

Summary report from Housing Management Sub Committee 30<sup>th</sup> July 2020

Item	Report Title	Discussion points
1	Arrears Performance Monitoring	Tenant arrears fell by just over £500, however technical arrears rose. It was noted that 2x payments of Housing Benefit were due in July which should reduce this figure significantly – 2x payments of approx. £64k will be received due to these being received on a four-weekly cycle. The team are taking a proactive and supportive approach holding back taking any formal action, but making referrals to the Welfare Rights Officer and Drumchapel Money Advice where necessary.
2	Arrears Over £1,000	The balance of cases over £1,000 rose by just under £4,000 – the arrears of 19 cases rose, 19 arrears reduced and one remained the same. These cases are reviewed on a regular basis.
3	Former GHA Arrears	A small payment was made in Q1 reducing the balance slightly. These balances are historical and will not rise.
4	Rechargeable Arrears	New recharges have been added however more payments were received in Q1 so the balance reduced. This will continue to be monitored. The team currently prioritises current tenant arrears and as such some rechargeable repairs are paid once the balance is reduced. The Services Sub Committee suggested that the team try to split some payments into recharge repairs where possible.
5	Bedroom Tax Report	One more case was noted and addressed; as such all tenants impacted by the bedroom tax are in receipt of DHP covering the shortfall.
6	Ethnic Monitoring Report	For information.
7	Voids and Allocations	Only a small number of voids were let in Q1 due to the impact of COVID-19, however the Property Services team have prepared a safe procedure and now void work has re-commenced. The PS team will update separately on this.