

Risk Identifier	CR-17
Risk Title	Housing Rental Income


Risk Description
 Failure to maximise housing rental income will result in financial losses to the Housing Revenue Account, impacting on service delivery/investment across the housing stock. Failure to put in place early interventions on arrears cases will also increase the risk of tenants being evicted, creating a wider financial risk and reputational risk to the Council.

Risk Owner
 Simone Russell

Directorate Responsible
 Housing, Health & Communities

Original Risk		
Likelihood	Impact	Score
3	3	9

Residual Risk		
Likelihood	Impact	Score
3	3	9

Risk direction
 Stable 

Cabinet Member
 Councillor Coote

Key Dates	
Date Registered	17th June 2024
Last update	17th June 2024

Background
 The Council is responsible for collecting c.£18m in housing rents annually. The setting of rents must comply with the Government's Rent Standard. A successful rent income collection service relies on early identification of arrears cases and early interventions to support tenants who are having difficulty paying and take firm enforcement action against tenants are unwilling to pay/fail to engage. The Rent Income Team has recently moved into the Housing, Health and Communities Directorate from Finance. This provides an ideal opportunity to clarify roles and resources at different stages of the process, examine greater joined up working. Current rent collection performance is below that expected by the Council.

Service Area Affected
 Housing

Triggers
 Tenants become former tenants, potentially due to evictions.
 Rent payments are missed or lower than required.

Risk Type
 Threat

Risk Response Category
 Reduce

Risk Response	Risk Response Actionee	RAG Status	Progress Update	Next Scheduled Update
Develop a process for identifying debtors getting into trouble so council can be proactive.	Gareth Robinson	Red	This will be reviewed as part of wider transformation work starting in July 2024.	Dec-24
Review roles, responsibilities in rent collection within the council	Simone Russell	Red	This will be reviewed as part of wider transformation work across Housing.	Dec-24
Develop debt policy to help debtors get out of trouble, working with CAB, Benefits and others.	Gareth Robinson	Red	New policy being developed as part of Revenues and Benefits Transformation.	Nov-24
More use of direct debits	Simone Russell	Red	To be addressed with new Manager, following retirement of current	Mar-25
Choose an enforcement agent for former tenant arrears	Gareth	Red		Nov-24
Review rent and service charge figures for budget	Gareth	Amber	Under review at present for next monitor	Dec-24

Key for RAG status of risk response	
R	Control is not in place or working or progress has slipped
A	Control is not working efficiently and some challenges remain
G	Control is working or predominantly in hand or completed