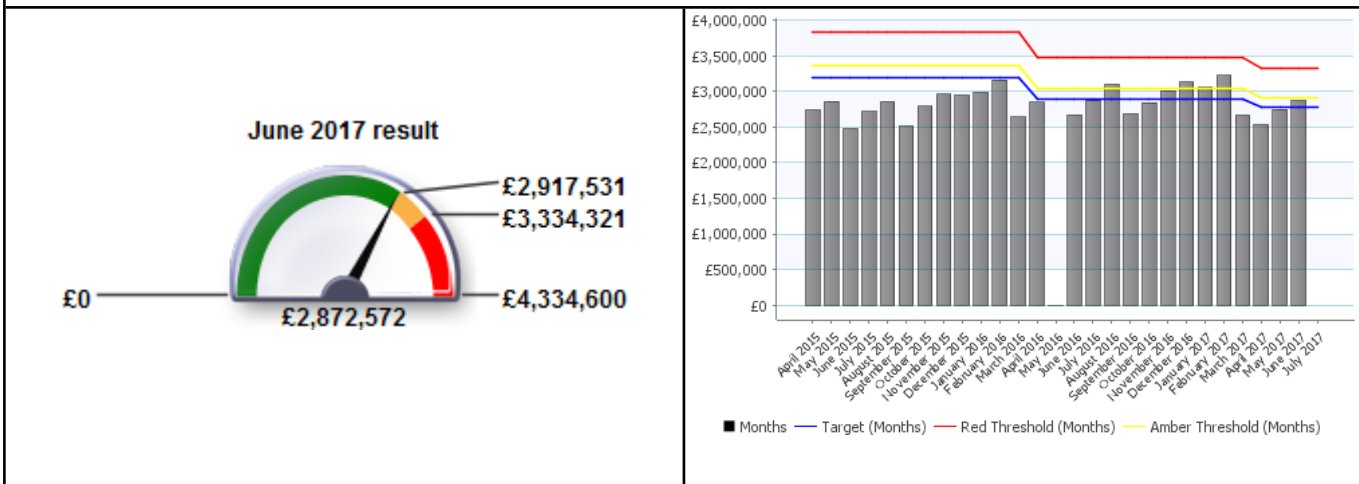


**88. The monetary value of current residential tenants arrears at the end of each rent period**



**Why is this important?**

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome 13 – Value For Money - stipulates that Social Landlords manager their business so that; *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

Rental income pays for our housing services and capital investments.

**Benchmark Information:**

Our rent collection performance is considered to be very strong and in 2016-17 our year-end figure for rent arrears as a percentage of rent due was 4.6% below the Scottish LA average of 6.3%

**Target:**

The year-end target for current tenant residential arrears for 2017/18 has been set at £2,971,531 with a target of 5% for Arrears as a percentage of rent due.

**Intelligence:**

As at 30th June 17 the current rent arrears balance was £2,872,572 (7492 tenancies) 4.4% of rent due, a slight increase on the May figure of £2,750,786 (4.1%) and a 13.4% increase from the £2,533,374 recorded in April, however the April figure is lower than usual due to two rent free weeks back to back with one in the last week of March and one in the first week of April. Of the 7492 tenancies in arrears 8.9% (667 accounts) owe more than £1000, with the remaining 91.1% (6825 accounts) owing less than £1000, an average of 3 months' rent. At the time of reporting, of the 7492 accounts in arrears, 2613 were in receipt of housing benefit and a further 331 on Universal Credit, where it can take up to 5 weeks for UC payments to be made. Since April 17, £20,334,074 of rent has been collected and if we compare this solely with the rent due in the year so far, it would equate to a 98% collection rate.

**Responsible officer:**

Neil Carnegie

**Last Updated:**

June 2017