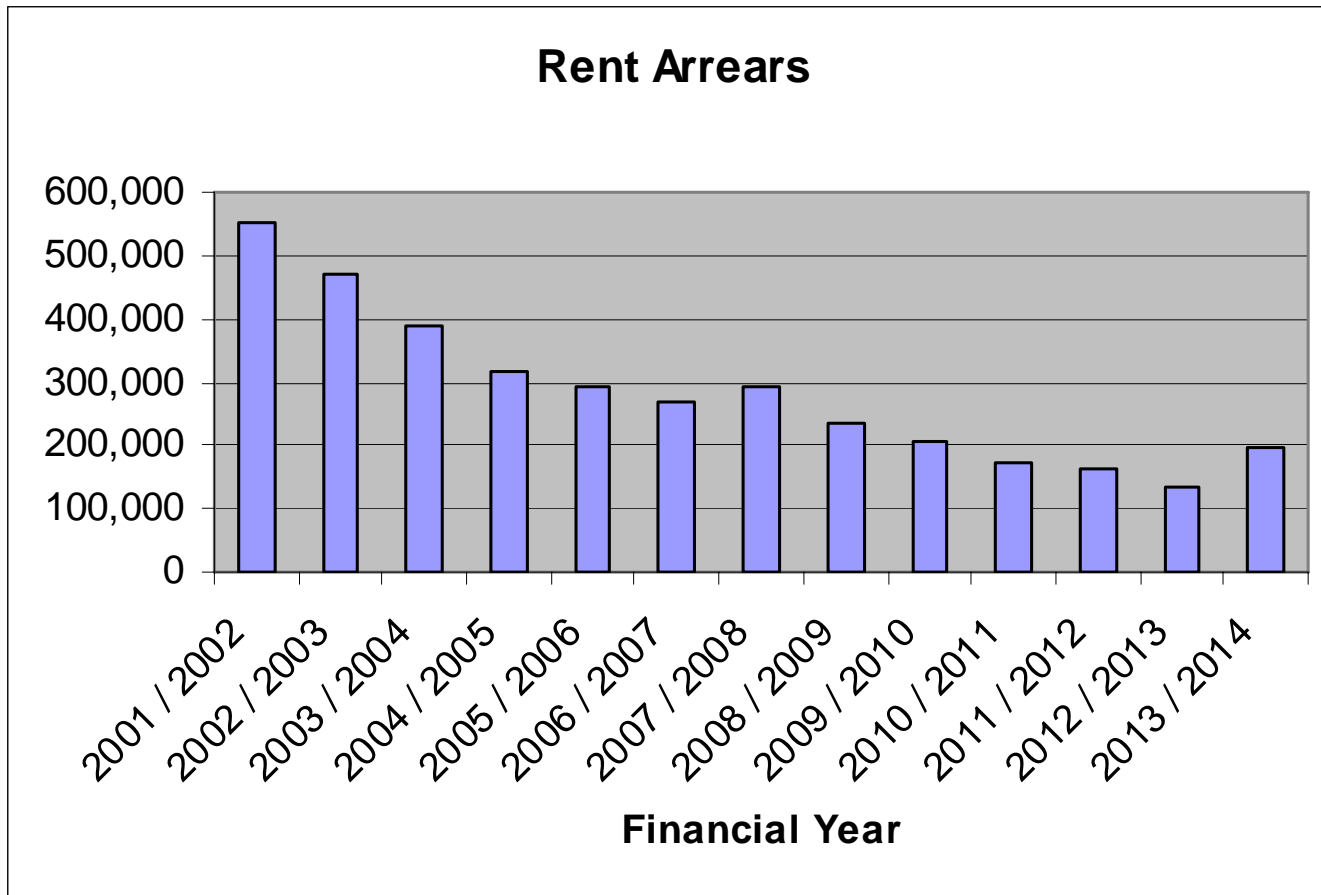


Rent Arrears

Monitoring and Audit Committee

Kettering
Borough Council

Rent Arrears 2001/02 - 2013/14



Rent Arrears in Kettering

- Rent arrears at the end of 2013/14 were £196,469; £20,084 higher than at the end of 2012/13
- 790 tenants (21.6%) were in arrears compared to 704 last year
- 118 tenants owed more than £500 compared to 78 last year
- In-depth analysis of rent arrears cases over £500 shows that there are 34 cases at £1000+ totalling £47,430 and of these, 24 cases have a possession order against them and another 3 are awaiting a court hearing

Bedroom Rate Restriction in Kettering

- 288 council tenants (7.97%) are affected by the bedroom rate restriction
- 124 (43.1%) have clear rent accounts
- 164 (56.9%) have rent arrears of which 110 have rent arrears which appear to relate solely to the bedroom rate restriction
- Only four tenants are affected by the Benefits Cap

Action to Support Tenants

- Helping customers to sustain their tenancies
 - Tenancy Support Worker with another starting in May
 - LifePlan Advisor
 - HomeMove Advisor
 - Working closely with the CAB and Community Law
- Robust systems for monitoring rent arrears and taking action
 - Tenants contacted immediately when payments are missed
 - 30 evictions in 2013/14 with 8 more pending
 - 10 further applications to Court

Action to Support Tenants

- Discretionary Housing Payments
 - Paid to 48 tenants (16.7% of all tenants affected by the bedroom rate restriction)
- Welfare reform information pack sent to all tenants
- One-to-one interviews with tenants affected by the bedroom rate restriction
- Special feature on budgeting in the June issue of 'Connect'
- Open days for tenants

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