


Appendix 2

Housing Fraud	Data source	Current Performance At 31 December 2023	Previous Performance At 30 Sept 2023	Direction
Number of fraud cases open	Housing data	15	15	No change
Total value of savings to the council	Housing data	£1,674,000	£1,302,000	

MANAGERS COMMENTS

The numbers of fraud cases open remains consistent across the two quarters, we are seeing an increase in reports of sub-letting and non-occupation which are being investigated by our Fraud Investigation and Enforcement Officer.

Each case of tenancy fraud costs local authorities an estimated £93,000 and this figure is used to calculate the savings above in Q3 we uncovered two cases of fraud.


From April 2023 to December 2023 we have prevented 18 cases of fraud the breakdown of which is below

- Sole to joint applications refused – 1
- Mutual exchange applications refused – 8
- Succession applications refused – 1

Recovered 8 properties the breakdown of which is below

- Illegal sub-letting – 1
- Abandonment – 3
- Non-occupation – 3
- Unauthorised occupant (following death of tenant) - 1

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Leaseholder charges	Data source	Current Performance At 9 February 2024	Previous performance At 17 October 2023	Direction
Value of charges outstanding	Housing system	£195,974.96	£214,474.97	

MANAGERS COMMENTS

We charge leaseholders annually in arrears, they receive their annual bill each year to cover the previous financial year. This year saw an increase in compliance works which means service charges will be higher for leaseholders. Where we carry out major works such as roof replacements we carry out S20 consultation with any leaseholders effected before commencing work, when the works are completed the charges are then apportioned to leaseholders effected.

We have a Leasehold Officer within the service who will be working to reduce the level of arrears, and we have a income recovery policy in place which sets out the pre-action protocol to follow.

Key to directional arrows:

