

**AGENDA ITEM NO.**

**ARUN DISTRICT COUNCIL**

**REPORT TO HOUSING AND CUSTOMER SERVICES WORKING  
GROUP ON 16 MARCH 2020**

**PART A: REPORT**

<b>SUBJECT:</b>	<b>Income Recovery Policy</b>
-----------------	-------------------------------

<b>REPORT AUTHOR:</b>	Johanne Batty, Neighbourhood Services Manager Satnam Kaur, Group Head of Residential Services
<b>DATE:</b>	6 March 2021
<b>EXTN:</b>	37721
<b>PORTFOLIO AREA:</b>	Residential Services

<b>EXECUTIVE SUMMARY:</b>
This report seeks approval for the adoption of an Income Recovery Policy for housing that is owned or managed by the Council. The policy outlines our approach to preventing, managing and collecting rent, arrears and other money owed to the Council arising from housing that is owned or managed by the Council.

<b>RECOMMENDATIONS:</b>
Housing and Customer Services Working Group is asked to recommend to Cabinet:
a) The adoption of the Income Recovery Policy 2021.
b) Delegated authority to be given to the Group Head of Residential Services to make changes to the policy.

<b>1. BACKGROUND</b>
1.1 Rental income is the main source of income to the Housing Revenue Account. The Council recognises that maximising the collection of rent is of major importance as it directly affects the services that tenants receive and resources available to invest in their homes. Rental income pays for the management of the Council's housing stock and its surrounding environment and the maintenance and improvement of homes to meet the Regulatory Standards as set out by the Regulator for Social Housing (RSH). The income stream is also used to invest in new social housing

funded by the Housing Revenue Account.		
1.2 Whilst the Council must ensure that it maximises rental income, it also recognises the needs of its tenants and the importance of tenancy sustainment and homelessness prevention. Advice, assistance and support will be offered to tenants who have genuine difficulties in paying rent or other debts owed to the Council. The Council's overall approach to maximising income through its rental stream is to allocate properties appropriately and provide appropriate support and assistance to those tenants at risk of not paying their rent to prevent them from falling into arrears. Where arrears do occur to respond quickly and decisively.		
<b>2. PROPOSAL(S):</b>		
2.1 To adopt the Income Recovery Policy 2021.		
<b>3. OPTIONS:</b>		
3.1 To adopt the Income Recovery Policy 2021.		
3.2 Not to adopt the policy but this is not considered a feasible option as the policy will assist the Council to meet its obligations regarding the management of the Housing Revenue Account.		
<b>4. CONSULTATION:</b>		
	<b>YES</b>	<b>NO</b>
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify) Members of the Housing and Customer Services Working Group	✓	
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>	<b>YES</b>	<b>NO</b>
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		

**6. IMPLICATIONS:**

N/A

**7. REASON FOR THE DECISION:**

7.1 The policy will assist the Council to meet its obligations in respect of managing the Housing Revenue Account.

**8. BACKGROUND PAPERS:**

N/A